

**Bennettswood Neighbourhood House Inc. – A0028651LK**

**ABN 27 675 966 331**

7 Greenwood Street, Burwood 3125

Phone (03) 9888 0234

Email: [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au)

Website: [www.bennettswoodnh.org.au](http://www.bennettswoodnh.org.au)

**BENNETTSWOOD**  
Neighbourhood House

## **Bennettswood Neighbourhood House (BeNH) VENUE HIRE INFORMATION AND BOOKING AGREEMENT**

Thank you for your enquiry/ booking to hire the facilities of Bennettswood Neighbourhood House.

Please note payment in full is required WITHIN 5 BUSINESS DAYS to confirm your booking.

Please find attached the following documents:

**Venue Hire Information** - read and keep for your reference.

**Venue Hire Agreement** (Appendix A) - complete and return to office.

**Door Access Code Form** (Appendix B) - complete and return to office. We will contact you a few days prior to your event to advise you of your door code and how to access the House.

**Child Safe Code of Conduct** (Appendix C) – Child Safe Standards are a requirement of the Victorian Government. \*You must read, sign & return Appendix C (\*if children are attending the event).

### **VENUE HIRE INFORMATION**

Individuals, organisations, community groups and businesses are welcome to hire BeNH facilities. BeNH has the discretion to refuse to hire or rehire to individuals / groups who do not comply with the terms and conditions outlined in this agreement.

The House is wheelchair accessible via the back door. 

#### **COVID SAFE PRACTICES:**

Bennettswood Neighbourhood House has enacted a COVID Safe Plan which forms part of the Venue Hire Agreement:

- COVID Safe practices are encouraged - practise good hygiene and wash hands / use (supplied) hand sanitiser, wipe benches, tables & surfaces with (supplied) sanitiser (70% Isopropyl solution) & handtowel. (Do not dispose of used handtowel in recycling bin).
- Ventilation to enhance airflow:
  - Open windows (they are snibbed, not locked). Shut the windows before leaving. (Please do not press the lock button on windows in front room).

**OR** - Use the air purifiers (located in front & back rooms). Instructions for use are on the wall. For the air purifier to operate well, the windows must be shut. PLEASE DO NOT UNPLUG OR MOVE THE AIR PURIFIER FROM ITS CURRENT LOCATION.

### **WHAT IS PROVIDED AND INCLUDED IN THE HIRE FEE?**

Some basic equipment is available for use:

- Dishwashing liquid for hand washing dishes. *Do not use the dishwasher* (unless prior permission to use and training has been provided).
- Crockery and/or cutlery. *Wash, dry and put away.*
- Small number of baking trays, pans & food preparation utensils.
- Broom, dustpan and brush, mop, bucket (in right side foyer cupboard) to sweep any debris that has come in under the door.
- Sanitiser (& electronic hand sanitisers), spray bottles of 70% Isopropyl & paper towel.  
*Dispose of used handtowel in general rubbish bin (not recycling bin).*

### **WHAT HIRERS SHOULD PROVIDE / BYO IF REQUIRED**

- Additional items to supplement the venue equipment listed above.
- All refreshments, including tea, coffee and milk. *Do not use our milk.*
- Tea towels, baking paper, foil, wrap etc.
- Your own disposable (paper) crockery - although you may use our equipment (*wash, dry and put away*)
- BYO rubbish bags to take YOUR RUBBISH home. *Do not put your rubbish in our bins (inside or outside).*
- Remove all of YOUR FOOD from the fridge before leaving.
- Ensure that your guests know which items belong to the House and do not remove OUR ITEMS.

### **HEATING AND COOLING SYSTEMS**

**Split-system air conditioned cooling and heating units are provided** in the front & back rooms. The remote control is on the wall in the back room. The remote control for the front room door is on the wall in the hallway adjacent. *Do not use the central (gas) heating wall controller.*

### **NOTES FOR PLAYGROUPS & KIDS' / PARENTS' CLUBS**

**Toys:**

- Some children's toys are available in the back room cupboard.
- Extra toys can be provided - please ask with your application.
- Pack toys away when finished using.

