Cairns Regional Council owns and manages Hambledon House Community Centre, a purpose-built facility providing meeting room spaces for hire, community events, activities and programs. On-site staff and Volunteers deliver a range of community support, counselling and family support services that are funded by Council, the Queensland Department of Communities, Child Safety and Disability Services and Mission Australia via the “Communities for Children” initiative for Cairns southern suburbs.
HOW TO CONTACT US

Street Address: 177 Bruce Highway, 
Edmonton (next to Edmonton Library)
Postal Address: PO Box 359, Cairns QLD 4870
Telephone: (07) 4044 3410
Email: hambledonhouse@cairns.qld.gov.au

Office Hours 8.30am - 12.00pm and 1.00pm - 4:30pm
Monday to Friday

Note: Our office is closed between 12.00pm – 1.00pm on weekdays and on all Public Holidays

FACILITIES & EQUIPMENT

Hire of Meeting Rooms: Our rooms are available between 8.00am -11.00pm, 7 days a week via a booking application process.

Facilities Available:
- Large meeting room – can accommodate between 60-80 people depending on set up requirements. A concertina door can be used to divide the room into two separate meeting spaces, each accommodating approx.30 people.
- Kitchen for catering purposes
- Covered outdoor area with outdoor furniture
- Accessible to persons with impaired mobility
- A recharging point for electric wheelchairs and approved mobility devices
- Training Room (seats max. 8 people)
- Visiting Services Office - for use by NGO’s and service providers for outreach client-based appointments.

Please note: our facility is not hired for private functions such as weddings and birthdays. However, we can provide details of other suitable venues.

Accessible car parking is available at the Centre’s front entrance (Bruce Highway service road). Additional parking is available at the rear of the Centre, with footpath access from Ravizza Close, off Ravizza Drive.

A public telephone box is located near our main entrance, outside the Edmonton Library.

Furniture, Audio Visual Equipment and Kitchen Facilities
- 1 x mobile electronic white board
- 2 x wall-mounted white boards
- 1 x wall-mounted projector screen
- 1 x mobile projector screen
- 2 x TVs
- 1 x piano
- 80 stackable meeting room chairs
- 10 meeting room tables (seating 6)
- 18 plastic outdoor chairs
- 5 x outdoor tables (seating 6)
- 3 x outdoor tables (seating 4)
- Microwave Oven
- Domestic-rated electric cooktop and oven
- Large refrigerator
- Crockery, cutlery and small appliances
- Basic catering equipment (platters, bowls)
- Cleaning equipment (vacuum cleaner, carpet sweeper, broom)
**BOOKING PROCEDURES & VENUE HIRE FEES**

**Booking Procedures**
To submit a booking for approval, complete the application form with your specific requirements and submit with all required supporting documentation – refer Booking Conditions below. Official confirmation advice will then be provided by post or email once availability has been checked and booking approved. Payment is required prior to key distribution.

**Venue Hire Fees**

**Category 1 - Commercial Hire and Private Use:** all for-profit entities, including but not restricted to party-plan consultants, labour hire firms, job placement agencies, private training providers, health promotion companies (including weight loss, diet, health and supplement businesses), Government agencies, corporate use, private-use activities.

- **Single Meeting Room** $20.80 per/hr (inc GST)
- **Double Meeting Room** $41.60 per/hr (inc GST)

*Double room consists of two adjoining rooms with pull-apart concertina divider.*

**Category 2 - Not for Profit Hire:** bona fide community groups, social activity groups, religious organisations, community-hosted fundraising activities, NGOs, service providers, community service organisations.

- **Single Meeting Room** NIL
- **Double Meeting Room** NIL

Not for Profit Groups – Eligibility: A Not for Profit group is defined as any local association, club, state or national organisation, who holds incorporated status under the Associations Incorporation Act 1981 and does not operate for the profit or gain (either direct or indirect), of its individual members.

If you are unsure which hire category you booking fits into, please consult our Administration Staff. Hirers who book less than 10 occasions per calendar year are considered “Casual hirers” for Council purposes.

**Payments**
Invoice arrangements are available for amounts over $300.00. EFTPOS is available for payment by debit or credit card. Cash or cheques are also accepted. **Payment is required before facility keys are provided.**

**Key Collection Arrangements**
The facility key is to be collected during office hours, preferably on the day of the booking (on Fridays for weekend hirers) and returned via the out-of-hours key return box or on the next working day. **We are unable to make any exceptions to this arrangement and do not provide an after-hours service for keys not collected during office hours.**

If the facility key is lost/mislplaced and unable to be found within 2 days, the hirer will be charged the total cost of re-keying all locks for the hire facilities.

