

The approved hirer is bound by these Terms and Conditions together with the local law

1. Definitions

BUILDING	Includes the inside building and outside perimeter, rear and front
CANCELLATION OF HIRE ARRANGEMENT	When a Permanent or Casual User no longer occupies a space, vacates or cancels a hire arrangement
COMMITTEE	Means the committee of Management elected under the Constitution of the Joondalup Family Centre
CASUAL USERS	A recognized organization, group or individual person/s who have made application to hire the Joondalup Family Centre on a casual basis, for a meeting, party or one off occasion.
FACILITY	means any event function or program of any description to be conducted in the Facility.
HIRERS	refers to Permanent Service Providers and Casual Centre Users. "Hirer" means the person whose name appears on the booking
APPLICATION TO HIRE	the organisation on whose behalf the Hirer is entering into this agreement
PERMANENT CENTRE USERS	A recognized organization, group or individual person/s who have made application to hire the Joondalup Family Centre on an on-going basis. Renewal of hire arrangements will be made on an annual basis.
ROOMS AVAILABLE FOR HIRE	includes Activity Room 2, the Kitchen and the Meeting Room.
VACANCY	a space, position or place that is vacant

2. Application

- Booking form must be completed online through our website.
- Individual applicants must be aged 18 years or over with proof of age to be provided on request.
- Approved hirer are not able to transfer the right of use to another person or organisation.
- All bookings are tentative until confirmed in writing by Joondalup Family Centre.
- Any changes, amendments or cancellation of booking must be in writing 7 days prior.

3. Centre Security & Safety

Joondalup Family Centre has security cameras throughout the centre and the perimeter of the building. These are monitored by Joondalup Family Centre and recording is automatically destroyed after 28 days.

In the case of an emergency, please follow the procedures listed on the Evacuation Guides posted around the Centre.

The Centre Office phone number is 9300 3036 or 0448 805 137.

After hours

Joondalup Security Watch 1300 655 860

Crime Stoppers 1800 333 000

Joondalup Police Station (24 hours) 9400 0888

- The approved hirer is responsible for the safety and security of all persons invited into the facility as guests of the hirer and is always also responsible for the security of their belongings and the security of Joondalup Family Centre itself.
- The maximum capacity of the Facility as determined by Joondalup Family Centre must not be exceeded.

4. Covid Conditions of Hire

- Permanent Centre Users should have a Covid Safety Plan in place.

5. FOB

- The approved hirer in possession of FOB will be required to sign an additional form assuming responsibility and assuring that in the event of lost FOB, it will be the hirer's responsibility to pay for the cost of new replacement FOB.
- The Hirer MUST ensure that the FOB is not transferable and MUST NOT be given to another person.
- FOB must be returned into FOB return box (in the Reception Hallway) at the conclusion of a Hire Arrangement.

6. Changes to hire arrangements.

- Cancellation or changes to hire arrangements must be received in writing a minimum of 7 days prior to the booking date or charges will still be applicable. Permanent centre users are required to give at least 30 days' notice.

7. Insurances

The Joondalup Family Centre is insured for Public Liability and Volunteers at the centre. Permanent Centre Users are required to provide their own Property Insurance to cover goods owned by the Service Provider. Permanent Centre Users who are at risk shall obtain and keep current Public Liability Insurance cover to an amount of not less than \$10,000,000.