### **VENUE ACCESS:**

Access is via a keypad code - front and back doors. We will provide the keypad access code prior to the date of hire.

**SAFETY & SECURITY OF YOUR FUNCTION:** *Do not allow the front door to remain open* during your event.

### **CONCLUSION TIMES FOR YOUR FUNCTION:**

All cleaning up must be completed within the venue hire period in line with your specified hire times.

To arrange an inspection of the facility or if you have any further queries about your booking or this information pack email [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au) or call during office hours Monday – Thursday, 9.30am – 2.30pm.

### **CHECK THE FOLLOWING BEFORE LEAVING**

- ✓ Ensure helpers / guests DO NOT remove equipment (kitchen), food (in fridge) or any property (e.g. CDs).
- ✓ All inside lights (*check toilet lights are OFF*), cooling, heating and ceiling fans are OFF.
- ✓ Toilets are flushed.
- ✓ Rubbish is removed – DO NOT place your rubbish in our bins (either inside or outside).
- ✓ Toys are tidied away in cupboard and / or containers.
- ✓ Blinds are closed.
- ✓ Back gate is closed.
- ✓ A please advise by email any breakages or damage that have occurred at your event, Contact: [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au)

### **CHAIRS**

- ✓ Please return chairs to their original locations. **Refer to photos on walls for exact location and place chairs back.** Stack chairs (without arms) in sets of 3.
- ✓ Do NOT stack the chairs with arms. They can get stuck together if stacked.
- ✓ Do NOT take our chairs outside or use them to prop open external doors.

### **DOORS**

- ✓ For safety & security external front doors must remain shut.
- ✓ Do NOT prop open front external door.
- ✓ External rear door may be held open, using the hook. If children are present, ensure the gate is closed.

### **INSURANCE:**

**PLEASE NOTE: YOUR EVENT IS NOT COVERED BY OUR INSURANCE. A copy of a valid Certificate of Currency for Public Liability must be submitted with the Venue Hire Agreement. (See p. 7 of this document for details).**

**If the event includes children: the Child Safe Code of Conduct (Appendix C) must be read, signed and submitted with the Venue Hire Agreement.**

**FACILITIES AVAILABLE & HIRE FEES (prices effective from February 2024)**

| Space                                       | Description  | Furniture and Features  | Cost  |
|---|--|---|---|
| <b>Front Room</b>                           | L- shaped  | Adult chairs<br>3+ trestle tables<br>2 card tables<br>Reverse cycle heating / air conditioning<br>Direct access to kitchen<br>Piano<br>Large screen TV (by request)     | <b>1 hour \$45</b><br><br>TV remote - refundable deposit \$50 may apply   |
| <b>Back Room</b>                            | Large multi-use space, adjacent outdoor space      | Adult chairs<br>2 children's tables<br>children's chairs (on request)<br>6+ trestle tables<br>Direct access to kitchen<br>Direct access to outdoor secure enclosed area | Children's tables are in back room cupboard/ chairs in large restroom<br>Toys in cupboard / extra toys available on request (no charge)<br><br><b>1 hour \$45</b> |
| <b>Whole House</b>                          | Front & back rooms, kitchen, enclosed outdoor area | See all above   | <b>\$195 – all day (between 8am – approx. 6pm)</b>  |
| <b>Meeting Room / flexible office space</b> | Single room with bench & desk                      | Available for casual or ongoing hire  | <b>\$60 all day (between 9am &amp; 5pm)</b><br><b>OR</b><br><b>\$35 (min 3 hours)</b>   |

**PAYMENT AND BOOKING NOTES:**

- Tentative bookings will be held for 3 consecutive working days.
- Full payment is required 5 business days prior to a confirmed booking.
- No access to the facility until commencement of the hire period.
- Total hire time must include all time for set-up/pack up and clean up.

