

ROOM HIRE POLICY & PROCEDURE

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Responsible Person:	CEO	Reviewed by:	CEO
Organisational Area:	Operational	Review Date:	15/10/2025
Approved and adopted by:	Board of Governance	Next Review Date:	October 2028

Scope

This policy applies to all NRCHI staff, management, and any individual, group, or organisation requesting to hire rooms or facilities at North Ringwood Community House Inc. (NRCHI).

Objective

The purpose of this policy is to ensure that all room and facility hires are managed in alignment with the NRCHI Strategic Framework, the Maroondah City Council (MCC) lease, and all relevant funding agreements. NRCHI offers its premises and facilities for hire to both profit and not-for-profit organisations, community groups, and individuals, subject to this policy and the associated procedures, as well as the conditions outlined in the NRCHI *Venue Hire Information Booklet*, as amended from time to time.

Policy Statement

North Ringwood Community House Inc. (NRCHI) is committed to providing safe, inclusive, and accessible facilities for use by individuals, community groups, not-for-profit organisations, and businesses whose activities align with NRCHI's values and strategic objectives.

This policy ensures that the hire and use of NRCHI rooms and facilities are managed in a consistent, transparent, and lawful manner that upholds the organisation's responsibilities under its lease with Maroondah City Council, relevant funding agreements, and applicable legislation.

All hirers must comply with this policy and related procedures to ensure the safety, wellbeing, and respectful use of the premises for the benefit of the broader community. This policy should be read in conjunction with the NRCHI *Venue Hire Information Booklet*.

Procedures

Availability

NRCHI closes annually between mid-December and mid-January. During this period, no rooms or facilities will be available for hire. Room availability is subject to the discretion of the Booking Officer and may be withdrawn if a booking is found to conflict with core operations or contractual obligations.



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Eligibility and Restrictions

Rooms are available for hire on both one-off and recurring bases. However, premises and facilities will not be made available for any activity that is unlawful or that contravenes the NRCHI Strategic Framework, MCC lease conditions, or funding agreements.

NRCHI does not permit facility hire for birthdays and other celebrations between 13 years and 25 years of age inclusively. Room hire is not permitted for 18th or 21st birthday celebrations under any circumstance.

NRCHI is an alcohol free facility. Alcohol consumption and possession are prohibited on the premises, except for approved events authorised by the CEO. Designated NRCHI staff may exercise discretion to approve alcohol use at internal staff or board-related functions where a clear relationship and details of the event are known, ie Staff Christmas party provided the Victorian Responsible Service of Alcohol (RSA) Guidelines can be met.

Smoking is strictly prohibited anywhere on the premises.

Facilities and Equipment

NRCHI has the following rooms available for hire: Multi-Space Room, Hall, General Classrooms (Rooms 3, 5, and 6), Craft Room, and a Computer Room. Hire includes access to kitchen facilities such as a refrigerator, urn, stove, oven, and microwave. Use of laptops, projectors, and other electronic equipment may incur additional charges. Tea and coffee provisions can be arranged for a nominal fee.

Unless otherwise agreed in writing, the hirer is responsible for all aspects of event preparation, including setup, management, and clean-up. All hired spaces are accessible only during the agreed booking times. Bookings are subject to a minimum hire period of two hours for general use or four hours for social events. These times must include setup and clean-up activities. Extensions may be possible if requested in advance through the Booking Officer.

Insurance and Liability

All business hirers are required to hold public liability insurance with a minimum coverage of \$10 million. Evidence of insurance must be provided in the form of a current Certificate of Currency at the time of booking.

Hirers must supply their own insurance for any personal items, consumables, or equipment brought to the venue. NRCHI does not insure third-party property and takes no responsibility for items left onsite.

The hirer accepts full liability for any damage, loss, or injury arising from their use of NRCHI facilities. Any damages caused to NRCHI property or premises must be reported immediately and may result in additional charges or forfeiture of bonds.

Indemnity

The hirer agrees to indemnify and hold harmless North Ringwood Community House Inc., its staff, board, volunteers, and agents from and against any claims, demands, damages, losses, liabilities, costs, or expenses arising out of or in connection with the hirer's use of the facilities, except to the extent such claims arise due to NRCHI's own negligence.



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Fees, Payments and Bonds

All bookings are subject to applicable hire fees and, where relevant, a bond. These charges are based on the type of hire, purpose, and duration. A current fee schedule is included in the NRCHI Venue Hire Information Booklet. Full payment of hire fees and bonds must be received no later than seven days prior to the date of use. Failure to do so may result in cancellation of the booking.

Cancellations and Refunds

Hirers must provide a minimum of seven days' written notice to cancel a booking in order to receive a full refund of hire fees and bonds. In the event of cancellation by NRCHI due to facility requirements, safety concerns, or other unforeseen circumstances, a full refund will be provided. NRCHI reserves the right to cancel any booking where the use is deemed inappropriate or in conflict with the organisation's obligations or values.

Access and Security

Access to the premises will be arranged through the Booking Officer and may involve provision of keys, access passes, or on-site staff supervision. The hirer is responsible for ensuring all doors and windows are secured and that the alarm system is properly armed (where relevant) at the conclusion of their event. Failure to follow security procedures may result in loss of bond or additional fees.

