



# User Guide



## Bairnsdale HUB user guide

This *User Guide* was prepared for regular user groups and for occasional renters. It contains important information and instructions for all HUB users.

Please take the time to read it thoroughly and become familiar with your privileges and responsibilities as HUB user.

### HUB users

HUB use is permitted on the understanding that the following rules are adhered to at all times. If a user group contravenes these conditions of use, their use may be cancelled with no notice period and without refunding any fees paid.

Once a room has been booked, the 'hirer' is responsible on behalf of their organisation for ensuring that all the terms and conditions of usage are followed.

### HUB managers

Gippsland East Local Learning and Employment Network (the LLEN) manages the Bairnsdale HUB on behalf of the East Gippsland Shire. We are a local, not-for-profit organization.

We receive limited financial support for the HUB but our commitment is to ensure that user fees represent fair value for money while maintaining the HUB's amenity and ensuring its ongoing sustainability. Our current fees schedule is published on the HUB web site.

### Contact the HUB

If you'd like to know more or wish to make a booking enquiry, contact us:

Web: [www.thehubbairnsdale.org.au](http://www.thehubbairnsdale.org.au)

Email: [hub@gellen.org.au](mailto:hub@gellen.org.au)

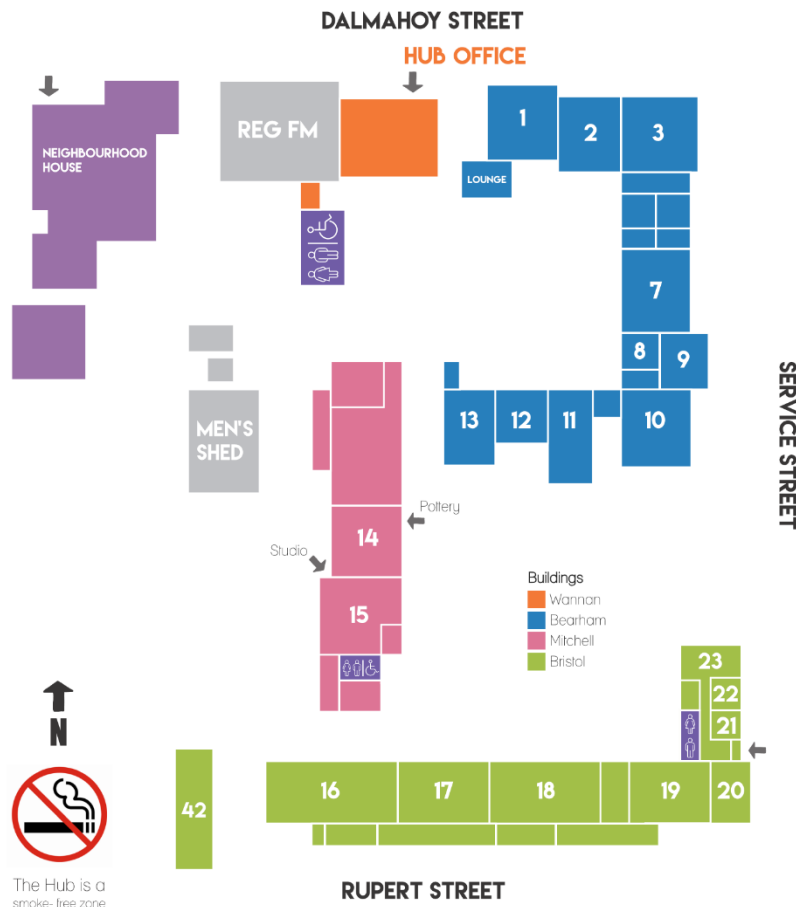
Phone: 5153 1745 Option 2 (Business Hours)

Updated: 11 March 2021

## Location

The Bairnsdale Hub is located on the corner of Service and Dalmahoy Streets Bairnsdale, on the site of the original high school building.

The Hub is easily accessible from Main Street and has generous access to on-street parking facilities. The premises are fully accessible to people with disabilities. We are within walking distance of the Bairnsdale railway station and bus terminus.



## A Hiring HUB facilities

In addition to the activities run by regular community groups, multipurpose rooms are available to hire for meetings, training or other community activities. The HUB has rooms that can accommodate from 6 up to 80 people. A number of co-working desks are available for use in shared workspaces. Tea and coffee stations are available in the Lounge, Room 15 and Room 19.

We endeavour to fit booking requests into the best room available, depending on: when you want to attend; the number of people attending; and what your activity entails. You can arrange for our staff to set up furniture so that the room layout suits your needs.

Please contact us to organize a site visit prior to your booking if you would like to see for yourself the spaces available.

### Booking a room

- Hiring groups should designate a contact person and their details to maintain clear communication with GELLEN.
- Fees are payable within 7 days from date of invoice.
- Where an incentive/promotion has been provided by GELLEN, any subsequent changes may result in the forfeit of the incentive/promotion.
- In the event of an unavoidable temporary disruption, the LLEN reserves the right to change or cancel bookings prior to commencement and will refund any booking fee paid but no further liability will be accepted.