8. Hire Fees & Bonds

1. All Hirers of the Joondalup Family Centre are subject to the payment of hire charges. The Management Committee will consider applications from user groups to vary hire charges if there is some hardship or difficulty in meeting costs. Applications for variations must be in writing.
2. Discounts may apply to venue hire for non-profit tax deductible charitable organisations and for events deemed as "community service". The discounts to apply will be at the discretion of the Joondalup Family Centre Management Committee in accordance with the guidelines and will depend upon the circumstances in each case.
3. Casual hirers are required to pay bond upfront and full payment of invoice to secure the booking.
4. Cancellation or changes to hire arrangements must be received in writing a minimum of 7 days prior to the booking date or charges will still be applicable. Permanent centre users are required to give at least 30 days' notice.
5. Permanent and Regular centre users are required to make payment of fees promptly and should be paid within 14 days of receipt of the Invoice. A \$10 late fee will apply every 14 days a payment is late.
6. All fees are subject to increases from year to year, as the Management Committee determines.
7. A bond will be refunded to the approved hirer via electronic fund transfer within 2 weeks of the final booking date, provided the venue is left in a satisfactory condition, FOB is returned and these Terms and condition are adhered to.
8. A Bond is held against the following events:
 - Damage to the building or other Joondalup Family Centre Assets or equipment. Repair and restoration of the Venue, its fittings, equipment, furniture carpets or other property.
 - Extra Cleaning – charged at \$30 per hour.
 - Refuse removal/collection.
 - Loss of FOB - \$50
 - Additional access to the venue other than the allocated time.
 - The extra costs of any labour, equipment or services used in addition to those booked and described above. (e.g. office costs).
 - Attendance to the venue by Joondalup Family Centre Staff because of a complaint, security or facility entry issue (including attendance by any emergency service); and
 - Breach of any condition in these Terms and Conditions of hire including supplying false information.

Should a bond not be received or cover any or all of the costs listed above, Joondalup Family Centre will issue an invoice to the approved Hirers and seek all associated costs.

9. Hours of Hire

- All set up and pack down including deliveries and cleaning must be completed within the hours of hire stipulated on the booking form. Accessing facilities outside of the listed booking time is considered a breach of these Terms and Conditions.

10. Cleaning and Damage

- Repairs are to be carried out only by the Joondalup Family Centre or its approved contractors.
- The approved hirer is responsible for leaving the venue in a clean and tidy condition, this includes
 - All floors
 - Kitchen and toilets
 - All tables and chairs
 - All external area (including associated car parking); and
 - Removing all decorations.
- The approved hirer is responsible for ensuring rubbish is placed within the bins provided (near carpark gate lock code is **6027**.)
- Cleaning equipment, including vacuum, brooms and mop are located in the ACT 2 Cleaning Cupboard. Please advise Office Staff via email if cleaning supplies need to be replaced.
- The approved hirer must immediately report any maintenance issue to Joondalup Family Centre via email.

11. Leaving the Venue

- The approved hirer is responsible for ensuring all electrical equipment (lights, air-condition Etc) are switched off.
- Doors and windows are locked.
- All furniture and items are returned to their original place.
- Community Shed toys are packed away and Shed is locked.
- FOB is returned into FOB return box (in the Reception Hallway)
- Any cost for after-hours Joondalup Family Centre staff attendance will be passed on to the approved hirer or will be retained from the bond.
- The approved hirer is responsible for any loss or damage resulting from failure to carry out the above checks.

12. Alcohol and Gaming

- The Approved hirer is responsible for ensuring all liquor license and gaming permits required for the sale of alcohol and/or gaming activities during the booking are obtained. Please contact the Department of Local government, sport and cultural industries to discuss what permits may be required.
- Permission to consumes alcohol within Joondalup Family Centre is also required and should be sought through the booking application. This may increase the bond required to be paid.

13. Smoking

- Smoking is not permitted inside any Joondalup Family Centre building or within a five-metre radius of any Joondalup Family Centre.

14. Animals

Only Assistance Animals are permitted inside and on Joondalup Family Centre property at all times due to OHS risks.

Joondalup Family Centre recognises that some people with disabilities require assistance animals.

To keep Joondalup Family Centre staff, property and other community members safe we ask the following requirements while onsite:

- Letting the office know beforehand if someone is attending onsite with an assistance animal.
- The handler is to assume responsibility for the assistance animal.
- In accordance with legislation, all assistance animals must be appropriately trained and registered/ certified with an accredited organisation.
- The handler must carry an identification card designating the animal as certified/registered.
- The animal should work calmly and quietly on harness, leash or other tether and is not to disrupt the normal course of business.
- The animal should always be well behaved and settled when not working.
- When the handler is seated the animal is to be inobtrusive and out of the flow of traffic; generally tucked under a table or chair. The animal must be able to lie quietly beside the handler without blocking aisles, doorways etc.
- The animal should not vocalise (bark, growl, whine) unnecessarily and it should show no aggression towards children, adults or other animals.
- The animal should respond to its handler's commands to maintain its concentration.
- The animal should not solicit (beg) attention, food or annoy staff, volunteers, or visitors of the centre.
- The animal should be clean, groomed, and free of offensive odours
- If the animal requires a bathroom break, they are to use the front garden not the backyards as again this is an OHS Risk.

