



RIVERWOOD COMMUNITY CENTRE LTD

VENUES HIRERS AGREEMENT

JANUARY 2026



Welcome

We wish you a warm welcome to Riverwood Community Centre (RCC).

We aim to provide affordable facilities for community use. We appreciate your assistance in providing these facilities to the community.

At the outset of your involvement with the Centre, we want to introduce our Code of Conduct which is intended to give you clear advice on the way in which you should conduct yourself while performing your duties. Properly observed, the Code assists us to deliver quality services, and to protect our consumers, RCC and yourself.

RCC is a longstanding community service organisation within the area, having been established in the 1970s. Today, our Centre operates from several locations in the Canterbury Bankstown and Georges River areas, including the Riverwood Community Centre, the Thurlow Street Community Hub and the Punchbowl Community Centre.

We provide services and support to children, young people, families, older people and people with disability, as well as to the community. We acknowledge the diversity of our community through our multicultural services, bilingual staff and respect for differing cultures.

An important part of our success is that our staff, volunteers and Venue Hirers undertake their tasks in a non-judgmental, encouraging and respectful manner. The Code of Conduct assists us to maintain this approach.

The Code of Conduct gives you guidance on how to conduct yourself and who can turn to for help. It is important that you read the Code thoroughly and raise any concerns or enquiries during your induction.

We hope that you enjoy your function at RCC and look forward to catching up with you soon.

Pauline Gallagher OAM
RCC Chairperson

Introduction

The purpose of this Code of Conduct is to give you clear guidance on the way you are expected to conduct yourself in all the activities you undertake for the Riverwood Community Centre (RCC).

RCC's focus on supporting vulnerable people within a culturally diverse and socio economic challenged community, underlines the importance of you maintaining a high standard of conduct at all times. RCC is committed to child safety and wellbeing and is focused on ensuring children and young people enjoy a safe, stimulating and rewarding environment. In addition, RCC has forged a reputation for always putting the community first, through the deep, enduring and respectful relationships it has developed with individuals, community groups, businesses and authorities with whom it has and continues to work with.

To ensure that high standards of conduct and the strong reputation of RCC is maintained you must adhere to all elements of the Code of Conduct.

About Riverwood Community Centre

RCC has evolved over the past 45 years from a small neighbourhood Centre focused on supporting tenants of the Riverwood Housing Estate into a significant community Centre delivering support and services to children, young people and their families, older people, and people with disability, as well as community information services and community development projects. RCC operates a long day care and before and after school care Centre, supports families with children who need assistance, provides a youth drop-in and support service, home support for older people and people with disability, the local community garden, the men's shed and a range of other community projects.

RCC supports a community that is culturally and linguistically diverse, socio economically challenged compared to most of Sydney, which has high levels of social housing tenants and vulnerable community members. We encourage, empower and support our local community, we respect and celebrate our rich cultural diversity and we encourage participation, connection and inclusion within our community.

Values

The Riverwood Community Centre is guided by the following values in the delivery of its programs, services and projects:

- Encourage, empower and support community participation.
- Enable people to make their own choices.
- Respect and celebrate diversity and provide services that are inclusive and sensitive.
- Deliver accessible, high quality services in caring safe environments which create a sense of well-being.
- Respond and be accountable to our communities and funding bodies.
- Manage resources efficiently and effectively.
- Value and respect staff and volunteers.
- Collaborate with other community based organisations to strengthen communities.

Conditions

The hirer must:

- Be over 18 years of age to book the facility and sign the Application Form.
- Understand that no booking is confirmed until full payment has been made and a confirmation letter received.
- State precisely the type of activity to take place in the facility.
- Under no circumstances enter any areas other than the section hired.
- **Only be in the facility the times your application states.**
- Entering early or exiting late will be charged to the hirer at double the hourly hire rate.
- Supply public liability insurance confirmation where required (i.e. if the hirer is incorporated).
- Notify RCC Security / Caretaker and the Police immediately if there is any threat of trouble.
- Report any accidents or near accidents to RCC staff as soon as possible.
- Ensure the hall is clean, all windows and doors are locked upon leaving the hall. (Where required, ensure the alarm is activated upon leaving the hall).
- Ensure all RCC buildings and surrounding areas are smoke free zones.
- Arrange a person to assume responsibility on behalf of the hirer in their absence.
- Ensure all appliances, air conditioning, lights and fans are turned off when leaving the premises.
- No pets or animals are permitted in the premises.
- RCC facilities are not available for overnight hire. Sleeping or staying overnight on the premises is not permitted.
- All cancellations must be made in writing. Cancellation fees apply to hall bookings that are cancelled within 10 days of the function. Full hire fees will be forfeited if a cancellation occurs within 48 hours of the function or within 48 hours before the COB on Friday for weekend functions. The bond will be refunded.
- Bookings must be made two working days prior to the proposed date otherwise a late booking fee will be charged.
- Helium balloons are not permitted inside the facility.
- Streamers and balloons must not be hung from the ceiling fans. Smoke machines are not permitted. Throwing of confetti, glitter, sprays, poppers or rice is not permitted. A charge will be deducted from the hirers bond, or added to their invoice, if balloons are required to be removed from the facility.
- Weekend rates commence at 5pm on Fridays and ends at 12am Sunday nights.
- Venues are closed on Public Holidays.
- Seek permission for additional furniture and equipment to be brought into the halls. All requests must be put in writing to RCC staff and may not be able to be accommodated.
- **Sixteenth (16), Eighteenth (18) and Twenty- First (21) birthday parties are not permitted to be held at our venues.**

CLEANING

The facility must be left clean and ready for the next user. The hirer must:-

- Clean, sweep and mop floors, including the kitchen and toilets. Spills are to be mopped with warm water only. Ensure that no food or drink is left in the premises (especially in the refrigerator).
- Wipe down all benches, tables, chairs and fridge/s.
- Dispose of rubbish correctly into outside bins before leaving. Rubbish is not to be dumped on the ground near the bins.
- Safely stack and return all tables and chairs to the storeroom or designated area. All furniture should be accounted for.
- Ensure that the outside area, including the car park is free of litter.
- Supply own garbage bags, cutlery, crockery and cleaning materials. Dispose of excess waste appropriately.
- Report if the facility was not found in a clean and tidy state.
- If the facility is not left in a clean state, an additional hour of the hire fee maybe charged to reimburse the cleaning expenses.

NOISE & SURROUNDING RESIDENTS

Some of RCC facilities are located in residential zones. The hirer is responsible for the preservation of good order during, and following, the hire of the facility as per the areas outlined below:

- Vehicles should not obstruct access to driveways or restrict parking in the street.
- Hirer's must meet the requirements of the Noise Pollution Act.
- All music and noise levels must be kept at an acceptable level.
- **Music must cease by 10.00pm Sunday-Thursday and 11pm on Friday & Saturday.**

BOND

The bond is held as a deposit against possible damage of the community hall, Centre and meeting rooms, its furniture and fittings including fire and electrical services. Reasons that all, or part of, the bond may be retained include: the function running overtime, smoking in the facility, or additional cleaning being required. The hirer is required to provide photographic evidence to support claims that the facility was in an unsatisfactory condition prior to their hire. Providing that all Terms and Conditions of hire are adhered to the bond will normally be returned approximately three (3) weeks after the function. Should RCC be investigating concerns arising from your booking, you will be notified accordingly.

PERSONAL PROPERTY / STORAGE

All items brought in by the hirer must be removed from the premises no later than the time specified on the hiring agreement. Hirers are responsible for the care and control of their own property and personal effects. Loss or damage to such items is not covered by RCC's insurance policy.

FEES

Casual Hire - Full hire fee and bond must be paid before any booking is accepted.

COVID SAFE

Hirers are to ensure that they practice COVID safe planning including any COVID plans specific for the venue.

CAMERA SURVEILLANCE

Camera surveillance is used in the RCC venue as a deterrent to any potentially volatile behaviour and for the safety of the Centre according to workplace surveillance policy Workplace Surveillance Act.

SPECIAL TERMS

- RCC Venue hirer must treat RCC Staff clients and members of the public with respect and dignity, fairness and consistency, Discrimination, bullying or harassment will not be tolerated by the RCC in any form, and may constitute misconduct and can include immediate cancellation of hire.
- RCC venue Hirers must not harass or discriminate against any staff or person on the grounds of race, language, sex, marital status, disability, homosexuality, age, transgender, political, religious, conviction or carer's responsibilities. Such harassment or discrimination may constitute an offence under the Anti-Discrimination Act 1977.
- RCC has the right to set out special conditions and hire fees for functions not covered in the current fees and charges.
- No game of chance, gambling or any other kind of illegal activities are permitted inside Council facilities.
- If alcohol is sold at the venue, a Liquor License must be obtained from the Police, with a copy supplied to RCC.
- RCC has a right to conduct spot checks to monitor your adherence to your hire agreement and COVID safe plan. • No keys will be issued to the hirer.
- Non activation of alarms will incur a fine (if applicable).
- Firecrackers and naked flames are not permitted inside or outside the community halls.
- A jumping castle is permitted outside in designated areas at certain venues provided a public liability policy to the limit of \$20 Million with RCC listed as an interested party is provided to RCC. No pony rides or animal farms are permitted at any of the Community Halls.
- The selling of goods is not permitted at RCC Halls, Centre's and meeting rooms.