### CANCELLATION POLICY

We understand that unexpected events can occur, so rescheduled bookings due to a change in personal circumstances may be possible. Any return of up-front paid hire fees is at the discretion of BeNH Management.

|  |  |
|--|--|
| Cancellations received more than 4 weeks prior to the booking date.          | Full Refund                            |
| Cancellations received between 1 week and 4 weeks prior to the booking date. | 50% Refund                             |
| Cancellations received less than 1 week prior to the booking date.           | 0-50% Refund<br>(Manager's discretion) |

### IN THE EVENT OF AN EMERGENCY

**The Hirer is responsible for ensuring that adequate procedures are followed in the event of an emergency.**

Depending on the situation, this may include any or all of the following in any order relevant to the situation: Call emergency services if there is a medical emergency or accident causing physical injury –ambulance, fire brigade or police on 000 (if urgent) *OR* if non-urgent call 131 444 or report to (Police Assistance Line & Online Reporting) 24 hour reporting at <https://www.police.vic.gov.au/palolr>.

- ⇒ **Our address is:**  
7 Greenwood Street,  
Burwood 3125
- ⇒ **Familiarise yourself with the Emergency Evacuation Plan displayed in rooms and Reception hallway.**
- ⇒ **Provide assistance as appropriate. Assist any person in immediate danger if safe to do so.**
- ⇒ **If a SUSPECTED cardiac emergency (heart attack) or stroke occurs: CALL 000.**
  - **A defibrillator (AED) is available in the foyer. Do not open the AED cabinet unless a cardiac emergency occurs.**
  - **A First Aid Kit & Manual is located on the kitchen bench next to the hands-free sink.**
  - **In case of a fire, conduct an emergency evacuation of all persons using the nearest safe exit. Check toilets, rooms and make sure all people are aware of the need to evacuate. Assemble at the central median strip in Greenwood St (opposite the House). Fire extinguishers are located in the kitchen and foyer (opposite the office). A small fire can be extinguished with the fire blanket located at the hands-free sink in the kitchen.**
  - The Hirer should have a list of names and how many people are in attendance.
  - **Check toilets for people.**
  - The Hirer should be aware of any persons who have mobility or other impairments which could affect their ability to be aware or escape in an emergency, and provide assistance.
  - Account for all persons once the evacuation is complete. Conduct a head count and a roll call.

- Any incident involving serious injury to a person should be referred to appropriate medical services and major accidents or incidents reported by email to [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au)

## **VENUE HIRE POLICIES AND PROCEDURES**

### **GENERAL POLICIES**

- Hirers are required to comply with BeNH policies governing the use and hire of BeNH facilities.
- The Hirer is granted non-exclusive use of the facility (including furniture & fittings, for their usual purpose) in accordance with the terms of the venue hire agreement and for the period of hire as stated on the agreement. If the whole House is booked the Hirer is granted full use of the public areas (front/back rooms, foyer, kitchen, outdoor area) although staff and clients may be present.
- The keypad code is for the sole use of the person signing this agreement. Permission for a second authorised person may be obtained in exceptional circumstances. Unauthorised use of the keypad code or use of keypad code to gain admittance at any time other than that booked will constitute a breach of the rental agreement. Future requests to hire the venue from anyone representing that business or individual may be refused by BeNH Management.
- ***Do not share the keypad code with others attendees.***
- Hirers must respect other users of the House and our neighbours, particularly in relation to noise, and be prompt when leaving the venue at the end of the hire period.
- BeNH Management reserves the right to review hire fees at any time and apply the new rate to any booking, current or future, from the date of change. Current hirers will be advised in writing of rental increases.
- Hirers must not display signage, marketing or display promotional material without permission in writing from BeNH Management.
- **BeNH Management reserves the right to cancel any booking if terms and conditions are breached.**

### **NO SMOKING POLICY**

- **Smoking is not permitted within any area of the BeNH facilities – inside or outside grounds.**

### **RESPONSIBILITY & INSURANCE**

- BeNH accepts no responsibility or liability in relation to the property or personal effects of hirers or their guests or participants during the hire period. Ensure your property is secure.
- Hirers are responsible for any damage caused by negligence and are required to report any property damage to the premises or property to [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au).
- Cost or repair or replacement will be charged to the Hirer.

