

About the Hub & Centenary Community Connections (CCC)

Hub Contact Information

Street Address:	Centenary Community Hub, Mt Ommaney Shopping Centre. 171 Dandenong Road, Mount Ommaney 4074
Mobile Number:	0499 999 772
Postal Address:	PO Box 1351, Mount Ommaney 4074
Hub Information:	info@ccconnect.asn.au
Hub Bookings:	bookings@ccconnect.asn.au
Website:	www.centenaryhub.com
Facebook:	www.facebook.com/CentenaryCommunityHub

***Please note: The Hub is managed by Centenary Community Connections (CCC). The preferred contact is by email and please be considerate of the hours when phoning. If your call is not answered please send a text, leave a message, or email your enquiry.**

Location:

- The Hub is at the entrance to Mt Ommaney Shopping centre next to the BCC library, opposite the bus terminal and Mt Ommaney Fire Station.
- There are 2 road entrances: one off Dandenong Road, past the library the other in the main entrance to the shopping centre.



About 'The Hub'

The Hub was opened in November 2011 and is primarily available for community use. Community use means activities, functions or meetings held by not-for-profit community groups and are not intended for financial gain.

The focus on community use does not preclude private or business-related activities, however these will be accommodated as space allows. Commercial rates may be charged for such activities.

The Hub is owned by Mt Ommaney Shopping Centre, leased to Brisbane City Council and Centenary Community Connections (CCC) is licensed to manage the facility.

CCC is a local volunteer, not for profit charitable organisation whose purpose is to have a positive impact on the Centenary community by connecting people to ignite community spirit.

Bookings

- All bookings **MUST** be submitted on the booking form with **ALL** relevant details requested.
- Rooms are available for hire from 6.00am to 12midnight, 7 days a week.
- Bookings are taken for a minimum of two hours, unless formally discussed and agreed with the Hub Manager.
- Set-up and pack-up time **MUST** be included in the **TOTAL** time requested.
- For regular bookings we request hirers to list all days and dates of their bookings rather than for example 'the third Thursday of every month'. Please consider whether your group will meet during public and/or school holidays.
- Your booking is not confirmed until the booking form/user agreement has been signed and submitted and a written confirmation from the Hub Manager is received with invoices to be paid as specified.
- **If you are holding a function the function questionnaire must also be submitted.**

COVID Safe Plans

Each hirer must submit their COVID Safe Plan specific to their activity which will be kept on file.

Check QLD Health for guidelines and Industry COVID Safe Plans. (Link is for a checklist)

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0018/132291/generic-voluntary-checklist.pdf

CHECK IN QLD APP – QR CODE

The Hub has been registered with the 'Check In Qld' App and QR code signage has been placed around the Hub including in the foyer, both rooms of the Hall and the upstairs notice board.

It is mandatory that everyone checks in at the Hub even if you have your own QR code for your activity. Please let us know so it can be noted in the files, thank you. This will assist with contract tracing should it become necessary.

Remember, it is your responsibility as coordinator of the activity to ensure that all your members and visitors check-in using the Hub Check in QR Code and that you maintain a register of all who attend including children and infants.

Cancellation Policy

It is the hirer's responsibility to advise CCC if a booking is no longer required.

Failure to give sufficient notice will result in fees being charged, as below.

Bookings cancelled without a minimum of 21 days' notice will have fees refunded minus 20% admin fee.

Bookings cancelled without a minimum of 14 days' notice will have fees refunded minus 50% admin fee.

Bookings cancelled with less than 7 days' notice will have no refunds.

Please note that the hirer of the room accepts all responsibility for the facilities used by the group.

As a community centre, sometimes activities are often active and/or noisy. It is the responsibility of the user to request information about other users coinciding with their booking.

Any special requirements need to be negotiated prior to the date of booking.

Regular ongoing bookings for the following calendar year open in October and are taken in quarter year (term) blocks as a minimum. This enables us to review all bookings at the same time to negotiate equitable and reasonable access to the Hub.

No group should consider their current booking times to be available to them on an ongoing basis from year to year.

We welcome expressions of interest for new and diverse activities that may not currently be accommodated.

IMPORTANT: Centenary Community Connections reserves the right to:

- Refuse or cancel bookings, particularly where groups do not comply with the guidelines.
- Limit bookings to once per week per organisation.
- Invoice for the time booked for 'no shows' without sufficient prior notification and may result in loss of future bookings.

Insurance and Indemnity

It is advisable that each group/hirer have their own public liability insurance.

The hirer hires the Premises at its own risk.

CCC will not be liable to the hirer or any other person for any loss, damage or injury caused directly or indirectly by any non-negligent act or omission of CCC.

CCC will not be liable to the hirer or any other person for any loss, damage, or injury because of the failure of the electricity or water supply or other services or facilities enjoyed by the hirer on the Premises.

