

**Maleny Community Centre:
User Manual
Main Hall**

April 2014

Table of Contents

Welcome.....	3
Key Contact & Emergency Numbers.....	4
Opening & Operating Procedures	5
Room Specifications	6
Room Specifications	7
Closing Procedures.....	10
Health & Safety Matters	11
Emergency Procedures.....	12
Incident Report Form	13
Departing the Venue Checklist.....	14
Conditions of Hire Agreement	15
Maleny Community Centre Venues & Equipment.....	15
We Value Your Feedback	16

Welcome

The Maleny Community Centre (MCC) has community facilities and event equipment available to hire for external groups, clubs and individuals..

The Kiosk
Bicentenary Meeting Room
The Verandah Room

The Main Hall
Kitchen Facilities
Bicentenary Conference Room

This User Manual has been provided to you at the time of booking and contains the information that you as the hirer will require to competently, safely and confidently utilise the Main Hall and the equipment. It also provides you with important information for contact details during events and after hours as well as promoting smooth operations and increased health and safety precautions.

Hirers are responsible for any damage within the hired facility space. Failure to comply with the procedures can incur an additional fee and/or future hire refused, so please ensure you have read and understood what is required of you as the hirer.

Fees

- The hire fees will be set by the MCC Management Committee and periodically reviewed
- Community based, not-for-profit and/or fund raising hirers will be given a twenty percent discount off the commercial rate. The hirer will be charged normal rates until proof of not-for-profit incorporation is received.
- Regular use hirers providing community benefit will be given the twenty percent discounted rate, at MCC's discretion. ('Regular' use is hirers who have used the venue regularly for a period of twelve months or more).
- Any other variation to the stated hire fee being reduced or waived needs to be submitted in writing to the MCC executive and management committee.
- If the Hirer is playing music or lyrics in public, they must have the appropriate license. You can obtain this license from The Australasian Performing Rights Associations (APRA) www.apra.com.au.
The Phonographic Performance Company of Australia (PPCA) provide a license that covers sound recordings.
Where music is performed live, both the performer/s of the music and whoever organizes that performance are responsible for making sure permission to perform copyright protected music in public has been obtained. The owner of the venue may also be liable if a license is not obtained. A copy of the license must be provided to the Maleny Community Centre prior to the performance.

Booking

- MCC reserves the right to refuse a booking if the purpose of use appears inappropriate or to be in conflict with the stated mission statement of MCC or if the hirer has abused the facility by leaving it damaged or repeatedly unclean
- MCC reserves the right to impose a bond of \$100.00 before occupancy for a commercial or casual hirer, with refund subject to inspection of the facility after hire is completed.
- Commercial and/or casual hirers are required to pay a booking fee of 25% of the hire fee within 14 days of confirmation of the booking. This booking fee confirms the booking and is non-refundable unless cancellation is made at least 8 weeks prior to the date booked.
- Regular hirers may be requested at the time of annual booking to supply a \$100.00 bond deposit to cover any losses, breakages, damage or exceptional cleaning required. If the deposit is drawn below \$20, MCC will request the hirer reinstate the balance again. MCC will not deduct funds from this deposit without prior discussion with the hirer

- In a case where the conditions of hire have not been met, MCC reserves the right to impose an additional amount to the hire fee to cover costs e.g. cleaning, key replacement etc

Key Contact & Emergency Numbers

Maleny Community Centre
P.O. Box 596
23 Maple St
Maleny, Qld 4552

Phone: 07 5429 6043
Email admin@malenycc.org

Office Hours: Monday to Friday 9.30am to 1.30 pm

Emergency Contact Person 1:

Name: Ann Koenig

Title: MCC Secretary

Telephone Number: 07 5494 3271

Mobile Number: 0407 138 182

Opening & Operating Procedures

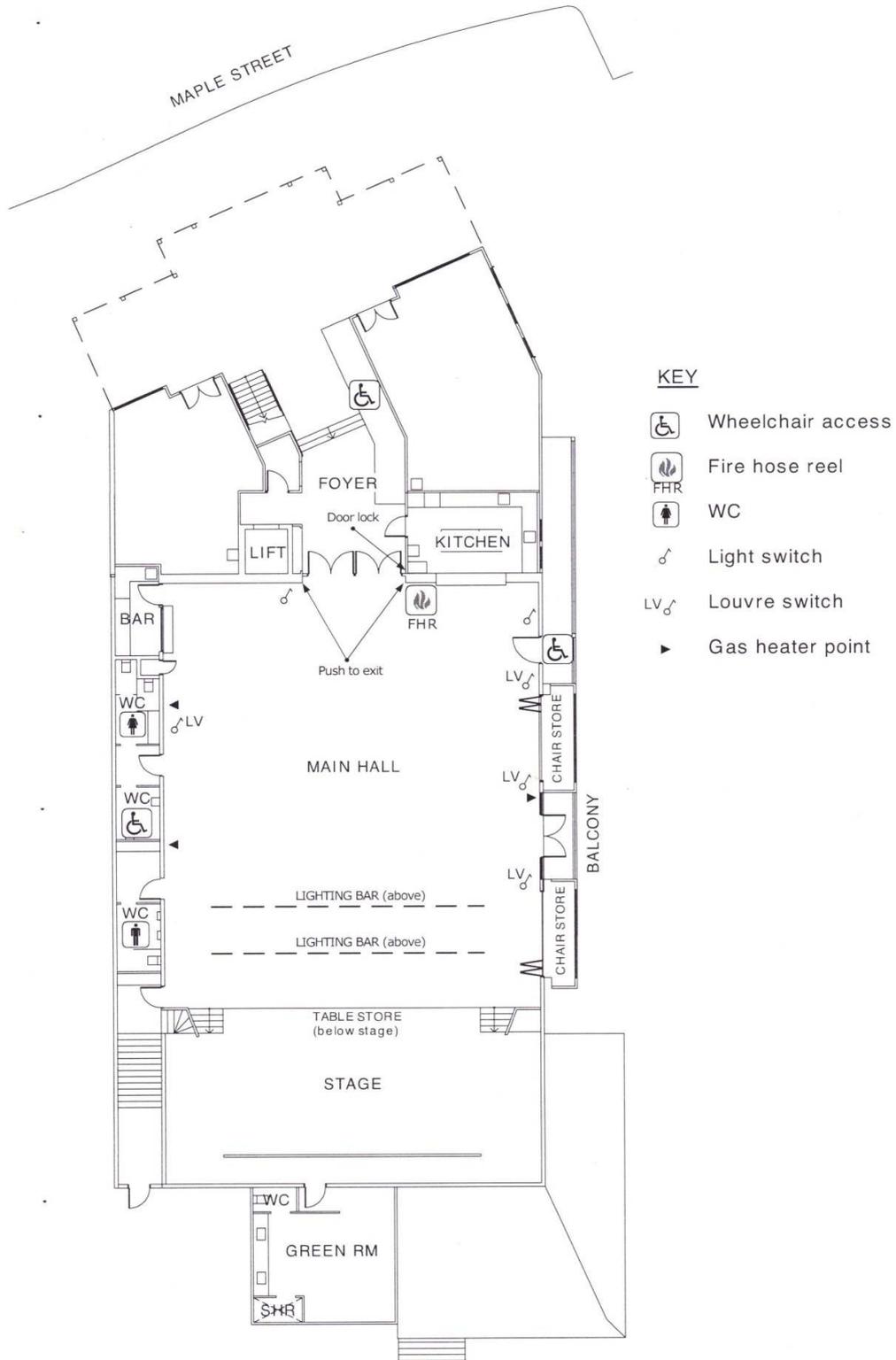
Collection of Keys:

Keys for the Main Hall can be collected between 9.30am – 4pm at the Maleny Visitors Information Centre, Shop 2, Maleny Community Centre, 23 Maple Street, Maleny - contact telephone (07) 5499 9033.

When opening and operating the Main Hall, the hirer must ensure that:

- all entry doors are kept clear of obstruction
- all fans, air-conditioning and heater appliances are used in a safe manner
- only blue tack is used when putting up posters to avoid marking the wall surfaces. **Nothing is allowed on the acoustic panels. The Hirer will be charged for any damage.**
- **no equipment is to be placed in the foyer** of the Main Hall, nor are any posters and banners to be erected in the foyer area, including the bannisters of the stairs.
- banners and other signs are not permitted anywhere on the buildings without the written consent of the Committee. Posters will be placed in the MCC Display Cabinet. If information is given to the Administration Officer, it will be posted on the MCC website.
- children under the age of eighteen are supervised at all times
- a person has been appointed to act as Fire Warden who will be familiar with safety and emergency procedures. The fire warden or organizer must ensure that easy access to all exits is maintained while using the facility and not obstructed by any equipment, furniture or people. The information about fire safety will be given to the audience before a production commences.