Should the assistance animal not be behaving appropriately Joondalup Family Centre may request that the assistance animal be removed from the premises.

Once appropriate behaviour/ standard of hygiene is attained, the assistance animal may regain access to the centre

15. Noise

- Noise level must be controlled and always monitored to meet environmental protection (noise) regulations 1997

16. General Housekeeping

- The following items are prohibited from being used within Joondalup Family Centre
 - Any type of “sticky” tape; and
 - Smoke machines and/or candles.
- Signs, fitting or structures must not be erected within Joondalup Family Centre without prior approval from Joondalup Family Centre.
- The hanging of balloons, streamers or any other decorations on fans is not permitted.
- The approved hirer is responsible for ensuring any electrical equipment use within the venue is in a safe working order.
- A Joondalup Family Staff may close a venue at any time if these terms and conditions have been breached.
- Joondalup Family Centre reserves the right to close Joondalup Family Centre at any time due to urgent maintenance requirements or potential risks.
- Joondalup Family Centre is not liable for the loss, theft or damage of any personal property belonging to the approved hirer and their guests.

17. Joondalup Family Centre Membership

People who participate in the activities provided by the Centre or at the Centre’s premises are asked to become members of the organisation. This membership provides vital support to the Centre so we can continue to provide services to the community.

Eligibility

The following are eligible members, provided that they are aged 18 years or over and not employed by the Centre:

- any person who participates in any program or service in the Centre; or
- any person that runs a program or service in the centre; or
- any person that hires our venue for a program and/or party hire; or

- a parent or guardian of a child attending any program at the Centre or whose child is enrolled to attend at the Centre, or
- any other person, association, corporation or other body corporate who is interested in the well-being of families.

Types of Membership

Ordinary Members	Benefits	Cost
<ul style="list-style-type: none"> • Individuals using the Centre including families participating in Playgroup and Pre-Kindy programs. • Organisations using the Centre to run programs and services. • Party Hire • Committee Members 	<ul style="list-style-type: none"> • Priority placing in programs and services • Priority invitation to member events • 10% discount on party hire on future bookings** • Input into services at the Centre via surveys • Quarterly newsletter • Invitation and voting rights at our AGM • Listed on our website with link to yours • Advertising on the Centre Facebook page 	<p style="text-align: center;">\$10 per annum</p>

**Discount does not apply on first party booking when membership is not yet formalised by the committee.

All members must support the Joondalup Family Centre philosophy and abide by Joondalup Family Centre Constitution and any by-laws of the Association as provided to members on joining and as updated from time to time.

18. Data Collection – (Regular users only)

A condition of your hire is that you keep a record of everyone that attends your activities and provide these to the Centre Manager on a quarterly basis. This information is important to ensure our centre is meeting the needs of our local community. You should have been supplied with an electronic template to complete. Failure to provide this data in a timely manner may result in your booking being cancelled. Reporting periods are:

- January – March
- April – June
- July – September
- October – December

Please send data via email to admin@joondalupfamilycentre.com.au.

Any Centre User that contravenes any of the above Terms and Condition will have the particular matter brought before the Management Committee.

The Management Committee reserves the right to cancel further use of the Joondalup Family Centre or terminate any hire arrangement if it is not in the best interest of the Joondalup Family Centre.

JFC Contact Details

Centre Manager: manager@joondalupfamilycentre.com.au

Administration: admin@joondalupfamilycentre.com.au

Office is located at 25 Jolstra Crs, Joondalup WA 6027 and is open 9am – 1pm weekdays

Thank you for using the Joondalup Family Centre

19. Document History

Document name:			
Version number	Version date	Approved by	Description of changes
1.0	28/02/2022	Management Committee	Adopted
1.1	28/04/2023	Centre Manager	Updated
1.2	15/08/2023	Centre Manager	Updated
1.3	08/01/2024	Centre Manager	Added - Animal section

20. Approval

Name	
Position	
Signature	
Date	