By submitting the booking form, the hirer indemnifies CCC against every action, claim, demand, notice, loss, damage, cost, and expense for which CCC may become liable arising from:

- (a) loss or damage to property, or death or injury related to the use of the premises and not caused by the negligence of CCC, its servants, agents, or sub-contractors.
- (b) any act, neglect, default or omission by the hirer or any other person on the premises

Property stored or left on site is the responsibility of the hirer as is the insurance of the property.

Parking and Public Transport

There is ample free parking onsite and throughout Mt Ommaney Centre.
 Bus services link trains to The Hub from Oxley and Richlands stations. Check <http://translink.com.au/> for updated times and routes for buses and trains.
 Taxis are available at several ranks in the Centre.

Accessing the Hub

Hirers will be given access by using a unique door code found in the confirmation letter.

This is a shared facility. Be considerate of and respectful toward other users at all times.
 This includes leaving the room in the same layout as it was found and leaving all areas clean and tidy after use.
 Cleaning equipment and products are located in the kitchens.

Please note that the toilets, kitchen, and kitchenette are shared spaces. Access by other users is required.
 Please feel free to communicate and/or negotiate any specific needs or timing with other users.

Fees and Charges

CCC does not attract any ongoing government funding. Consequently, some fees are charged to cover the operational and management costs incurred.

Type of Group	Hourly (min 2 hours)	
Category 1	\$22 for the first 2 hrs, \$5 for every hour after	<p>*Decisions about fees and charges are at the discretion of CCC administrators.</p> <p>** The Hall is two rooms therefore, the cost is x 2</p>
Category 2	\$13.50 per hour	
Category 3	\$19.50 per hour	
Category 4	\$27.50 per hour	
Category 5	Price on application	

Category 1: Volunteer run groups without funding and/or income and small hobby groups

Category 2: Funded small-medium sized volunteer run NFP organisations and hobby group.

Category 3: Small business (as determined by committee)

Category 4: Small-Medium business, State or National Not-For-Profit organisations, Government agencies (including educational institutions), Political organisations and representatives, Fundraising activities and any other organisation or activity that does not fit the definition of category 1, 2 or 3.

Category 5: Private parties, functions, and commercial use. – see Appendix 2

Bond for parties and functions: Low risk \$250 Medium risk \$750 High Risk \$1000

Resources

The Hub has been equipped with tables, chairs, and whiteboards, included in the fee structure.

The Hall & Oldfield room have a projector, sound & screen, the Horizon room has a 50" TV and DVD player.
 A portable PA/sound system and stage are also available for hire.

Category	Projector and screen	TV and DVD	PA sound system
1 - volunteer run NFP community groups	\$15 half day (4 hrs) \$25 full day	\$10 flat fee	\$50 flat fee
All other hirers	\$30 half day (4 hrs) \$50 full day	\$20 flat fee	\$50 flat fee

Room Capacity

It is important to understand that Government restrictions due to COVID outbreaks that room capacity can change at any time.

- Check Qld Government website for updated regulations as to capacity and distancing.
- All indoor settings are allowed 1 person per 2 square metres (or 1 per 4 sqm) or 100 per cent capacity if patrons are in ticketed and allocated seating. (As at 3 Nov 2021)

NOTES:

1. Encourage physical distancing where possible.
2. If you are able to have a seating plan and sell tickets with allocated seats, you are able to have 100% capacity. An example would be a fund-raising event.
3. A patron must remain in their assigned seat to the extent possible while they are present at the venue or event. In the event of a COVID-19 transmission event, you must be able to provide contact information for the person who occupied the assigned seat to a public health officer.
4. Remember - in addition to these requirements, the Check in Qld app will also need to be used and you need to follow the COVID Safe Checklist.
5. A variety of rooms are available for bookings. Access to upstairs rooms is accessible via stairs only, this facility has NO lift. Please take this into account if you require disabled access when booking.

Room	No. of people meeting style (tables and chairs)	No. of people theatre style/standing	No. of people 2sqm physical distancing	No. of people 4sqm physical distancing
	100% capacity	100% capacity		
Downstairs				
Dandenong Room	40	70	60	25
Endeavour Room	40	50	40	19
Hall (Dandenong & Endeavour rooms)	80	120	100	44
Bounty Room	6	N/A	5	3
Upstairs				
Horizon Room	20	30	20	10
Oldfield Room	20	30	21	10
Arrabri Room	14	18	12	8

***Please note these are indicative capacities only. The figures are conservative to allow for circulation space. Actual numbers possible will depend on the room configuration and groups preferences.**

Other fees and charges – these can be avoided if you follow directions and respect the facility.