Room Specifications



Room Specifications

Specifications:

Summary

Main Room

Floor Space 17 x 15 m

Sprung wood floor

250 chairs

26 tables

Gas Heaters

Not Air Conditioned

Green Room

Floor Space 5.5m x 4.4m

Shower

Toilet

Kitchen

Microwave

Electric oven

Gas hot plates

Fridge

Urn

Dishwasher

150 dinner settings

Stage

Floor Space 10 x 5m to curtain

6m x 6 m to front edge

Cyclorama wall

Wings

Car parking is available behind the Hall accessed via Bicentenary Lane.

Chairs

The Main Hall will seat 220 to 240 patrons in theatre seating style – depending on whether the bar is used and if there is a catered meal. An aisle must be down the middle of the Hall with 2 side aisles – this is necessary in cases of an emergency.

220 patrons when there is a bar and catering.

230 patrons when there is either a bar or catering.

240 patrons when there is neither a bar nor catering.

There are 265 chairs – 160 padded chairs are stored in the alcove behind folding doors on the left side of the Hall – they are stacked 7 high. The remaining plastic chairs are stacked on the right hand side of the hall – 7 high. **Please return them to their correct positions.**

Audio & Lighting Equipment

The Maleny Community Centre has state of the art digital audio and lighting equipment. Only authorised technicians may operate the equipment. Please make enquiries to determine what you need for your performance.

Tables

There are 27 tables which are stored under the stage (behind the drapes). They are stored on trolleys for ease of movement. Each table seats 6 people comfortably, however 8 may fit if chairs are added to the end of the table.

White tablecloths and LED candles are available for hire.

Lights and Light Switches

The switches for the ceiling lights in the Main Hall are located to the right of the door on the back wall. There are 3 switches operating separate rows of lights.

Dimmable Side Lights are operated from a lighting panel located to the left hand rear of the Hall near the fire exit door. Instructions for use are located next to the box.

The lights in the toilets come on automatically as they are operated by sensors.

Heating

There are three gas heaters in the Main Hall. When not in use, they are stored under the stage near the tables. They plug into sockets on the floor and must be plugged into a power point as well. Two sockets are located on the left hand side of the Hall and one socket is on the right side.

IT IS ESSENTIAL THAT YOU CONTACT THE MCC TO NOTIFY US THAT A CYLINDER IS EMPTY. Please send an email to admin@malenycc.org or ring the Office on 5429 6043. In an emergency, contact the Secretary on 0407 138182.

Louvres

The louvres which are located high on both sides of the Hall are operated electrically. Switches for the right side are located together near the cleaning cupboard. Switches for the louvres on the left side are located below them on the wall. The louvres are designed to be opened at any angle. **GENTLY PUSH THE SWITCH AND HOLD UNTIL DESIRED ANGLE ACHIEVED. DO NOT FORCE OR BUTTON WILL BE DAMAGED.**

Operating the main doors into the hall

The main doors now have a strong magnetic lock which is located above the doors. The lock is located on the street side of the doors, on the wall on the left hand side and immediately adjacent to the doors.

PLEASE ENSURE THE DOORS ARE CLOSED & LOCKED WHEN LEAVING.

To open locked doors from the street side:

Insert the key into the lock, turn 90° counterclockwise to “Off”, then back to vertical and remove the key. Magnets for all four doors are now off and you can easily open them

To open locked doors from inside the hall:

There are two large green knobs on the wall to left and right of the doors. Push either and the two doors closest to the knob can be easily pushed open.

To lock the doors:

Insert key into the lock, turn 90° clockwise to “On” then back to vertical and remove key. All four magnets are now energised. Note: the doors do not have to be pushed into closed positions to do this. As each door is pushed into its closed position it will lock.

If, for example, you want to lock three doors and leave one open, just push those three closed, being careful not to allow the fourth to swing back into the doorway – otherwise it will lock instantly.

Take care: If you have all four doors closed, then operate the lock, don't assume the doors are actually locked. Give them each a little push. The doors need to be fully closed before the lock “grabs”.