**Refundable Key Deposit**
A fee of $65.00 applies for a long-term loan key arrangement where access is required after office hours and keys are unable to be collected during office hours.

**Cleaning Fee**
**Facility Excess Cleaning Fee – Minimum $100** (based on condition of hall). Applies when venue is not left in a clean and tidy state at the end of hire use – floors are to be vacuumed, benches wiped down, tables and chairs stacked away and NOT left blocking any exit doors, all excess rubbish is to be removed from the site. Refer Booking Conditions below.
BOOKING CONDITIONS

General Information

1. It is the responsibility of Parents/Carers to supervise children at all times whilst they are on-site. This includes the supervision of children attending the site but not participating in a Hirer's designated activity.
2. Applicable Fees are as per Council's Fees and Charges Schedule and “Fair Use of Facilities” Policy. The Policy can be viewed at: www.cairns.qld.gov.au
3. Criteria for assessment of application: Hambledon House Community Centre provides facilities on a Priority Needs basis, therefore reserves the right to allocate bookings on this basis.
4. In order for your booking to be processed, a completed application form must be accompanied by:
   a. A copy of your current Public Liability insurance coverage, to the value of $20 million and listing Cairns Regional Council as an interested party;
   b. Evidence of Business status OR NFP/NGO/Charitable Organisation status;
   c. Risk Management Plan, where required by Council – refer below;
   d. Copies of any other approvals/permits required for the activity eg. sale of food, official raffles.

In certain circumstances where supporting evidence of your Public Liability Insurance cover is unable to be provided, a Risk Assessment Plan for the proposed activity will be required. Management will review this Plan, prior to your booking being processed any further. You should factor in at least 10 working days for this to occur. Following management review, approval or refusal of your booking will be advised. Please note: production of the Risk Assessment Plan is the responsibility of the proposed hirer, NOT the Centre’s staff.

In addition, if a proposed hirer/user group is not a bone-fide registered or incorporated community group, then a Risk Assessment Plan is also required from the Principal Hirer/representative.

Please be aware that Council reserves the right to lodge counter-claims in any circumstances where a claim is brought against Council for accidents/injuries that occur during a hirer's session. Further information regarding Public Liability Insurance for community groups is available at: www.ourcommunity.com.au/insurance/view_help_sheet.do?articleid=263

The Facility is to be left clean and tidy

1. The venue and associated facilities are to be left in a fit state for the next hirer/user group. This includes the function room, kitchen, toilets and the grounds. It is the hirer/user group’s responsibility to empty all bins, vacuum carpeted floors, sweep/mop kitchen floor, wipe down all benches and collect rubbish from the grounds prior to departure.
2. Kitchen facilities must be left in a clean condition, with all crockery and utensils washed, dried and returned to the designated labelled cupboards and drawers.
3. Any food stored in the Refrigerator by a hirer/user group must be removed at the end of each hire session. Any items left behind may be disposed of by Centre staff.
4. If the premises are not left clean and tidy, the hirer/user group will be contacted and requested to return to the site to undertake cleaning. If this does not occur, an invoice may be issued for reasonable cleaning costs. Refer Excess Cleaning Fee above. Future bookings will not be considered for hirers breaching this condition.
5. Set up and pack up of equipment, including chairs and tables, is the responsibility of the hirer/user group and appropriate time allocated within the hire period.
6. Decorations are not permitted to be installed without prior agreement from Centre staff. Any permitted decorations are to be removed and disposed of at the end of each hire session.
7. All tables and chairs are to be re-stacked at the end of the hire session and moved to the side of each room. **Furniture SHOULD NOT be stacked in front of the Emergency Exit doors located at each end of the function rooms.**

**Building Security**
1. The Principal Hirer/key holder is responsible for the security of the building.
2. All exterior doors are to be checked and locked when leaving the building. **For fire safety reasons, any security screen doors are NOT to be locked.**
3. Air conditioners, lights and fans to be turned off at the end of each hire session.
4. Any electric appliances must be switched off and disconnected from power sockets.
5. If burglary or vandalism occurs due to a failure to secure the building, the Principle Hirer/user group representative will be liable for any insurance gap fee.
6. Users are to re-stack any outdoor furniture in the breezeway area at the end of each hire session.
7. Cash or cheques **SHOULD NOT** be left on-site under any circumstances.
8. Hirers are not authorised to be on-site outside of these hours. Hirers may also be subject to enquiries from our security patrol staff.