- RCC halls are not equipped with emergency first aid kits. It is the responsibility of the hirer to have first aid supplies available at all times.
- Hirers are not permitted to sub lease the facility or transfer your permit, advertise or promote community material, or charge an entry fee.
- RCC reserves the right to refuse any booking and to cancel a booking already made for whatever reason. With such cancellations, RCC will refund the hirer any monies paid to RCC.
- The RCC will not be liable for any loss, injury or damage or otherwise of the exercise of any right stated under this agreement, including the right of cancellation.
- Hirers are required to bring their confirmation letter to their function.
- RCC halls, and meeting rooms are hired under the condition that the person(s) whose signature appears on the application form, accepts and agrees to abide by the above prescribed terms and conditions.
- Please refer to RCC application, and fees and charges document for any additional fee information.
- Be fully responsible for the payment of fees and any additional charges arising out of hiring, in accordance with the Fees and Charges and Terms and Conditions that you were provided
- Must not smoke or permit smoking in any building used by RCC in the provision of services.
- Must not give or provide alcohol to anyone under the age of 18 years.
- Must not possess or distribute drugs that are illegal to possess or distribute.
- Penalties for breaching any of these conditions of hire can include immediate cancellation of hire.

**NO BOOKING IS CONFIRMED UNTIL A CONFIRMATION LETTER IS RECEIVED
AND THAT AN AGREEMENT HAS BEEN SIGNED**

The Organisation/Group/Individual agrees with Riverwood Community Centre to use the (specify location)

..... hall on the following terms:

- To abide by the Terms and Conditions applying to the use of the Community Hall.
- To treat RCC Staff clients and members of the public with respect, dignity and fairness.
- **To use the hall only for agreed time and purpose specified on application.**
- To ensure to maintain good order in the hall during its use and to leave the hall on each occasion of use, in a clean and tidy state.
- To **report** any damage or break-in to RCC immediately, once you become aware.
- **To accept** that no storage is available.
- **To accept that if an insurance claim is made the hirer may be responsible for the excess fee.**

Insurance Requirements and Management Discretion

Public Liability Insurance is mandatory for all organisational events, commercial, sporting or meetings considered as high-risk activities. **This applies to all premises managed by Riverwood Community Centre; Riverwood Community Centre, Punchbowl Community Centre, and Thurlow Community Hub.**

Management may approve individual, low-risk and non-commercial community bookings to proceed without Public Liability Insurance on a case-by-case basis, in accordance with the Centre's Decision Matrix, provided that appropriate risk controls are in place and written approval is granted.

Uninsured Hirer – Liability and Indemnity

Where the Individual Hirer does not hold Public Liability Insurance and has been approved by Riverwood Community Centre Inc to proceed without insurance, the Hirer acknowledges and agrees that:

- a) The Hirer uses the premises entirely at their own risk;
- b) The Hirer accepts full responsibility for any loss, damage, injury or claim arising from or in connection with the hire;
- c) The Hirer indemnifies and releases Riverwood Community Centre Inc, its Board members, employees and agents from and against any claims, losses, damages, liabilities, costs or expenses arising out of or in connection with the hire
- d) Approval to proceed without insurance does not constitute a waiver of liability and does not transfer risk to Riverwood Community Centre Inc.

By signing this form, the Hirer confirms that they have read and agreed to the above insurance and liability condition

I the hirer have read, understood, and agree to abide by the Terms and Conditions of this Agreement.

I agree to be fully responsible for the payment of fees and any additional charges arising out of hiring, in accordance with the terms and conditions that have been supplied to me.

Execution

Hirer (*Print Name*)

Organisation..... **Position**

Phone number:.....

Signature:

Date:

RCC Staff (*Print Name*)**Position**

Signature..... **Date:**/...../.....