

Maleny Community Centre Inc

Main Hall

USER MANUAL



NOVEMBER 2025

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Welcome

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

The Kiosk	The Main Hall
Bicentenary Meeting Room	Kitchen Facilities
The Verandah Room	The Deck

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 discount off the commercial 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 executive and management committee.
- If the Hirer is playing music or lyrics in public. 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. You can obtain this license from One Music Australia <https://onemusic.com.au/>.
- Please note that hire charges and discounts are subject to change without notice.

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 \$250.00 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.
- 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

Disclaimer

The hirer agrees that the Maleny Community Centre is not responsible for circumstances beyond their reasonable control, including, without limitation, acts of god, fire, floods, accidents, emergency maintenance, service outages resulting from equipment and/or software failure and/or telecommunications failures, power failures, network failures, failures of third party service providers

(including providers of internet services and telecommunications). This limitation of liability applies to and includes, without limitation, direct, indirect, consequential, special, punitive or other damages that your or others may suffer, as well as damages for loss of income or revenue, loss of business, loss of profits, event interruption, loss of data or information, and any other loss, damage or cost of any kind.

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 9.00am to 1.00 pm

Emergency Contact Person:

Name: Jacqui Wicks

Title: Venue Manager

Mobile Number: 0475 916 286

Opening & Operating Procedures

Collection of Keys:

Instructions on how to access the keys will be emailed to you prior to your booking. Please contact the MCC Staff if you do not receive this information. Keys will only be able to be used at the time of your booking. Any earlier access will be charged accordingly.

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

- all entry doors are kept clear of obstruction
- all electrical equipment is 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 MCC Staff. Posters will be placed in the MCC Display Cabinet. If information is given to the MCC Staff, 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.

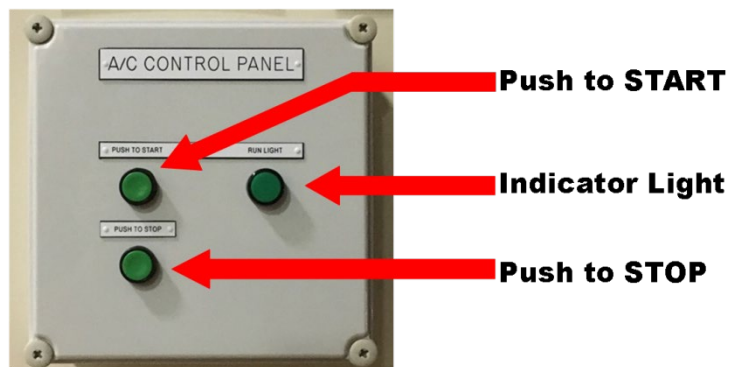
Surveillance & Monitoring of the Main Hall of the Maleny Community Centre

The Main Hall of the Maleny Community Centre has surveillance cameras installed both inside and outside the main area.

There is a legal obligation to notify you that you are being monitored and your image may be recorded by CCTV when you are entering and leaving the Main Hall and while you are in the Main Hall.

These images are taped over after 4 weeks and will no longer be available.

Operating Instructions for MCC Main Hall Air-conditioning



Located to the right hand side as you walk in on the wall next to the doors.

To turn air conditioning on: press Start Button. The green Indicator Light will come on. The air-conditioning will run continuously on a timer for 2 hours.

To turn air-conditioning off: press Stop Button. This will override the timer and stop the air-conditioning.

If you are leaving the hall before the timer has run out, please stop the air-conditioning by pressing the Stop Button as you leave. This will help us save on operating costs, and help keep hiring charges down.

The air-conditioning is designed for use when the Main Hall doors and windows are closed. So please do not use the air-conditioning when the vents at the side of the Hall or the main doors are to be kept open for an extended time, because the air-conditioning will become ineffective and just waste energy.

