

VINES ROAD COMMUNITY CENTRE USER HANDBOOK

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APPLICATION FOR HIRE

An application for hire of spaces within the Vines Road Community Centre must be completed, signed and forwarded to the Centre prior to the date of the booking. The hirer agrees to comply with the conditions of hire outlined below.

Please note that the parties signed on the application for hire form will also be agreeing to these terms on behalf of all patrons of their activity. It is mandatory that patrons are made aware of the terms and conditions upon commencing your activity.

AFTER-HOURS CONTACT

There is a staff member available to be recalled to duty every day of the week. The number is only to be called if/when:

- a) There is a problem arming/disarming the alarm
- b) There is a problem opening/locking up the building
- c) There is an animal loose on the premises
- d) Circumstances onsite absolutely prevent you from conducting your hire safely
- e) During an emergency situation – only if safe to do so
- f) After an emergency situation and the danger has passed

The after-hours contact phone number is written in the emergency procedures in each room and is also displayed on the reception window.

All other matters deemed to be operational and are non-urgent including reporting maintenance issues, suggestions for improvement and the like can be reported during office hours or to our general email address; info@vinesroadcommunitycentre.org.au

AMENDMENTS

All amendments should be communicated in writing wherever possible. If additional hire time is required, another applicable form should be filled in and returned to the Centre. Management reserves the right to refuse hire if the paperwork is not returned in a timely manner.

BOOKINGS:

Advance bookings are required to ensure that the Centre is available. Bookings should be made as early as possible.

Bookings are not confirmed until receipt of a completed application form AND payment for the first month (for regular bookings) or payment in full (one-off bookings) has been received.

BREACHES:

VRCC reserves the right to expel person(s) or terminate the booking due to any breach of condition of hire and/or misconduct by patrons.

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CANCELLATION OF BOOKINGS

Cancellations of one-off events will only be accepted in writing at least 30 days prior to the date of the booking. If these cancellation conditions are not complied with, the deposit paid on application will be forfeited.

Cancellation of a particular date for regular bookings will be accepted without penalty up to 10 days prior to the cease date.

Cancellation of a regular booking inside of 10 days without penalty will be assessed on a case-by-case basis.

CLEANING

The hirer is responsible for ensuring that the room they are using is fit for re-hire at the conclusion of their event. Centre users cleaning up after themselves keeps the cost of hire affordable for all.

At the conclusion of all events;

Carpeted floors are to be vacuumed

All hard floors are to be swept

Hard floors that have suffered soiling are to be mopped

Tables wiped down prior to storing

The hirer will be given an induction and site familiarisation when they pick up their key for the first time. Cleaning equipment and chemical storage areas will be shown at this time.

KITCHEN:

There are a number of groups that have registered the VRCC kitchen as a commercial kitchen that sells food to the public. Please ensure that the kitchen is left in a sanitary condition.

Hire of the kitchen comes with a very strict cleaning regime;

1. All unused food is to be thrown away (see; Removal of Rubbish below) or taken away upon the conclusion of hire. NO FOOD is to be left in the cool room, the pantry or the freezer at all by any group that has not registered the kitchen for their own commercial interests.
2. All equipment, fixtures, fittings and utensils are to be left clean and in good order.
3. Benches cleared of any food debris
4. Benches cleaned thoroughly with hot, soapy water
5. Benches dried with clean, unused tea towels
6. Cool room swept, including underneath fixtures
7. Cool room mopped, including underneath fixtures
8. Floor swept, including underneath the major appliances and shelves
9. Floor mopped, including underneath the major appliances and shelves
10. Rubbish removed

Failure to observe any of these instructions will incur a \$66.00 cleaning charge.

If these processes look like they have not been followed when you arrive to use the kitchen, or if any equipment does not work as it should, please let a staff member know as soon as possible.

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COMMENCEMENT/CONCLUDING TIMES:

Times booked and paid for should allow for setting up and taking down of equipment and are to be strictly adhered to.