- A cleaning fee will be charged to those groups who do not leave the rooms clean and tidy for fellow Hub users - \$100 fee minimum.
- Please leave the room in the same layout as it was found after use – Charges will apply if we are required to re set the room - \$100 fee minimum.
- Leaving air conditioners and/or lights on – charges will apply from \$25 fee minimum.



Current Resources Available

Downstairs		
Entrance	5 armchairs Small table	Noticeboards – Hub notices Bookcase/shelves
Kitchen	Fridge/Freezer Microwave Oven/stove Dishwasher Hot Water boiler	Liquid soap, detergent Cleaning gear and chemicals Disinfectant spray, wipes, Chux, bucket
Hall – Dandenong & Endeavour Rooms	73 chairs & 6 armchairs 9 Tables – variety of sizes 1 high table 14 folding tables (light weight, on trolley)	Small corner table Projector and screen (hire) Noticeboard – for community use
Bounty Room	4 chairs Table	2 whiteboards
Upstairs		
Kitchenette	Fridge Microwave Dishwasher Hot Water boiler	Vacuum cleaner, dustpan & broom Liquid soap, detergent Cleaning and disinfectant chemicals, spray, and wipes 4 folding tables (light weight)
Oldfield Room	30 chairs 1 whiteboard	Projector and screen (hire)
Horizon Room	5 tables 1 whiteboard	26 chairs TV & DVD (hire)
Arrabri Room	3 tables 1 whiteboard	1 display pin board 14 chairs
Other resources	Portable PA sound system (hire) Stage (hire, must have own insurance)	Lectern Trolley for moving chairs. 5 folding tables (on wheels), upstairs

You have booked a designated space, if there are not enough tables or chairs you need to hire them as there is no permission granted to take tables or chairs from upstairs to the hall or visa-versa.
If extra chairs are required - 60 chairs can be hired at \$2 per chair which includes delivery & pick up

Advertising

Any advertising promotion or communication related to activities held in the Hub must be conducted in a lawful manner. Vandalism of property to advertise, promote or communicate activities will result in cancellation of bookings.

If you wish to have information or photos about your activities at the Hub on our websites, social media, and newsletters, please send the information to the Hub Manager.

Noticeboards

There are noticeboards in the entrance foyer, the main hall and upstairs foyer available for community use. Please feel free to place posters or similar media for promotion of your activity taking place in the Hub. For all other outside activities, you must have permission from management for these to be displayed.

Air Conditioners (AC)

All rooms have Air Conditioning. In order to activate the AC's, rooms either have a wall control pad or remote controls. Remotes need to be pointing directly at the AC, a green light should come on. Each AC needs to be synced to the remote so it will take two 'clicks' to turn other AC's on and off after the first one. Don't assume it is on or turned off.

The wall mounted ACs have the smaller remote controls and the ceiling ACs the larger ones.

Please replace the remotes after use and ensure the AC is turned off after use.

Health and Safety

***** Guests and children must remain in the hired spaces only and NOT allowed to use or run around the other rooms. Your booking is for the confirmed booked spaces ONLY.**

Smoking is not permitted anywhere in the Hub or within 4 metres of entrances. (Please take your butts with you for safe disposal; please do not leave butts on the ground)

***** NOTE:** Candles or devices producing open flames must **NOT** be used in the Hub.

All users must comply with the health and safety requirements relevant to their activities and use of the Hub. Equipment brought in for use must be in safe working condition, tagged and tested as per safety guidelines. Children **MUST** be supervised at all times.

Nappies **MUST** be removed from the Hub and taken home for disposal.

No confetti, party poppers or table sprinkles or scatters are allowed in the Hub.

If cooking and/or serving food, please ensure all spills are cleaned up immediately.

Hand sanitisers are installed in the Hub – foyer, downstairs kitchen and upstairs.

The Hub has been registered with the 'Check In Qld' App and QR code signage has been placed around the Hub including in the foyer, the Hall and the upstairs notice board. Everyone **MUST** check in using the QR code.

First Aid Kit

A first aid kit is available in the kitchen area for use at the Hub should the necessity arise. Please write in the book the date, name of patient, treatment given and sign, thank you.

If an injury or accident occurs, please send a copy of your incident form to info@ccconnect.asn.au

Storage

Storage is only available to support regular on-site activities. Use of the storage space needs to be negotiated with CCC Hub management prior to use. Storage space is communal and consequently used at your own risk. It is recommended that highly valuable items are not stored onsite.

You may be permitted to bring your own lockable cupboard ONLY with the prior agreement with Hub management and only if there is space available.

Property stored on site is the responsibility of the hirer as is any insurance required for the property.

Maintenance Issues

For all maintenance issues (plumbing, electrical, building maintenance and garbage) please contact Brisbane City Council on 3403 8888, this contact number is available 24 hours a day, 7 days a week.

After contacting the Council, please send an email to info@ccconnect.asn.au with the reference number so we are also aware of any problems and can follow-up if required.