The door at the side of the Hall that goes out to the small deck once closed it will lock automatically.

The fire exit door at the end of the stairs to right of Hall has a bar for emergency opening to the exit door down the interior stairs.

Operation of Stage Curtains

Curtains are to be left half open.

Cleaning Equipment

Cleaning equipment is located in the broom cupboard next to the bar. Brooms and dustpan are stored in this cupboard. The mop and bucket are stored in the sluice cupboard which is located through the fire exit door at the right of the stage.

Extra Supplies

Extra supplies of toilet paper and hand towels are located in the broom cupboard. The key to the towel dispensers in the toilets is in the Box Office.

BAR

The MCC has a liquor licence and no alcohol other than that provided by the MCC bar is allowed in the Main Hall at any time. If requested by the hirer. MCC volunteers will operate the bar. The volunteers have their Responsible Serving of Alcohol certificate.

The MCC manages the bar and takes all the profits. Arrangements can be made with hirers about what liquor is required at their function. For private functions like weddings, it is possible for guests to each pay for their drinks or the hirer may provide a “tab” of a certain amount. This money must be paid for in advance.

The MCC reserves the right to open the bar at times that suit the function, although consultation will occur with the hirer.

Closing Procedures

Prior to leaving the Main Hall, the hirer must ensure that:

- all floor areas have been swept and thoroughly cleaned – this includes the toilets, Green Room, the Stage and the kitchen if it has been used.
- chairs stacked and tables are returned to their **original position**. All the blue chairs go into the area behind the folding doors on the left of the Hall. The cream coloured chairs are stacked on the right side of the Hall against the wall. The trolleys that are used to move the chairs are stored in the area with the blue chairs. Please leave one trolley outside the bar door, so staff can use it.
- all props, decorations and hirer equipment must be removed. Materials, equipment etc; left in the MCC facility after the hirer leaves will become the property of MCC and if not claimed within 14 days will be disposed of, (unless other arrangements have been made previously).
- all doors, louvers and windows must be securely locked
- all fans, air-conditioning, heaters and lights must be switched off (emergency exit lights remain on)
- If the kitchen has been used, all food has been cleared from the kitchen sink & benches, microwave and fridge and all rubbish removed from the toilet bins
- all rubbish is to be placed in the rubbish bins and disposed of in the large green and recycling garbage bins which are located at the bottom of the driveway
- The hirer is responsible for the cost to any damage to equipment.

Key return:

The hirer must return the keys for the Main Hall between 9.30am – 4pm to the Maleny Visitors Information Centre, Shop 2, Maleny Community Centre, 23 Maple Street, Maleny - contact telephone (07) 5499 9033. The keys may also be left in the drop off at the Box Office, if the Information Centre is closed

Failure to do so may result in the cost of replacement being charged to the hirer.

Refer to Departing the Venue Checklist on page 13

Health & Safety Matters

In adherence to Health and Safety Regulations, the hirer must ensure:

- that they have obtained their own public liability insurance and **have provided a photocopy** of the Certificate of Insurance with their booking form. MCC recommends a minimum limit of A\$5,000,000. Hirers are financially responsible for any injury to persons and damage, theft or loss of property (either personal or MCC owned) resulting while using MCC facilities

The MCC's public liability insurance policy covers its legal liability as property manager for bodily injury to third parties arising out of the MCC's negligence. The MCC's public liability policy **does not** extend to insure the negligence of groups or users who hire the premise on a casual or regular basis

- that they have relevant Permits required (e.g. Food Safety) where applicable
- that they have insured their own equipment and all electrical equipment has been tested and tagged by a licensed qualified electrician. MCC cannot assume responsibility for private property used on MCC premises. Private property can only be used at the owner's risk
- that **smoking** is **NOT** allowed on MCC premises
- that no areas outside the property boundary of the Main Hall are used.
- that they are responsible for providing their own first aid kit.

Emergency Procedures

Fire Safety and Equipment

Fire Hose

There is a fire hose located at the back of the Hall behind the door next to the Opening into the Kitchen

Fire Extinguishers

There are fire extinguishers located throughout the Hall.

Each group that hires the centre facilities will appoint a person to act as Fire Warden who will be familiar with safety and emergency procedures.