All costs associated with noncompliance, including additional hire costs and security call out fees, will be met by the Hirer. All functions held are to be concluded prior to 12 midnight.

CROSSOVER TIME

In order to be able to accommodate the amount of user groups that the Centre is home to, a minimum crossover time of 30 minutes will be allowed between bookings. This will mean that as one group is leaving, the other will be permitted to commence setting up.

The incoming group will observe the conclusion time of the outgoing group and should wait until the majority of the pack up and cleaning is done before commencing.

DAMAGE:

The fittings and fixtures at the Centre must not be broken, pierced by nails or screws or in any other way damaged. The hirer will be liable for any costs incurred by the Centre in repairing, making good any damage, and non-routine cleaning of the Centre, its fixtures, fittings and equipment contained therein.

The hirer must replace any Centre property which is deemed by management to be beyond reasonable repair.

In the event that any part of the Centre, its fixtures, fittings, furniture or equipment is damaged to such an extent that it affects another hirer's use of the Centre or requires a booking to be cancelled, the hirer will be liable for all costs and losses incurred by the Centre including; the other hirer's hire fees, repair to property, furniture and fixtures, labour and any other loss of revenue.

DECORATIONS:

The use of confetti, steamers or similar articles of decoration or amusement is prohibited. No cello tape, blu tac, pins, etc. are to be attached to painted surfaces. Decorations must not be attached to walls, ceiling, etc. All decorations must be removed at the end of the event/function. If this is not carried out, the costs will be deducted from the bond.

EMERGENCY EXITS:

All emergency exit doorways and passage ways must be left clear at all times. Emergency exits are clearly marked with the universal illuminated green and white "running man" symbol above the door

VINES ROAD COMMUNITY CENTRE USER HANDBOOK

EMERGENCY PROCEDURES

There are 3 kinds of emergency responses; Evacuation (where it is safer to be away from the building) and Lockdown (where it is safer to be inside the building) and then there is a combination of both. At the end of this Terms & conditions document is a copy of our:

Evacuation Guidelines

Lockdown Policy

Lockdown Guidelines

Flash Flood warning policy

Flood Evacuation Procedure

During the hirer induction, the representative will be given the Evacuation guidelines and the Lockdown guidelines. The guidelines for all types of emergency situations is posted in every individual room at the Centre.

FEDERAL & STATE ELECTIONS:

The use of the Centre as a polling booth for an Election shall take precedence over any other booking.

GAMING LICENSES:

Appropriate permits must be obtained by the hirer. All permits must be signed by the VRCC and bookings are subject to the appropriate permits being arranged.

INDEMNITY:

The Hirer agrees to indemnify and keep indemnified and to hold harmless the VRCC, its servants and agents and each of them from and against all actions, costs, claims, charges, expenses and damages whatsoever which may be brought or made or claimed against it by any of them arising out of or in any way related to the granting of this license and/or the use of the Premises. VRCC is not responsible for any theft, loss, damage or injury suffered by the hirer or any guest or invitee of the hirer, or any person coming on the premises during the period of hire, and the hirer indemnifies the VRCC in respect of all claims for loss, damages or injury caused by any person or property during the period of hire, or as a result of the use by the hirer of the premises.

INDUCTION OF GROUP LEADERS

The regular, long-term hirer agrees to notify the Centre of any changes to onsite personnel throughout the year and will arrange for them to receive a safety, security and cleaning induction prior to their first session.

All regular, long-term hirers and their affiliated leaders agree to receive an induction every 12 months at the commencement of the calendar year.

KEY BOND:

A \$75.00 Key Bond is payable for hiring outside of the Centre's office hours. This is fully refundable when keys/swipe are returned at the conclusion of the hire.

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KEYS:

The Vines Road Community Centre has a restricted key system and have only been issued a finite number of keys.

The staff will only issue keys to groups that use the center one or more times per week. All other groups must send their onsite contact person to collect the keys during the designated time frame of the Centre's office hours.

If the onsite contact cannot collect their keys during the specified time-frame, they will be ineligible to hire space at the Vines Road Community Centre. If the hirer fails to collect their keys during the specified time-frame, their hire will be forfeited and the booking will be treated as a cancellation.