### Cancelling a booking

Our venue has limited spaces and many of our rooms are in high demand. For this reason, we request that you cancel at least 5 days before your scheduled booking. This will allow us to offer the room to another customer.

- You may call us at 5153 1745 or [hub@gellen.org.au](mailto:hub@gellen.org.au) between the hours of 8.30am-5.00pm to cancel your booking.
- Cancellations made at least 5 days in advance of your booking will receive a 100% refund.
- Cancellations made with less than 5 days notice will not receive a refund unless the cancellation is due to a crisis such as bushfire, health warning, etc.
- Please note that if you do not use the room you have booked - and have not notified us of a timely cancellation - you will not receive a refund.

## Staying on schedule

Please respect other users by planning your activities to stay within your booking time so that you do not intrude upon other groups who are waiting to start their activities.

## Having insurance and permits

The LLEN carries general liability insurance to cover programs and activities for its own activities at the HUB and cannot accept liability for incidents that occur as the result of other group activities. Some special events may also require permits to be issued by the East Gippsland Shire.

User groups shall indemnify the LLEN against all claims, demands, actions or proceedings in respect of any loss, damage or injury caused by or to any persons which shall occur while such person is on the HUB property or arise from any accident which happens while on the property.

The LLEN accepts no responsibility for any loss of or damage to any property owned by any group using the premises. Property is brought onto the premises at the sole risk of the owner. No responsibility for safeguarding such items can be taken by the LLEN.

Please check with the HUB Coordinator at the time of booking whether your activities will require independent public liability and property damage insurance or an event permit.

## Catering

You are free to engage the services of any caterer of your choosing. When using a catering service, you must provide the name and contact number of the caterer before your room booking day so that there is no confusion about deliveries. At the end of a catered activity, any remaining food should be packed and taken home.

## Accessing storage facilities

We have limited locked storage available for user groups at a fee. If your group has a key for the locked storage, please make sure that you lock it before leaving the Hub. The LLEN is not responsible for missing or damaged items that are kept in storage areas. The LLEN also reserves the right to make changes to storage arrangements where required.

## Marketing your activity

Permission must be obtained from the LLEN before placing signs, flyers or banners in outside areas of the HUB.

We do have a Hub noticeboard where we are happy to place notices advertising upcoming activities. These should be provided upon booking confirmation.

We can also help to advertise your activity through our social media campaigns. Ask our HUB Coordinator about this free service.

## B Arriving and leaving

### Parking

On-street parking is available in Dalmahoy, Service and Rupert Streets. If you need access for deliveries onto the site, please contact the HUB Coordinator to arrange. All driveways and nature strips must be kept clear.

### Locating your room

We place a sandwich board outside the HUB office each morning with a list of activities and room numbers to guide visitors to the correct location. The title of your event should be provided upon booking to be included on this board and help your group find their room.

### Opening rooms

Users are issued with access keys to offices and storage rooms as required by User Licence.

The doors to multi-purpose rooms, lounge areas and toilets are equipped with electronic locks. The LLEN will ensure that rooms are open for your booking and locked at the end of the day during work hours only.

For after-hours bookings you will be allocated an access swipe that will open locks at the time specified on your booking and will lock at the conclusion of your booking. If you are still tidying up when the door locks at the end of your session, you will be able to exit but will not be able to re-enter the room.

HUB keys and swipe cards must never be shared or passed on to a third party.

### Using multi-purpose rooms

All interior lights are on motion sensors and can be left on.

Each room is serviced by a reverse-cycle air conditioner unit controlled by thermostat and timers. Remote control units are located on the wall mounts in each room. The heating and cooling cycles are set to a comfortable 21°C.

Nails, tacks or adhesive tape must not be used on any surface or equipment fitted in a way that may cause damage. Decorations may be hung by 'blu-tac'.

Our rooms are equipped with a range of digital equipment that can support your activity, including videoconferencing and digital flipboards. Please ask our IT Support Officer for help if you are unsure how to connect to the IT equipment in each room.

User groups must make sure that all users are aware that they are solely responsible for the security of their personal property.

No furniture is to be taken outside except with prior written permission of the HUB Coordinator.

## Using the Room 11 Kitchen

The Room 11 training kitchen is a non-commercial facility. It is available for booking by groups who are conducting supervised cooking activities. Any children in the room must be supervised by an adult at all times.

Equipment in the kitchen includes: which includes two 4-burner induction stoves with oven and grill, a double prep sink, dishwashing sinks, dish sterilizer, refrigerator and ample counter space. We can supply additional dishes, glassware and other kitchen and catering items if required.

Please read carefully the written directions for all appliances or ask Gippsland East LLEN for direction in the proper usage. Damage may result from improper operation of equipment.

Storage and refrigeration space are limited in the kitchen and should be confirmed through consultation with the Hub Coordinator. You must leave the kitchen in the condition found. Otherwise, additional cleaning charges will be applied.

All food preparation and service must meet the Food Safety Standards. See [www.foodstandards.gov.au](http://www.foodstandards.gov.au) for more information.