The fire warden or organizer must ensure that easy access to all exits is maintained while using the facilities, with adequate aisle space and not obstructed by any equipment, furniture or people.

The fire warden, MC or organizer must point out fire exits to the gathering before the commencement of group activities in the centre facilities.

In the case of a fire the fire warden is to:

1. call 000 immediately and direct all to leave the building safely and calmly, including from the toilet and storage room areas
2. priority must be the evacuation of all persons – If firefighting equipment is safely accessible, attempts to contain the fire may be made, but at your own risk.
3. report to the MCC Secretary, Ann Koenig on 07 5429 6043 or 0407 138 182 within 48 hours. In an emergency contact the secretary immediately.

Other Incidents

In case of incidents such as major burns/scalds, injuries or accidents:

1. call 000 immediately for urgent assistance
2. or call the:
 - a. After Hours Doctor Service on 13 74 25
 - b. Maleny Hospital on 5420 5000
 - c. Ambulance on 5441 1333
3. report to the MCC Secretary, Ann Koenig on 07 5429 6043 or 0407 138 182 within 48 hours

All safety incidents or accidents are to be reported to the Maleny Community Centre. Please complete a Incident Report Form and return to the office within 48 hours. A form is attached to this manual.

Maleny Community Centre Inc.

Incident Report Form	
Details of Person Involved in the Incident	
Full Name:	
Address:	
Contact Number:	
Email:	
Date of Birth:	Male/Female
Incident Details	
Incident Reported to:	
Date of Incident:	Time:
Date Incident Reported:	Time Incident Reported:
Witness (s) to Incident:	
Location and area where Incident Occurred:	
Description of Incident by Person involved:	
Signature of Person Involved:	Date:
Details of Injury:	
Part of Body Affected e.g. arm, leg, back, eye	
Nature of Injury e.g. laceration, strain, burn	
Details of Treatment Administered: e.g. dressing, ice pack Enter "None, Report Only" if the person is reporting an injury but no treatment is given	
What Happened Next: (a) Resumed duties (b) Was taken to Doctor (c) Ambulance Called (d) Was taken to Hospital (e) Was taken Home (f) Other (Please state)	
Signature of Person to whom the Incident was reported:	
Date:	

Departing the Venue Checklist

The hirer must ensure that :

- all floors have been swept and cleaned – this includes the Green Room and the Stage if they have been used.
- chairs stacked and tables are in their original position
- all props, decorations and hirer equipment has been removed
- all doors and windows are securely locked
- all fans, air-conditioning, heaters & lights are switched off (emergency exit lights remain on)
- all food has been cleared from the kitchen sink & benches, microwave and fridge
- all rubbish has been removed from kitchen, toilets and main room
- the keys have been returned to MVIC or the Drop In Box.

Conditions of Hire Agreement

Maleny Community Centre Venues & Equipment

This form is to be returned to the MCC Office with the deposit to confirm booking:

I (Name in print) have read, understood and agree to comply with the Maleny Community Centre Conditions of Hire.

Name of Function

Date of Function:

Signed:

Dated:

Please tick appropriate box

Method of Payment: Cash/cheque to MVIC
or Mail
or Direct Deposit

Payments can be made by:*

* Cheque to PO Box 596, Maleny 4552

* Cash or cheque left at the MVIC

* Direct Deposit to Maleny Community Centre

MCU BSB – 704-606

Account Number 200060897

Please use your surname as reference.

Thank you for your interest and booking with Maleny Community Centre Inc.

We wish you all the best in the preparations for your function or event.

Please return to admin@malenycc.org or to PO Box 596, Maleny QLD 4552.

We Value Your Feedback

Please take a moment to let us know if you have any recommendations or suggestions for further information that you would like to see included in this document.

We want this document to be a useful resource for you as a user so your feedback is valuable to us. Please return your completed feedback form:

- with the keys to MVIC, Shop 2, MCC, Maleny,
- with the keys in the drop off at the Box Office, if the Information Centre is closed
- via post to MCC Secretary at PO Box 596. Maleny Q 4552
- via email to the MCC Secretary at admin@malenycc.org

Thank you for your time,

Maleny Community Centre Inc.

Feedback Form	
Name:	
Contact Number:	
Email:	
Facilities Hired:	
What I liked:	
What I didn't like:	
Changes I would suggest:	