All regular, long-term hirers of the Centre agree to return their keys on their last booking date for the calendar year and pick them up at the beginning of the year and receive an induction.

LIABILITY:

The hirer is responsible for their visitors/patrons during their chosen period of hire

The hirer must;

- (a) Remain on the premises whilst visitors/patrons are in the building
- (b) Keep premises locked and alarmed when unoccupied
- (c) Take responsibility for orderly conduct and safety of patrons, including any patrons that wait in the hallways or foyer areas
- (d) Maintain the premises in a clean and safe condition during and at the conclusion of the period of hire

LIMIT OF HIRE:

The Hirer shall only be entitled to use the particular room/s of the building approved by the venue support staff at Vines Road Community Centre. Under no circumstances - except by invitation or in an emergency situation - are patrons to disturb another group using the Centre. No group has the right to commandeer the shared hallway and foyer space.

The foyer and hallway areas are a means to access/exit the rooms at the Centre and may be used as a quiet waiting area for patrons if they arrive before their activity begins. Patrons are NOT PERMITTED to move the foyer furniture, block access to any emergency exit or block access to any of the rooms within the Centre.

LIQUOR LICENSES:

The Centre does not have any kind of liquor license. No liquor is to be consumed onsite without a current, valid liquor license. Please contact the Liquor Licensing Commission on (03) 9655 6696.

LOCKING UP AT THE END OF HIRE:

The Hirer is responsible for ensuring that all sections of the building they use are secure upon leaving. Hirers must leave the building by the required time (eg. at the end of their booking) to avoid the activation of a security call out.

Any costs incurred as a result of the Hirer failing to secure the building or failing to leave at the designated time will be passed on to the hirer. Costs include those incurred by VRCC and for attendance by Staff and/or the Security firm.

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NOISE:

Hire of rooms at Vines Road Community Centre does not imply exclusivity. The Centre is home to a wide variety of activities both noisy and quiet. When a booking is taken, venue support staff will be mindful of not grouping noisy activities next to quiet ones; however this is not always an option.

OPEN FLAMES, FIREWORKS AND PYROTECHNICS

No open flames are permitted in any part of the Centre. This includes candles of any shape or size, kerosene or spirit-fueled lamps. No fireworks, pyrotechnic devices or any like material is permitted in the Centre under any circumstance.

PATRON BEHAVIOUR

The Hirer is responsible for the full observance of public decency whilst at the Centre. The Hirer should not allow any indecent activity or behavior which could offend other patrons. No spitting, obscene or insulting language or disorderly behavior shall be permitted in any part of the Centre and authorized officials reserve the right to refuse admission to any person/s or to remove them from the centre.

The hirer must observe any direction or instructions given to them by authorized staff or representatives.

PAYMENT:

Full payment for one-off bookings, including security bond as stated on the application form is required at time of confirmation of booking, either by credit card, cheque or direct deposit.

New regular hirers will be invoiced for the first month's usage in advance (this includes security bond or key bond as stated on the application form) and then invoiced at the end of each month. Payment must be received within 14 days of receiving our invoice.

PERFORMING RIGHTS

The hirer hereby indemnifies the VRCC against any claim for breach of copyright.

PUBLIC LIABILITY INSURANCE:

All incorporated groups, businesses or private functions that come to do activities at the centre are required to have their own Public Liability Insurance. The insurance program that the centre is covered by only applies to injury, loss or damage caused by the centre's business activities and as such cannot be extended to cover any third party.

A certificate of currency must be provided when submitting your venue hire paperwork. Your booking cannot proceed without it. Should you need to purchase coverage, we can provide you with a select list of insurance brokers in the Geelong region.

Unincorporated groups that have similar purposes and objectives to Vines Road Community Centre can apply to be auspiced by the centre. Please contact us for more information.

Alternatively, an individual may apply for their activity to be run under the centre's Volunteer Program. Again, please contact us for more details.