Please do not take dishcloths, dishware or glassware home with you - leave them for the HUB cleaning crew.

## Closing at the end of your booking

- Return tables, chairs and other equipment to the original room layout when you arrived.
- Remove any decorations and 'blu-tac' you have used to return walls to their original condition.
- Any glasses, mugs, plates etc. are stacked into the dishwasher in the Lounge.
- Check you have not left food or milk behind, including any food left over from a catered activity that should be packed and taken home.
- Cleanup any spills on benches or floor.

- Check that all property is collected. Any items found by the HUB cleaning staff will be stored in with lost property until the end of the current school term at which time uncollected items will be discarded.
- Take any waste to the bin depot and dispose of in appropriate bins (waste, recycling and compost).
- Turn off air-conditioner/heater.
- Leave the room clean and ready for the next user (see *Staying clean and tidy* section below).
- All interior lights are on motion sensors and can be left on.
- If you are leaving outside work hours, check your multi-purpose room door is locked.
- If you are the last group to leave your building outside work hours, check that the lounge and toilet doors are locked.
- Room 11 Kitchen: make sure stoves are turned off and turn off any electrical appliances that have been used; wash and put away all dishes; check no food is left in refrigerator; cleanup any spills on benches or floor.

## C Being a responsible HUB user

### Respecting and protecting each other

Gippsland East LLEN values the right of all people to be treated with respect, dignity and courtesy. The LLEN is committed to providing a workplace that is free of bullying, harassment, discrimination, occupational violence or vilification - behaviours that are unacceptable and unlawful, and which will not be tolerated under any circumstances. Our commitment is extended to all users across the HUB.

Gippsland East LLEN is committed to promoting and protecting the interests and safety of children. We have zero tolerance for child abuse. Child protection is a shared responsibility between the LLEN, all employees, contractors, volunteers and other HUB users.

Children at the HUB should be supervised at all times by their carers except where the children are attending an organized group or care activity.

User groups are responsible for the good behaviour of all persons associated with the group's activity at the HUB. Groups may be asked to leave if associated people behave in a way that is contrary to being respectful of other HUB users.



## Ensuring health and safety

### **AFTER HOURS SECURITY / EMERGENCY**

Call 000 for Police, Ambulance or Fire.

See Emergency Evacuation plan located in all rooms for procedure.

Any person calling 000 under a false emergency will be liable for any fees associated from a call out fee.

- **ALCOHOL AND ILLEGAL DRUGS** are not permitted on the premises. Any individual who brings alcohol or non-prescription drugs onto the HUB or appears to be under the influence of such substances will be asked to leave the premises immediately and the police may be called to assist.
- **CANDLES AND OTHER FIRE ELEMENTS** (torches, butane burners, pyrotechnics) are not permitted unless written permission is obtained from the HUB Coordinator at the time of booking.
- **ELECTRICAL EQUIPMENT** brought onto the HUB is the responsibility of the user group. The LLEN is not responsible for attending to a problem relating to faulty equipment brought in by a user group.
- **FIRE EXITS** must remain unobstructed at all times.
- **SMOKING** is not permitted on the premises, including the grounds and car park areas, except at the bench on the corner of Dalmahoy and Service Streets where an ash tray is provided to take butts so that they are not left around the perimeter of the HUB precinct.
- **WORKING AT HEIGHTS** if portable ladders and other equipment are required for an activity, must be used in accordance with Workcover Vic requirements. The LLEN is not responsible for any related injury relating to a user group working at heights.

In the event of an accident, incident or injury relating to breaches of the HUB health and safety rules, the HUB Coordinator should be informed within 24 hours of the event.

## Keeping noise levels reasonable

We love music and the noise of our users enjoying activities at the HUB but please be considerate of the comfort and privacy of our neighbors. Music and other noise must not be intrusive to other users and local residents.

## Staying clean and tidy

Although the HUB is maintained by a professional cleaning crew, it is used by different groups of people during the day, evening and at weekends. It is imperative that you clean up in consideration of the next users.

If the Room 11 kitchen was used, please sweep it clean, damp mop the floor and wipe tables and counters if needed.

The courtyards outside should be kept free of rubbish. At the bin depot, containers for food waste and recycling are separated and clearly marked.

The LLEN encourages all users to help minimize waste at the HUB. Users should understand that to maintain our low rental fees for programs and activities, hirers must be responsible for their own garbage produced while at the Hub. Rubbish should be delivered to the appropriate bins at the bin depot.

An extra charge may be applied to your fee if the Hub is you leave extra work for garbage and recycling removal for the cleaning crew.

### Maintaining the HUB facilities

In the event of a maintenance emergency after work hours contact 5153 1745 and stay on the line for your call to be answered.

All other non-urgent matters such as: malfunctioning equipment; safety concerns: wildlife or pests on site; or damage caused inadvertently should be reported to the HUB Coordinator during normal work hours (8.30am to 5.00pm, Monday to Friday).

In the event there is breakage or any damage to room facilities, equipment or furniture, please report it so we can repair or replace it as necessary. Charges may be applied if damage is not reported.