Cleaning and Waste Management

The hirer must leave the space in a clean and tidy condition. This includes returning furniture to its original layout, cleaning kitchen appliances if used, wiping down surfaces, and removing all waste. Rubbish must be placed in designated bins, and additional charges may apply if excessive cleaning is required. Cleaning equipment is available on-site and can be used with staff permission.

Sub-letting

Hirers are not permitted to assign, sub-let, or transfer their booking or access to any other person or group without prior written approval from the CEO.

Noise and Neighbour Considerations

All hirers are expected to manage noise levels during their booking and ensure activities do not cause disruption to neighbouring residents or other users of the premises. Events must comply with local council noise regulations. Breaches may result in loss of bond or future booking rights.

Parking

Limited on-site parking is available for hirers and attendees. Vehicles must be parked legally and must not obstruct driveways, building access points, or emergency vehicle zones. NRCHI does not guarantee the availability of parking spaces.

Decorations and Setup Restrictions

Any decorations must be temporary, non-damaging, and removed at the conclusion of the booking. The use of helium balloons, nails, tacks, glue, or adhesive tape on walls, ceilings, windows, or other surfaces is not permitted. Blue-tack or other non-damaging options may be acceptable with prior approval.

Photography and Filming

Photography and filming on NRCHI premises must comply with Australian privacy laws and child safety obligations. If images or video will be taken, especially involving children or vulnerable persons, the hirer must obtain the necessary permissions from all participants. NRCHI may request evidence of consent if concerns arise.

Force Majeure

NRCHI will not be held liable for any failure to fulfil a booking due to events or circumstances beyond its control. These may include but are not limited to fire, flood, power outages, pandemics, government restrictions, or acts of God. In such cases, affected bookings will be cancelled or rescheduled where possible, and fees refunded in full.

Emergency and Safety Procedures

All hirers must familiarise themselves with the emergency evacuation procedures, including the location of exits, fire extinguishers, and first aid kits. These details are included in the NRCHI Venue Hire Information Booklet. In the event of an emergency, the hirer is responsible for coordinating evacuation of their group and contacting emergency services where required. All incidents or injuries must be reported to NRCHI staff as soon as practicable.

Child Safety

Any business or organisational hirers responsible for children or who have children in their care must provide a current Working with Children Check and a Child Safe Policy aligned with the Victorian Child Safe Standards 2021 (effective July 2022). If the hirer does not have their own Child Safe Policy, they will be required to read and sign the NRCHI Child Safety and Wellbeing Policy and the NRCHI Child Protection Policy. These requirements do not apply to personal or private party hires.

Privacy and Information Handling

NRCHI collects and stores personal and organisational information in accordance with its Privacy Policy and applicable Australian Privacy Laws. Information provided as part of the hire process will be used only for the purposes of managing the hire and related communications. Sensitive documents such as Working with Children Checks and insurance certificates are handled with care and stored securely.

Accessibility

NRCHI aims to provide inclusive and accessible facilities. Some rooms are wheelchair accessible, and accessible toilets are available on-site. Hirers are encouraged to consult the Booking Officer regarding the suitability of rooms for participants with mobility or access needs.



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Use of NRCHI Name and Branding

Hirers must not use NRCHI's name, logo, address, or other branding in advertising, signage, or public materials without prior written consent. Temporary signage or decorations may be permitted for events but must be removed at the conclusion of the hire and must not damage walls or surfaces.

Dispute Resolution

In the event of a disagreement or complaint relating to a booking or facility use, hirers are encouraged to raise the matter with the NRCHI Booking Officer in the first instance. If the issue remains unresolved, it may be escalated to the CEO for review. NRCHI is committed to addressing concerns in a fair and timely manner.

Delegations and Authority

The NRCHI Booking Officer is delegated authority to approve or decline room hire applications, assess alignment with organisational objectives, and enforce policy requirements. Bookings involving higher risk, alcohol use, or complex compliance matters may be referred to the CEO for final approval.

Related Documents

Risk Management Policy
Venue Hire Information Booklet
Hire Application Form
Child Safety and Wellbeing Policy
Child Protection Policy
Privacy Policy
Emergency Evacuation Plan
Incident Report Form
Code of Conduct

Related Legislation & Compliance

Child Wellbeing and Safety Act 2005 (Vic)
Victorian Child Safe Standards (updated 2022)
Privacy and Data Protection Act 2014 (Vic)
Australian Privacy Principles (Privacy Act 1988 - Cth)
Responsible Service of Alcohol (RSA) Guidelines
Occupational Health and Safety Act 2004 (Vic)
Maroondah City Council (MCC) Lease Agreement

Document Locations

Electronic file folders accessible by NRCH Administration staff
Policy & Procedure Manual
Website

Date reviewed	Version	Details of changes (if any)	Date of next review
29/4/22	4	Removal of reference to Covid Safe Plans, Check in Marshalls, Double vaccination requirements	April 2025

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		Addition of NRCHI is an 'alcohol free' premises. Updated details on bond reduction amounts included.	
5/10/22	5	Change in tea and coffee with a charge per head	October 2025
5/10/22	5	Clearer definition of general hire / social hire	October 2025
5/10/22	5	Addition of conditions of booking changes/cancellations for long term ongoing hirers	October 2025
5/4/23	6	Updated hiring rates Updated Child Safe Standards to be included in Hirer's Child Safe Policy or signed copies of NRCHI Child Safe Policies	April 2025
19/6/23	7	Significant reformatting. Addition of policy statement, related legislation.	June 2025