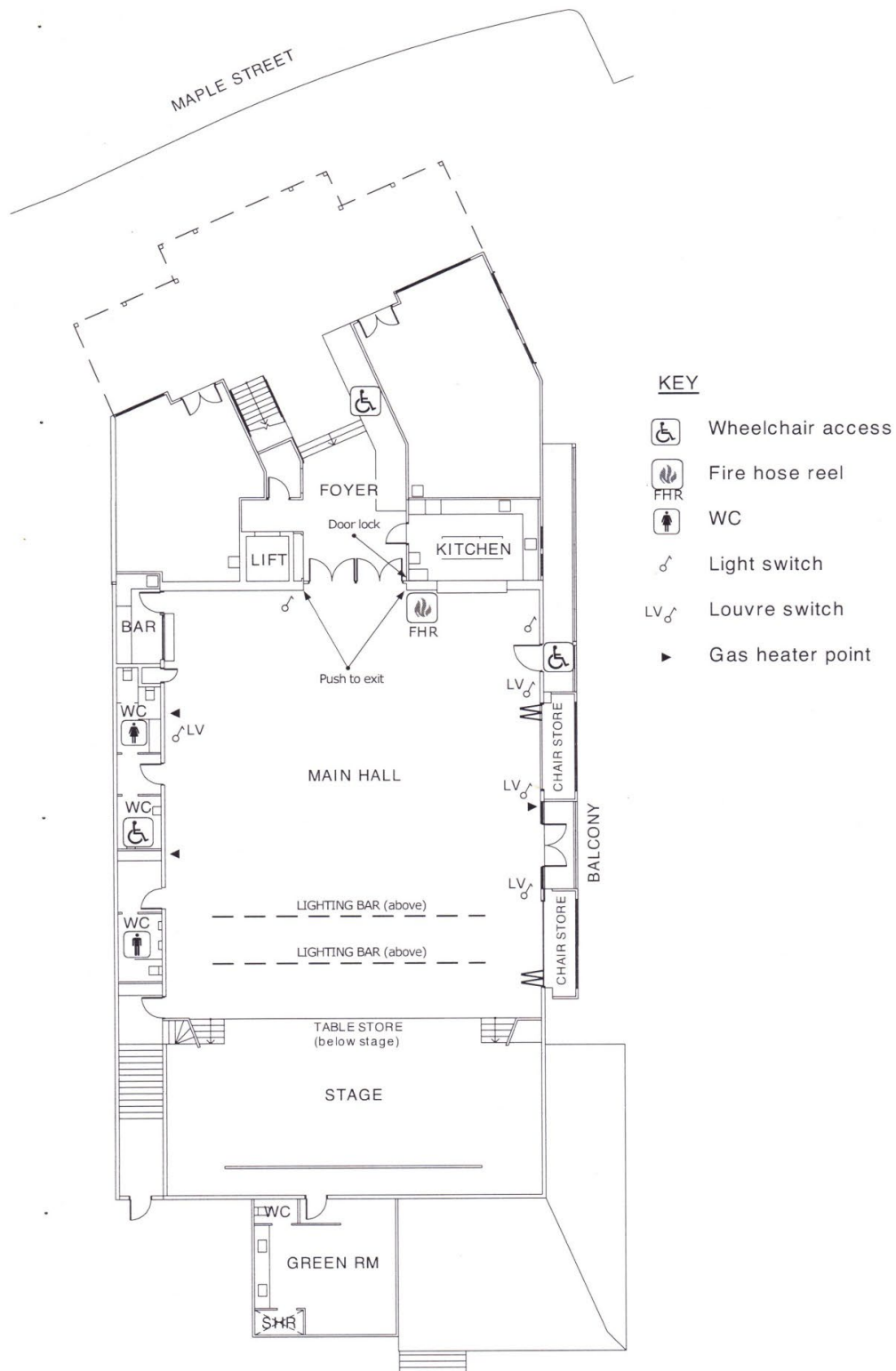
Using the ceiling fans

It is recommended that the ceiling fans are used in conjunction with the air-conditioning, particularly when the air-conditioning is in heating mode to circulate the warmer air which rises up to the ceiling. Controls for the fans are on the wall below the air-conditioning control box.

Setting the Air-conditioning mode and temperatures

Temperatures cannot be altered as they are pre-set and will only be changed as the seasonal temperatures change.