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REMOVAL OF RUBBISH:

Rubbish is to be removed by the user group. Cost to remove rubbish left after an event will be deducted from the bond or added to the monthly invoice.

SECURITY BOND:

The bond is security for any damage to the building and/or breach of conditions of hire. The total bond will be refunded to the hirer within 7 days after the event/function, provided the hirer has complied with all aspects of the conditions of hire. Should the cost of repairing damage to the property exceed the bond, the hirer shall pay the additional costs. The cost of extra cleaning as a result of the event/function will be deducted from the bond. An account for the additional costs will be forwarded within 30 days.

SECURITY SERVICES:

VRCC may request the provision of external Security for specific functions. This Security must be provided on request by a Registered Security Company.

SMOKING

Smoking is not permitted anywhere within the centre.

The Centre is co-located with Western Heights College. School hours are 8:00am – 4:00pm. No smoking is permitted on the grounds during these times for the protection of the students.

Smokers are asked to smoke on the footpath, off school grounds during school hours. We also ask you to practice environmental responsibility and not discard cigarette butts on the ground or in the gutter.

STORAGE

The Centre has very limited capacity for storage. If the hirer is granted storage space onsite, it will be at their own risk. Appropriate insurances should be taken out on the items prior to storing them. Equipment should take up only the space designated and not invade egress through the storage area. Once a group has been granted storage space, they will not be able to receive more.

THEFT/BREAKAGE OF PROPERTY IN STORAGE

The Centre, the management, staff or volunteers will not be held liable for any loss or damage to property that is held in storage.

The hirer agrees to indemnify VRCC Personnel against any claim by any such person, firm or corporation in respect of such article/s.

VRCC PERSONNEL ACCESS:

Vines Road Community Centre Staff and other authorized officials are entitled access to the premises at any time regardless of activity. VRCC also reserves the right to hire any portion of the building other than the area(s) stated on the application form.

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APPENDIX 1 - EMERGENCY EVACUATION GUIDELINES

Vines Road Community Centre
37-61 Vines Road, Hamlyn Heights, Vic. 3215

Last reviewed November 2016

Venues:

Multipurpose Rooms 1, 2, 3, 4 & 5	Hall	Computer Room
Fitness Room	Wellness Room 1, 2	Kitchen
VRSCC	Storage Rooms 1, 2, 3, 4	Reception

EVACUATION PROCEDURES OUTSIDE OF OFFICE HOURS

All hirers are responsible for the safety of their patrons/guests

Fire/Smoke/flood

1. If safe to do so, check the location of the fire/smoke/flood and **Call 000 immediately**
2. Make other users aware of the emergency, enlist help of other hirers to ensure complete evacuation and prevent re-entry
3. Contact Vines Road Community Centre After Hours Emergency contact 0433612182
4. Wait on Emergency Services to arrive, provide as much information as possible about the emergency location, provide assistance as directed by Emergency Services
5. Await advice from the Officer in charge about return to building.

EVACUATION PROCEDURES DURING OFFICE HOURS

All hirers are responsible for the safety of their patrons/guests

1. Emergency Controller and/or the EWIS gives the instruction to evacuate
2. Evacuation announcement is made
3. Emergency staff member/volunteer to don the emergency controller vest
4. Evacuate all persons from the centre to the assembly point, through the nearest safe designated exit
5. If safe to do so, secure cash and valuables and turn off electrical equipment
6. Assist other Emergency staff to ensure complete evacuation and to prevent re-entry
7. Await advice from the Officer in charge about re-entry to the building

EMERGENCY INFORMATION

- Control is vested in the Senior Emergency Controller present, until such control is taken over by the Emergency Services
- All emergencies **MUST** be notified promptly to the Senior Emergency Controller present. It is the Senior Emergency Controller's responsibility to notify Emergency Services
- During after hours or when unable to contact a Senior Emergency Controller, **it is your responsibility** to notify Emergency Services on **000** and then notify the Vines Road Community Centre after hours contact Ph: **0433612182**