**Faults, Damages and Breakages**
1. All incidents must be reported to staff immediately; if incident occurs outside of hours then report on the first working day following. For after-hours emergency contacts, refer to the EMERGENCY CONTACTS section.
2. If any hire equipment is found to be faulty, please report to staff as per (1) above. An email is also acceptable if outside of hours to: hambledonhouse@cairns.qld.gov.au.
3. Depending on the circumstances, the Hirer/user group representative/injured person may be required to fill out an Incident Report Form. Any suspected wilful damage will be subject to police investigation.

**Council Regulations**
1. The sale of alcohol is not permitted at this facility.
2. Hirers/user groups are to respect noise levels that affect our neighbours (Supplementary Policy applies to use of facilities by Musicians - please enquire with Centre staff).
3. All publicity, including promotional flyers, that mentions Hambledon House Community Centre, should be reviewed by Centre staff prior to public circulation.

**APRA Licence**
Council Community Halls are APRA licenced for the performance in public of Works within APRA’s repertoire. This does not cover commercial hirers (such as fitness instructors) who are responsible for arranging the appropriate licence for music usage during their activity.

**Emergency Evacuations**
If an emergency occurs within this building, the responsible hirer or delegate must activate the emergency alarms and ensure groups/individuals under their control follow the directions on the evacuation diagrams located near the emergency exits.

**Occupational Health and Safety Standards**
Hirers are responsible to ensure that their activities do not breach any Occupational Health & Safety Standards. As a contracted user of this Centre, you automatically accept a moral and financial obligation to your fellow users and Centre staff to ensure that operations under your care, custody or control are carried out in an efficient and safe manner. If a Risk Assessment Plan is required to be lodged, it should include any identified OHS issues that are relevant to your intended activity.
Determination
If the responsible Hirer/user group representative commits, permits or allows any breach or default in the performance and observance of any of these Conditions, Council may terminate the permission to use the premises and the Hirer/user group shall immediately vacate the premises. Any fees paid shall be forfeited to Council.

Refusal to Grant Hire
It shall be at the discretion of Council to refuse to grant the hire of a Council venue, in any case and, notwithstanding that permission to hire the premises may have been granted or that these conditions may have been accepted and signed and the fees and any deposits paid, Council shall have the power to cancel such permission. The responsible Hirer or delegate hereby agrees in such case to accept the same and shall be held to have consented to such and to have no claim at law or in equity for any loss or damage in consequence thereof.

Vehicle Access
Vehicles are restricted to parking in designated car parks and street-side parking only. The responsible hirer or delegate shall not allow vehicles of any kind to be driven, wheeled or manoeuvred on the grassed areas, footpaths or other pedestrian walkways on or adjacent to the Centre. Should this occur, the Hirer/user group may not be permitted any further access to the hire facilities.

Smoking and Smoke Alarms
Smoking is not permitted in any Council building or within 5m of any public entrance, including the kitchen and bathrooms. If smoke alarms are inappropriately activated during the hire session and the Queensland Fire & Rescue Service (QFRS) is required to attend, the Hirer/group will be required to pay all QFRS call out fees, which can be up to $1000.00.

Emergency Contacts
000 (Police, Fire or Ambulance)

Council-related Emergencies: Cairns Regional Council Customer Service Centre
(eg. burst water pipes, sewage leaks) Ph: 1300 692 247 *automatically diverts to an after-hours Call Centre if rung between the hours of 5.00pm-8.30am.
COMPLAINTS PROCESS

Intent
To resolve grievances/disputes through discussion and negotiation. Wherever possible a resolution to grievances/disputes should be achieved through discussion between those involved or at the local supervisory level.

1. In the event of a grievance/dispute arising, the Hirer should approach the Coordinator of Hambledon House Community Centre, or a delegated Officer, to discuss the problem with a view to resolving it at that level. If preferred, a complaint form is available on request for submission of a written complaint.
2. If the grievance/dispute remains unresolved, it should be referred to the Coordinator Community Development at Cairns Regional Council.
3. Where practical, these steps should take place within 5 working days of the grievance or dispute arising.
4. Either party may seek the advice and assistance of their respective representatives at any time and either party may raise the issue to a higher stage at any time.
5. In the event of a grievance or dispute arising between a Council Officer and a Hirer, work shall continue in the usual manner whilst the above procedures are carried out, except where there are genuine matters of occupational health or safety involved.