Room Specifications



Room Specifications

Specifications:

Summary

Main Room

Floor Space 17 x 15 m

Sprung wood floor

250 chairs

31 tables

Gas Heaters

Air Conditioned

Kitchen

Microwave

Electric oven

Gas hot plates

Fridge

Urn

Dishwasher

150 dinner settings

Green Room

Floor Space 5.5m x 4.4m

Shower

Toilet

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 265* patrons in theatre seating style – If there is no bar and no catering. An aisle must be down the middle of the Hall with 2 side aisles – this is necessary in cases of an emergency.

The Venue Manager will discuss with hirers the number of patrons permitted if there is a bar and/or catering provided.

There are 275 chairs – 160 padded chairs are to be stored stacked 7 high against the wall on the right hand side not blocking any exits or doors, any remaining padded chairs are to be placed into the cupboards on the right hand side. The plastic chairs are stacked in the cupboard on the left hand side – 10 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 31 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 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.

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 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 cupboard on the left hand side of the stage stairs. The key to the towel dispensers in the toilets is in the Box Office.

BAR

The MCC has a liquor licence which applies to all areas (including the Verandah Room). No alcohol other than that provided by a bar operated MCC Approved personnel is allowed in any facility in the Maleny Community Centre at any time. 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**. There are 275 chairs – 160 padded chairs are to be stored stacked 7 high against the wall on the right hand side not blocking any exits or doors, any remaining padded chairs are to be placed into the cupboards on the right hand side. The plastic chairs are stacked in the cupboard on the left hand side – 10 high. **Please return them to their correct positions.**
- 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, louvres and windows must be securely locked
- all fans, air-conditioning 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, fridge, freezer 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 of any damage to equipment.

Key return:

The hirer must return the keys for the Main Hall to the same place as per the instructions immediately after their booking.

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

Refer to Departing the Venue Checklist on page 17

Companion Cards

The Companion Card enables someone with a lifelong disability to attend events however they require a carer to accompany them.

A companion is any person who accompanies the cardholder of the Companion Card and provides attendant care support. This second 'companion' ticket is free of charge at participating venues.

While the Maleny Community Centre Inc. is not a participating venue, we strongly encourage the hirers of the MCC to provide a free ticket to the companion of someone who carries a Companion Card.

Animals in the Maleny Community Centre venues

Animals are not allowed in the venues of the Maleny Community Centre, EXCEPT for Assistance Animals.

All certified guide, hearing, assistance dogs and trainee support dogs are allowed to access public places. A guide dog, hearing dog or assistance dog is specially trained to perform specific physical tasks and behaviors' to assist a person with a disability and reduce their need for support.

Certified dogs can be almost any breed and will be easily recognised by the badge on their coat or harness.

People accompanied by a dog, including trainers, will also carry an identity card.

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.
- First Aid kits are located in the Bar under the bench and the Commercial Kitchen.

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. **THIS MUST BE KEPT CLEAR TO 1 SQUARE METRE AT ALL TIMES.**

Fire Extinguishers

There are fire extinguishers located throughout the Hall. **ALL FIRE EXTINGUISHERS MUST BE KEPT CLEAR TO 1 SQUARE METRE AT ALL TIMES.**

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 MUST ensure

1. That the main entrance doors are not obstructed in any way and that there is 2 metre square clearance on both sides on the main entrance doors.
2. That all fire extinguishers have 1 square metre clearance and are not obstructed in anyway.
3. That the side and rear fire exit doors are not obstructed in any way and that there is 2 square metre clearance on both sides

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 Venue Manager, Jacqui Wicks on 07 5429 6043 or 0475 916 286 within 48 hours. In an emergency contact the Venue Manager immediately.