### **Public Liability Cover**

All Hirers ***must*** provide a valid Certificate of Currency for Public Liability Insurance with the returned signed hire agreement (Appendix A). Such Public Liability insurance cover is to be not less than the sum of \$20,000,000, insuring the Hirer against all actions, costs, claims, charges, expenses and damages which may be brought or made or claimed against the Hirer. Hirers have a primary responsibility to conduct

their activities in a safe manner for all those involved, and to ensure risks to persons and property are minimised.

- Current Public Liability Insurance cover is a requirement of this hire agreement unless the activity is part of BeNH program and all participants are enrolled in BeNH activity programs.
- The current Certificate of Currency must be provided to BeNH on renewal of policy.

**Additional Information:**

- If a Hirer does not have a valid Public Liability Insurance Certificate of Currency, this may be accessed at Local Community Insurance at <https://www.localcommunityinsurance.com.au/>

**STATEMENT OF COMMITMENT TO CHILD SAFETY**

All Hirers of Bennettswood Neighbourhood House (BeNH) are required to observe child safe principles and use appropriate behaviour towards and in the company of children while conducting activities, or participating in activities that include children, while using the House. These principles and behaviours are set out in the Bennettswood Neighbourhood House Child Safe Code of Conduct (Appendix C). The Victorian Child Safe Standards are compulsory minimum standards to protect children from harm. The BeNH Child Safe Code of Conduct (Appendix C) must be signed & returned (if children are attending the event).

**VENUE HIRE CHECKLIST**

***HIRER: PLEASE BRING THIS INFORMATION WITH YOU FOR YOUR REFERENCE***

- ✓ **Make a room hire enquiry - a tentative booking will be held for a maximum of 3 working days.**
- ✓ **Make a confirmed booking with full payment - the booking is confirmed on receipt of full payment.**
- ✓ **Complete & return required forms:**
  1. **Venue Hire Agreement** (Appendix A) - All Hirers
  2. **Door Access Code Form** (Appendix B) - All Hirers  
*The code will be provided in the week prior to date of hire.*
  3. **Child Safe Code of Conduct** (Appendix C) - All Hirers (if children are attending the event)
  4. A copy of the '**Certificate of Currency for Public Liability**' will be required.

**On date of hire bring:**

1. This Venue Hire information provided for your assistance.
2. Door keypad access code (to access via both front and back doors).
3. Rubbish bags, tea towels and any other equipment required.
4. All refreshments required including tea, coffee, sugar, milk.

**GO TO APPENDIX A, B & C**

**APPENDIX A - COMPLETE & RETURN BY MAIL, EMAIL or BRING TO OFFICE**

**VENUE HIRE AGREEMENT**

**HIRER'S DETAILS (PLEASE PRINT CLEARLY)**

Name of Hirer .....

Address of Hirer.....

Phone number of Hirer: .....

Email of Hirer.....

**HIRER'S PUBLIC LIABILITY INSURANCE DETAILS**

Name of Insurer: .....

Policy number:.....

**(Provide a scanned copy of PL Certificate of Currency)**

Date(s) of Hire.....

Time of Hire.....

Room(s) Hired (Front/ Back/ Meeting / Whole House).....

Description of Event.....

Number of People .....

