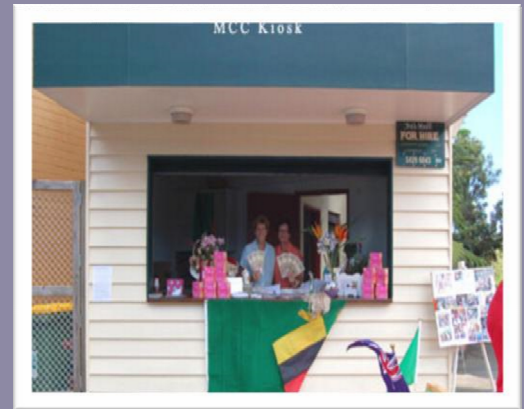


Maleny Community Centre: User Manual - Kiosk



April 2014

Table of Contents

Welcome..... 3

Key Contact & Emergency Numbers..... 4

Opening & Operating Procedures 5

Closing Procedures 6

Room Specifications, Equipment & Technical Manuals..... 6

Health & Safety Matters 7

Emergency Procedures 8

Incident Report Form 9

Conditions of Hire Agreement..... 10

We Value Your Feedback 11

Welcome

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

The Kiosk

Bicentenary Meeting Room

The Verandah Room

The Main Hall

Kitchen Facilities

Bicentenary Conference Room

This User Manual has been provided to you as the hirer at the time of booking and contains the information that you will require to competently, safely and confidently utilise the MCC Kiosk. 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 discounted rate. The hirer will be charged normal rates until proof of not-for-profit incorporation is received.
- Any other variation to the stated hire fee being reduced or waived needs to be submitted in writing to the MCC management committee.

Bookings

- Booking preference will be given to local community groups and not-for-profit hirers
- 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 (which is available on the website) 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.
- Bookings for up to 6 months in advance can only be made by community groups
- Bookings for up to 2 months in advance can only be made by commercial hirers. Regular and consistent use is limited to one day per month
- For hire of the kiosk, the full hire fee is non-refundable and required at time of booking

- 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.
- 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

NO GOODS, TABLES, RACKS OR OTHER ITEMS ARE TO BE PLACED ON THE FOOT PATH OR IN THE LANEWAY BESIDE THE KIOSK.

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 MCC Kiosk can be collected and returned between 9.30am – 4pm at 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, but it is preferable for them to be returned and signed for to the Information Centre.

When opening and operating the MCC Kiosk, the hirer must ensure:

- the exit door is kept clear of obstruction
- any electrical equipment, fans, heater or kitchen appliances are used in a safe manner. They must have been tested and tagged by a qualified operator.
- only blue tack is used when putting up posters to avoid marking the wall surfaces.
- children under the age of eighteen are supervised at all times

Room Specifications, Equipment & Technical Manuals

There are no equipment or technical manuals for the MCC Kiosk.

Floor Space : 3.5 m x 1.8m

Serving Bench : approx. 1.5m

Money Drawer under the bench

One chair (stool)

Sink with cold water

Power point

Public toilets are located behind the kiosk.

Closing Procedures

Prior to leaving the MCC Kiosk, the hirer must ensure:

- the area has been swept and thoroughly cleaned, with all equipment back in its original position
- 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 & disposed of, unless other arrangements have been made previously and not claimed within 14 days.
- the entry/exit door and the roller door must be securely locked
- all lights must be switched off
- all food has been cleared from the benches and all rubbish removed

Key return:

- The hirer must return the keys for the MCC facility to MVIC the morning after hire, or on the same day if hire finishes before **4pm**. 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.

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. Hygiene) where applicable
- that they have insured their own equipment and any electrical items have been tested and tagged by a licensed electrician. MCC cannot assume responsibility for private property used on MCC premises. Private property can only be used at the owner's risk
- that **alcohol** is **NOT** brought into the MCC Kiosk by hirers or their patrons that **no smoking** is allowed on the premises
- that they are responsible for providing their own first aid kit.

Emergency Procedures

Fire Safety and Equipment

Fire Extinguishers

There is a fire extinguisher located near the rear door.

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:	

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@malenyc.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 your keys to MVIC, Maleny or in the Drop Off Box at the Box Office.
- 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:	