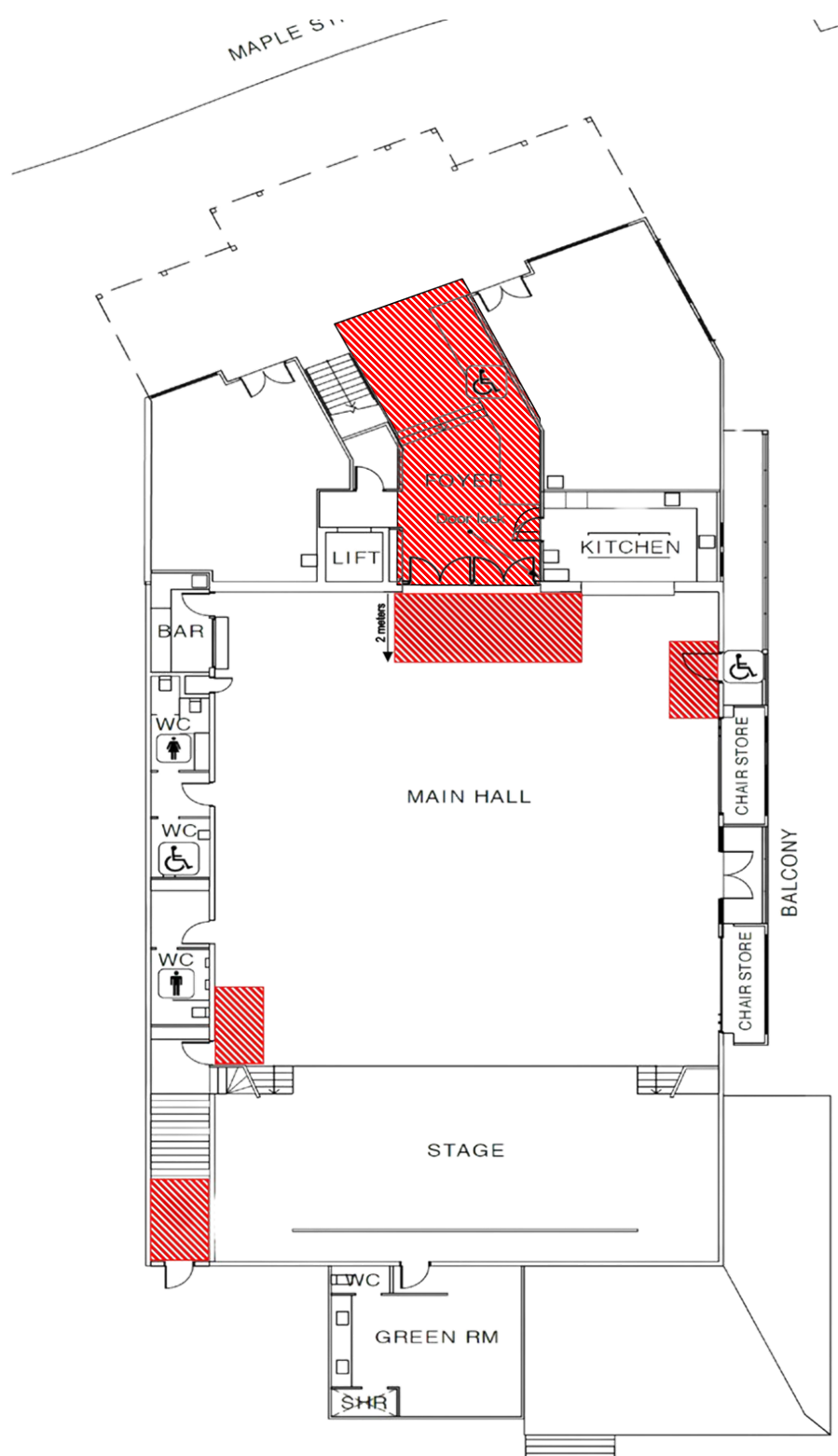
Other Incidents

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 Venue Manager, Jacqui Wicks on 07 5429 6043 or 0475 916 286 within 48 hours.

SEE OBSTRUCTION PLAN ON NEXT PAGE

Obstruction Plan



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. Forms are also located in the box office.

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 the box office as per the instruction sheet given.

PLEASE TICK HERE TO INDICATE YOU HAVE READ AND UNDERSTAND THE USER MANUAL AND WHAT IS REQUIRED.