**Note: Maximum number allowed is 70 people (whole House) – 40 per back / 30 front room.**

**It is recommended to keep a record of the name (and phone number where appropriate) of each person attending for emergency evacuation procedures.**

- 1. I have been provided with Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement (this document).**
- 2. I have read, understand and agree to the Terms and Conditions of Venue Hire as stated in the Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement and have asked for clarification if required.**
- 3. I have provided a copy of a valid Public Liability Insurance Certificate of Currency with this agreement.**
- 4. If children are attending the event I acknowledge that I have received, read, signed and returned the BeNH Child Safe Code of Conduct (Appendix C)**

**APPENDIX B - COMPLETE, SIGN AND RETURN by MAIL, EMAIL or BRING TO OFFICE**

**DOOR ACCESS CODE FORM FOR HIRERS**

**PLEASE PRINT NAME, ADDRESS & EMAIL CLEARLY**

---

**Undertaking by Hirer**

I, ..... of (address).....

.....

(phone) ..... (email) .....

will be issued with a keypad code for access to Bennettswood Neighbourhood House

(CIRCLE room(s) hired) ..... FRONT..... BACK ..... WHOLE HOUSE ..... MEETING ROOM .....

for the purpose of (specify type of event event):

..... on

(date)..... (time, duration of event) .....

**I agree and undertake to**

- a) exercise due diligence and use the keypad code strictly in accordance with the provisions of hire
- b) not give the keypad code to any other person under any circumstances
- c) remove all rubbish and take home (do not leave rubbish in our inside or outside bins at the House)
- d) report any breakages or property damage to [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au)
- e) ensure all doors & windows are shut when vacating the premises
- f) report any major incidents or accidents causing serious injury to a person attending your event to YOUR INSURER (Public Liability Insurance) and to BeNH [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au)
- g) sign and return the Child Safe Code of Conduct (APPENDIX C below) if children are attending the event

**BY MAIL or to office (SIGNATURE) .....Date.....**

**BY EMAIL (TYPE NAME) .....Date.....**

**APPENDIX C - COMPLETE & RETURN BY MAIL, EMAIL or BRING TO OFFICE (if children are attending the event)**

## **CHILD SAFE CODE OF CONDUCT**

\*A child is a person under 18 years of age.

A range of advice, resources and templates can be found on the [Commission for Children and Young People's website](#). The resources include the Guide to Creating a Child Safe Organisation to assess how child safe your organisation is and get practical guidance in improving child safety. The [Victorian Child Safe Standards](#)\* are compulsory minimum standards that apply to organisations that provide services for children - including Neighbourhood Houses - in order to help protect children from harm. The standards\* are to be found at <https://www.nhvic.org.au/child-safe-standards>

### **Purpose**

All personnel within and participants using the services of Bennettswood Neighbourhood House are responsible for supporting the safety, wellbeing and empowerment of children. This Child Safe Code of Conduct outlines expected standards for appropriate behaviour with and in the company of children, including online conduct, by:

- taking all reasonable steps to protect children from abuse
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance for discrimination against any child, including culture, race, ethnicity, gender identity or disability)
- ensuring as far as practicable that adults are not singularly left alone with a child
- reporting any allegations of child abuse to the police or child protection
- reporting any child safety concerns to Bennettswood Neighbourhood House Manager
- if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
- adhering to this Bennettswood Neighbourhood House Child Safe Code of Conduct

Staff, volunteers and other adults must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical
- put children at risk of abuse (for example, by being alone with a child or children and locking doors)
- do things of a personal nature that a child can reasonably do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- ignore or disregard any suspected or disclosed child abuse.

If you believe a child has been abused or is at immediate risk of abuse phone 000. If you believe a child has been sexually abused or is at immediate risk of sexual abuse you are required to report the matter to the police - phone 000.

The Child Safe Code of Conduct is used:

- to inform parents/carers and other persons hiring the House as a venue for children's activities of what responsibilities they have to comply with the Victorian Child Safe Standards
- as part of induction training for new leadership members, staff and volunteers
- to support and inform organisational protocols and reporting procedures should breaches of the code be suspected or identified.

### **If you are including children in your event**

I, \_\_\_\_\_ have read and understand the Child Safe Code of Conduct.

Sign (or type by email): \_\_\_\_\_ Date: \_\_\_\_\_