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- VRCC is not automated with the local fire brigade. Smoke detectors are monitored via the access control detectors by the DEECD emergency and security contractor. First point of call for all after hours users must be 000.
- We ask all hirers to ensure that no naked flame is used in the centre at any time and that all suspicious behaviours or parcels are reported immediately to reception staff or to the after-hours emergency number.
- It is important that hirers remain calm during any emergency with the primary focus being on the safe evacuation of all patrons.
- We ask you not to attempt to fight a fire or to put yourself or your patrons in any danger.
- After any emergency evacuation do not enter the building until you have been given the all clear by the Officer in charge.
- We thank you for your continued support and cooperation.

For more information about our emergency procedures, please contact us:

info@vinesroadcommunitycentre.org.au

(03) 5277 9027

IMPORTANT LOCATIONS

Evacuation points:

1. Meeting Point opposite WHC Administration Building

Fire Extinguishers:

1. Reception
2. Kitchen (and fire blanket)
3. Outside MP 3 (opposite library)

Fire Hose Reel:

1. In between Fitness Room & Computer Room

Main Fire Hydrant:

1. Red cabinet at Vines Road Entrance to building

Electricity:

1. Main switch located opposite library

First Aid Kits:

1. Kitchen
2. Wellness Room 2

Heart Defibrillator:

1. Mounted on wall outside **VRCC Reception**

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APPENDIX 2A – LOCKDOWN POLICY

Policy Name	Lockdown Policy
Policy Date	August 2016
Date to be Reviewed	August 2019
Responsibility	VRCC Committee of Management & Stakeholders Western Heights College

PURPOSE:

The Vines Road Community Centre Incorporation (the Centre) aims to provide a safe and secure environment for all who work in and use the Centre. In the very unlikely, but nevertheless possible occurrence of a serious threat of abduction or to health or life, the Centre wants to provide as much protection as is practicable in such dangerous circumstances. In some cases, this may best be achieved by people in the Centre being locked within the building for their own safety.

The purpose of this policy is to establish protocols and procedures that effectively monitor and manage potentially dangerous situations, which may require a lockdown

This lock down policy applies to all CoM and other members, staff, tutors, volunteers and both adults and children who may be in or on Centre premises at the time of a dangerous emergency. It will apply when people who work in, use or visit the Centre need to be locked within buildings for their own safety.

It is written on the assumption that should a lockdown be required that it will be conducted during normal operating hours or during times when the Centre is staffed by an employee or a volunteer.

POLICY:

The Centre may implement lockdown in situations such as, but not limited to:

- Being notified of a dangerous situation by police, or government authority
- Being notified of a dangerous situation by Western Heights College staff
- Being notified of a dangerous situation through radio, television or other emergency communication system
- A person being taken hostage or being threatened with such action;
- A child or vulnerable person being identified as missing;
- The sound of a person or people in serious anger or distress;
- Aggressive or threatening trespass on Centre premises or grounds or in the nearby vicinity;
- The presence of a person armed with a gun, knife or other weapon;
- The sound of gunfire;
- A siege of Centre premises;
- Dangers such as those listed above occurring in the surrounding community; or
- A hazardous emergency such as a chemical spill, gas cloud, weather event or other environmental threat that makes it dangerous for people to be outside.

In the case of human threat, the principle aim of lockdown will be to prevent intruders entering or seeing into occupied areas of the Centre's premises or harming people inside the Centre.

In the case of environmental threat, the principle aim of lockdown will be to shelter people within Centre premises from the effects of the external hazard.

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All staff will be directly and regularly briefed on the issues and procedures concerning a lock down any potential threats that have been identified.

In conjunction with Western Heights College the Centre will conduct lockdown drills at the prescribed intervals in time.

The key procedures to be followed in the case of a lockdown will also be displayed on notices in the Centre premises' and any other appropriate areas around the Centre.

In the event of a lock down, everyone present must obey at all times the instructions of the nominated Emergency Controller, WHC staff member, the NHC or the most senior staff member present.