Issues or Concerns

If you have feedback regarding the facility, or special requirements for your booking please email CCC at: info@ccconnect.asn.au

Any conflicts with other users should in the first instance be addressed with the group concerned. If the conflict is not resolved, you can outline your issues in writing to the above email. If the matter is not resolved successfully, it can be referred to the relevant council officer for arbitration.

APPENDIX 1

Mt Ommaney Centre and Local Catering Options

Shingle Inn	<p>Across the road from The Hub; inside the main entrance of Mt Ommaney Shopping Centre.</p> <p>Items such as sandwiches, savouries, cakes, slices, beverages are available. The staff will deliver to the Hub as per your requirements or you may like to book tables at the Inn after your Hub booking.</p> <p>Phone: 3376 7225 or after-hours Tony and April 0422 845 415 or Nicki 0450 356 245 to discuss your catering options.</p>
Subway	<p>SUBWAY Sandwich Platters are made on a variety of freshly baked breads with a selection of delicious cold meats, fresh salads, and tasty sauces.</p> <p>Giants Subs, Wrap Platters and Cookie Platters are also available upon request.</p> <p>Phone: 3376 5607</p>
Coffee Club	<p>Phone: 3715 5744</p>
Coles	<p>A variety of platters are available including cheese, entertainers, seafood, fruit, baguettes, wraps.</p> <p>Phone: 3725 7200</p>
Woolworths	<p>A variety of entertaining, deli & wrap platters are available.</p> <p>Phone: 3101 4303</p>
The Cheesecake Shop	<p>The Cheesecake Shop has got cakes for all occasions and even offer custom cakes</p> <p>Phone: 3279 1956</p> <p>View the range at www.cheesecake.com.au</p> <p>Located opposite Woolworths at Mt Ommaney Centre</p>
Foodworks Jindalee	<p>Shop 1, 66 Curragundi Road, Jindalee</p> <p>Phone: 3172 2048</p> <p>Email: gabyharraca@hotmail.com</p>
K & K Austrian Bakery	<p>Hot meals – European food such as Schnitzels.</p> <p>Sandwiches, gourmet pies and sausage rolls, cakes, and Danishes</p> <p>Can deliver for a small fee.</p> <p>58 Oldfield Road, Sinnamon Park</p> <p>Phone: 3376 1822</p> <p>Email: info@kandk.com.au</p> <p>https://www.zomato.com/brisbane/k-k-austrian-bakery-and-coffee-house-sinnamon-park/menu</p>
Local Caterer	<p>Shells Cakes and Treats - Michelle Whelan</p> <p>Savoury muffins, meatballs, sausage rolls etc and sweet treats, scones, cakes.</p> <p>Phone: 0409 872 090</p> <p>Email: shellscakesandtreats@gmail.com</p>

APPENDIX 2

PRIVATE FUNCTIONS AND EVENTS

Bond

Low risk \$250 Medium risk \$750 High Risk \$1000 – risk category determined by Hub committee.

Hub Cleaning

Private functions and parties must ensure the facility is left in a clean and tidy state. This includes ensuring the toilets and kitchen are clean including microwave, stove, oven, and fridge. The floors must be swept and washed if required, especially if there has been food or drink spilt. Toilets and basins must be clean, bins emptied.

NO confetti, party poppers, table sprinkles or scatters etc. can be used in the Hub. All decorations, balloons, posters etc. are to be taken down and disposed of, no tape, string or 'Blu tack' is to remain.

Do **NOT** remove the posters and flyers from the information boards.

All rubbish must be removed to the bins provided in the carport, ensuring the lid is fully closed to deter animals and birds; all excess rubbish must be taken with you for disposal. Boxes and cartons are to be flattened and disposed of correctly.

If you would prefer to have our cleaning service to assist, contact to discuss and confirm your requirements

Function and Event Clean Package

Full clean of downstairs, kitchen, and toilets

Conditions:

- Minimum 3 hours \$150
- \$50 per hour
- Extra to stack chairs and move tables etc.
- Extra for rubbish removal

Extra Resources

You have booked a particular space, if there are not enough tables or chairs you will need to hire them as there is no permission granted to take tables or chairs from upstairs to the hall. This is due to the fact that tables are being broken and walls being damaged, also hirers are not returning them to the correct rooms, therefore creating difficulties for other hirers and the Hub committee.

NOTE: As per the guideline's fees will be charged for resetting rooms.

- A cleaning fee will be charged to those groups who do not leave the rooms clean and tidy for fellow Hub users - \$100 fee minimum.
- Please leave the room in the same layout as it was found after use – Charges will apply if we are required to re set the room - \$100 fee minimum.
- Leaving air conditioners and/or lights on – charges will apply from \$25 fee minimum.