Procedure:

Plan lockdown procedures in advance of any emergency. Identify and document at a minimum the following:

- Communication methods to use in a lockdown
- The chain of command
- Doors that should be locked and how they are locked
- People responsible for locking doors including a second and third alternative person
- Safest locations within premises for people to gather
- Windows that should be covered and how that can be done.
- Furniture that could be used to barricade doors
- Furniture or other fittings that could provide concealment
- Areas that cannot be made safe and should not be used for shelter
- Requirements to be observed during lockdown.

Require all first time users of and visitors to Centre to first check in with the office, or if it is unattended, with the first available staff member on the premises before going about their business. In the case of afterhour's users, we encourage all users and participants to be vigilant at all times.

If a person is identified who does not have a legitimate reason for being on Centre premises or grounds:

- Approach them, preferably in the company of another staff member, and politely direct them to the car park or street or other locations away from the Centre. Use casual conversation and/or body language to calmly direct the situation
- If the intruder refuses to cooperate and is in any way threatening, do not escalate the situation. Leave, and as soon as it is safe to do so, report the situation to other staff.
- Have the police called immediately and implement lockdown if feasible to do so.
- If the intruder shows a weapon, assure him/her that it is not necessary for him/her to use the weapon. At this point back away slowly and leave the area. As soon as it is safe to do so report the situation to other staff.
- Have the police called immediately and implement lockdown if feasible to do so.
- Immediately notify the most senior staff member present if you observe or suspect a dangerous situation.

APPENDIX 2B - LOCKDOWN GUIDELINES

Vines Road Community Centre
37-61 Vines Road, Hamlyn Heights, Vic. 3215
Last reviewed November 2016

Venues:

Multipurpose Rooms 1, 2, 3, 4 & 5	Hall	Computer Room
Fitness Room	Wellness Room 1 & 2	Kitchen
VRSCC	Storage Rooms 1, 2, 3, 4	Reception

LOCKDOWN PROCEDURE OUTSIDE OF OFFICE HOURS

All hirers are responsible for the safety of their patrons/guests.

All user groups are responsible for appointing an emergency controller

Threats to safety

1. Announce calmly and quietly to your patrons that you are initiating a lockdown
2. Stop all activity immediately
3. Immediately lock all doors and windows to the building
4. If safe to do so, close the blinds and turn off the lights
5. Gather your patrons and move them to a deemed safe location, out of sight from the threat to safety. Remind them to stay calm and quiet
6. Phone the emergency services on 000. Provide any information available on the assailant/s and request an ambulance or first aid advice if patrons are injured
7. Phone the VRCC Emergency After-Hours contact 0414 382 464
8. Do not allow anyone to enter or exit the premises unless instructed by the emergency controller or police
9. Instruct all other patrons to turn off their mobile phones. The emergency controller should have theirs on and on silent mode.
10. Be prepared for a lengthy stay
11. Remain in the deemed safe area until given the ALL CLEAR by the Emergency Controller or Police

LOCKDOWN PROCEDURES DURING OFFICE HOURS

1. Emergency Controller or most senior staff member on duty announces instruction to initiate lockdown over PA system
2. Stop all activity immediately
3. Immediately lock all doors and windows to the premises
4. Gather people with you and move to a deemed safe location within the premises, preferably a place where you cannot be seen from outside
5. Phone emergency services on 000
6. Once in lockdown, do not open the doors or windows unless authorised by the emergency controller or Police
7. Close blinds/curtains and turn off the lights if safe to do so
8. Instruct all patrons to turn off their mobile phones. Staff may have their mobile phone on, but on silent.

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9. Instruct people to stay calm, remain quiet and out of sight. Keep low or lie flat on the floor.
10. Be prepared for a lengthy stay
11. Remain in the deemed safe area until given the ALL CLEAR by the Emergency Controller or Police

LOCKDOWN INFORMATION

Control is vested in the Senior Emergency Controller present, until such control is taken over by the Emergency Services

All emergencies **MUST** be notified promptly to the Senior Emergency Controller present. It is the Senior Emergency Controller's responsibility to notify Emergency Services

During after-hours or when unable to contact a Senior Emergency Controller, **it is your responsibility** to notify Emergency Services on **000** and then notify the Vines Road Community Centre after hours contact Ph: **0433612182** when safe to do so.

VRCC does not have a duress alarm system.

The first point of call for all after-hours users must be 000 if there is a risk of immediate harm to the patrons/public.

After Emergency Services has been notified, then phone the VRCC after-hours contact **0433612182**

We ask all hirers to ensure that all suspicious behaviours are reported immediately to reception staff during office hours or to the after-hours emergency number **0433612182**.

REMEMBER - If there is an immediate threat to personal safety, phone 000 first

It is important that patrons remain calm during any emergency lockdown with the primary focus being on the safety of all patrons.

We ask you not to attempt to engage with a suspect displaying anti-social behaviour or to put yourself or your patrons in any danger.

During any emergency lockdown do not allow anyone in or out of the building until you have been given the all clear by the Officer in charge.

Post-Lockdown: Conduct a debriefing session with all House personnel caught up in the lockdown and if necessary revise this policy and the procedures in light of the experience.

Post-Lockdown: Depending on the severity of the event, consider arranging trauma counselling for those caught up in the lockdown.

For more information about our emergency procedures, please contact us:

info@vinesroadcommunitycentre.org.au

(03) 5277 9027

IMPORTANT LOCATIONS

First Aid Kits:

1. Kitchen

VINES ROAD COMMUNITY CENTRE USER HANDBOOK

2. Wellness Room 2

Heart Defibrillator:

1. Mounted on wall outside **VRCC Reception** (look for the AED sign)

APPENDIX 3A - FLASH FLOOD WARNING POLICY

FLASH FLOOD WARNING POLICY FOR THE VINES ROAD COMMUNITY HUB AND ASSOCIATED USER GROUPS

PREFACE:

The Vines Road Community Hub is at-risk of flooding when storm activity is forecast and a flash flood warning is issued for Geelong. Several measures can be put in place to minimise the closure period after a flood. The nature of the flood path is that the water runs down the streets that lead up the hill of Hamlyn Heights (such as Drysdale Avenue), across Vines Road and directly into the front of the Hub building. The Vines Road side (Front side) of the building will be affected initially as this is where the water goes first.

The Hub has been affected by flood twice in 15 months, once in January 2016 and again in April 2017. Many lessons have been learned the second time around and hence why the development of this procedure. It is important to note that there is nothing that anyone can do to stop water from coming in, however measures can be taken to slow or completely prevent damaging mud and debris from entering the Hub building.

The City of Greater Geelong is responsible for cleaning up the Vines Road Community Centre side of the Hub. The Western Heights College is responsible for cleaning up the library side of the Hub. It is the City of Greater Geelong's Policy that any waters that invade a building along the ground means that the carpet is removed and replaced as it is deemed dirty.

After the second flood in April 2017, it was noted that the water that entered the building was not as dirty as the first flood and the carpet was able to be saved. It is suggested that because all of the doors on the front side of the building were locked at the time the wave hit that most of the soil, mud and debris was able to settle back onto the ground before having a chance to enter the building.

PURPOSE:

The purpose of this policy is to outline the procedure that Hub users should follow to minimise the damage of flood to the building. When the initial wave of floodwater hits the front of the building, the water brings with it everything in its path; soil, mud and general debris. Following this procedure may minimise the egress of such objects that will mean a shorter closure period for the Hub building.

It is important to note that water WILL enter the Hub, no matter how closely one follows this procedure. The purpose is to minimise the closure period of the Hub building so it can once again be enjoyed by the community.

FLASH FLOOD WARNING PROCEDURE FOR THE VINES ROAD COMMUNITY HUB AND ASSOCIATED USER GROUPS

PROCEDURE:

1. During the summer months, users of the hub should pay attention to the weather. If flash flooding is forecast for Geelong, this procedure should be enacted.
2. The leader/s of the user group should take note of the speed and/or quantity at which any rain is falling. If it is difficult to talk to another person due to noise, you should enact this procedure.

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3. Stop your activity and advise your participants that a lockdown and subsequent evacuation could be imminent.
4. Go to the automatic doors at the entrance to the building. Usher anybody in the concreted area inside.
5. LOCK both sets of automatic doors by using the interior panels
6. Ensure that the Emergency Exit door on the other side of the building is also locked.
 - a. If the doors are open and there is already significant water egress – FORGET IT! Enact the VRCC Flood Evacuation instead
 - b. DO NOT open ANY doors again unless there is danger to life or until the water has subsided
7. Enact the VRCC Flood Evacuation Procedure (blue document)

APPENDIX 3B – FLOOD EVACUATION PROCEDURE

FLOOD EVACUATION PROCEDURE FOR VINES ROAD COMMUNITY HUB AND ASSOCIATED USER GROUPS

PREFACE:

The Vines Road Community Hub is at risk of flood at times when flash floods are forecasted in Geelong. The nature of the flood path is that the water runs down the streets that lead up the hill of Hamlyn Heights (such as Drysdale Avenue), across Vines Road and directly into the front of the building. The Vines Road side (Front side) of the building will be affected initially as this is where the water goes first.

Note: The building will flood regardless of any attempt of action. Do not be a hero; protection of life and no injuries is critical at this point.

ASSOCIATED POLICIES/PROCEDURES:

- VRCC Flash flood warning policy procedure

PURPOSE:

The purpose of this procedure is to inform the staff, volunteers and users of the hub on safe evacuation procedures in the instance of a flood emergency.

PROCEDURE

The management of Vines Road Community Hub advises that personnel first enact a lockdown-like response and wait for the floodwaters to subside before evacuating.

1. Stop all activity and gather people in your vicinity, ensure that everybody has their belongings - check the toilets if you are nearby
2. If safe to do so, notify other groups in the building
3. Get away from the initial wave of floodwater. DO NOT attempt to leave via the glass sliding doors.
 - a. HALL, MP 5: Evacuate to the Rear side (skate park-facing side) of the building. Use the black external emergency exits.
 - b. MULTIPURPOSE 3-4: Open the orange sections of the petition and evacuate to the rear-side of the building via MULTIPURPOSE 5.
 - c. MULTIPURPOSE 2: Move across the hallway to Store Room 1 (Door that is not a toilet). Enter the Hall and proceed to the black emergency exit doors
 - d. MULTIPURPOSE 1 and FITNESS: Exit via the side door and walk up the concrete towards the rear-side of the building. Stop at the gate.
 - e. COMPUTER: DO NOT attempt to exit using the emergency exit located in the room. Exit via the North door and walk up the side of the building towards the rear-side of the building and stop at the gate.
 - f. BOARDROOM and VRCC OFFICE: DO NOT attempt to exit using the Boardroom emergency exit. DO NOT attempt to exit using the glass sliding doors. Exit via the North door and walk up the side of the building towards the rear-side of the building. Stop at the gate.
 - g. SENIOR'S ROOM: Exit via the glass sliding door that leads to the courtyard
 - h. LIBRARY: Exit via the rear door adjacent to the server room.
 - i. CANTEEN: TBC

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FLOOD EVACUATION PROCEDURE FOR VINES ROAD COMMUNITY HUB AND ASSOCIATED USER GROUPS

4. DO NOT Attempt to leave via the glass sliding doors on the Front side of the building during the initial wave of floodwater.
5. Call VRCC After-hours emergency contact **0433612182** to advise that there has been a flood. This will trigger a call-out and the on-call person will assume command once they arrive.
6. Wait for the initial wave of floodwaters to subside before using the glass sliding doors at the front of the building
7. Wait for the path on the north side of the building to stop flowing before attempting to exit to either the street or the lower car park
8. The gutters at street level and the open drains on the property may still be overwhelmed with water. Management advises that people should not attempt to walk through moving floodwater of any depth. Remain at the evacuation points mentioned above until it is safe to return to your vehicle.