

# Checklist for Hiring clients using The Multicultural Hub

Please contact MCOT manager Nico van Leeuwen at least one week before your booking to confirm your booking and schedule an induction via [nico.vanleeuwen@mcot.org.au](mailto:nico.vanleeuwen@mcot.org.au)

Please review your invoice and the hire conditions of the Multicultural Hub below and ensure you have read and understood the rules for using the Multicultural Hub.

More information via <http://mcot.org.au/hiring-information/>

All bookings are pending until approved and paid for.

The Multicultural Hub is a space used by many community groups. Please take responsibility for the space and take care of it. This will assist us in making the space comfortable and accessible as possible.

## Entering the Hub

- Use the key provided by staff, and deactivate the alarm using directions which will be provided to you during induction.
- An after hours contact number will be provided to you during orientation.
- Inspect the space for any damage when entering. If damage is identified email us via [office@mcot.org.au](mailto:office@mcot.org.au).  
If the damage poses immediate danger telephone the MCOT manager on the number provided above.
- Identify exits and ensure other users are aware of these

## Emergency evacuation

- Follow the highlighted exits
- Do not block exits with furniture
- Phone 000 when safe to do so
- The hirer is responsible for the safety of guests, and responsible for ensuring guests are aware of evacuation procedures

## When using facilities

- You are to provide your own knives and forks, coffee, tea, milk and any other consumables -some crockery is available for use, please inquire about proper use and cleaning if you intend to use
- **NO** cooking is to be conducted in the kitchen, only heating is permitted
- **NO** helium (floating) balloons are permitted
- **NO** material can be taped to the wall with tape that damages the wall
- Make sure the fridge is kept shut
- Make sure the microwave is wiped clean
- Make sure toilets are clean
- Wipe any dirty surfaces and use sweep the Hub space if necessary

- Remove any rubbish from the Hub and replace bin liners

### **Packing up**

- Please leave the Hub as you found it
- Ensure any damage is reported
- Ensure the alarm is reactivated and doors are shut and locked
- Please leave the key in the key return box

If a cleaner is required following your booking the bond will not be returned, and any additional expenses will be billed to you/your organisation.

### **Conditions of Hire**

#### **Activities**

**The Multicultural Hub is a space that people, particularly newly arrived migrants and emerging communities, can safely use for events, gatherings, and religious activities.**

The community benefit needs to be clearly identifiable, or able to be clearly articulated, by potential users of the space.

If the community benefit is not clearly articulated a non-discounted fee will be charged. Approval of events is at the discretion of MCOT and the Multicultural Hub staff, and The Hub Advisory Forum.

#### **General conditions**

- No material that is deemed offensive by Hub staff to be displayed at the Hub.
- Alcohol is allowed to be consumed at The Multicultural Hub. Responsible consumption of alcohol is the responsibility of the hiring client. When selling alcohol, the hiring client is subject to relevant laws and regulations, including obtaining the appropriate licenses.
- Hiring clients are to supply their own consumables, including coffee, tea, milk-limited amounts of cutlery, plates and cups are available for use.
- No cooking is to be conducted in the kitchen, only heating is permitted.
- Nothing is to be stuck to the walls by hire clients. Hooks are installed to use to hang decorations if needed. If the hooks are not adequate, please contact MCOT staff to discuss alternatives, such as using a screen or the projector.
- No helium (floating) balloons are permitted, since they can cause damage to the heating system and are difficult to remove from the Hub.

#### **Special conditions - Alcohol consumption**

- Payment of a refundable security bond via a valid credit card is required prior to the hirer accessing the facility.
- Photo ID is required from hiring clients must be presented before accessing the

facility.

- The Security Bond is to be held for any damage to the facility, including the surroundings and any equipment or items at the facility, for any cleaning required if the facility is left in an unsatisfactory condition, or any other breach of the Hire Agreement.
- Please note due to insurance requirements any damages to the facility may be reported to the police.

## **Bookings**

- Booking inquiries can be made via our website, by email to office@mcot.org.au, by telephone or by visiting the Hub office during our opening hours.  
All bookings are not confirmed until an invoice is issued and payment is made.
- Bookings may be subject to cancellation in case of another booking with significant community benefit
- Due to high demand from many communities, we accept regular weekly bookings for a limited amount of time

In case of booking clashes from regular bookings and one-time events at the Multicultural Hub, the process is as follows:

1. Each party is asked if it is indifferent to booking the Hub at another time.
2. If one party is a member and the other is not, the member gets the booking.
3. If both parties are booking for one-off events, then first-in first-served.
4. If one party wants the Hub for a one-off activity while the other party seeks the Hub at the same time as part of a regular series of activities, the party with the one-off event gets the booking if and only if that party gave three months' notice. Assistance in finding another venue is provided to whichever party misses out.

## **Bond**

- A bond (\$250 for non-members) is required upon booking.
- This bond will be returned to the hirer on the condition the venue is left in the condition it was prior to use, and after a MCOT staff member verifies the condition of the Hub.  
Bank details need to be provided to MCOT after use, to enable return of the bond.

Note: Return of the bond will take between 5-7 working days.

## **Payment**

- Hub hire fees can be paid via Bank transfer or in our office by Eftpos.

## **Cleaning**

- Hirers are expected to clean the premises after use, and leave it as they left it.

Cleaning checklist:

- Stack the dishwasher before leaving, if the kitchen has been used.
- Make sure the microwave is wiped clean, if the kitchen has been used.
- All equipment, chairs, and tables are to be returned to appropriate storage spaces at the completion of hire.
- All technical and electrical equipment brought onsite by the hirer must have current tag and test certification.
- Ensure toilets are left hygienic and unsoiled
- MCOT supply for cleaning: 1 mop and bucket, 1 floor duster (to sweep), some crockery, rubbish bins & bags and cleaning products for floors and kitchens.
- Hire clients to supply their own tea towels, vacuum cleaner and any other items required.
- Remove any rubbish from the Hub.

Note: Should a cleaner be required the user will lose their deposit and be required to pay any additional fees relating to cleaning services on top of this.

### **Damage to the Hub**

- It is the responsibility of the hirer to report any damage to the Hub upon arrival. If you see damage report it immediately by emailing office@mcot.org.au.
- In emergencies, telephone the emergency contact numbers given to you during induction.
- In the case of damage made to the Hub during use, the hirer is required to contact staff immediately. Should any damage occur during the use of the space the hirer will be responsible for repair costs.

### **Storage**

The Hub cannot store items as space is limited. All items brought in by groups must be removed from the premises (including rubbish) at the completion of an event.

### **Alarm, Security & Safety**

- Carefully follow the instructions attached for the building's security alarm (provided at induction)
- The hirer will be charged for any security call-out fees that occur (minimal \$60 per call out)
- Absolutely NO smoking or open flames allowed on site.
- The use of open flames can trigger the alarm and/or cause safety risks. Any costs incurred due to the use of open flames will be charged to the hirer.

### **Theft**

The Multicultural Council of Tasmania nor its staff will be liable for any loss or damage sustained by the hirer, or any person, firm or corporation entrusted to or supplying any article or thing to the hirer by reason of any such article being stolen, damaged or lost and the hirer agrees to indemnify the Hub against any such actions.

## **Cancellation**

Cancellations can be made without charge up to one week before the event, after which 50% of the booking fee will be payable.

If a booking is cancelled within 48 hours of the event, the Hub will retain the full booking fee paid.

## **Keys**

- One set of keys will be issued to the contact person listed. This person is required to attend an induction for the building.
- The keys are not to be shared with anyone who is not listed on the agreement.
- If multiple people need access to the keys, ALL people MUST attend an induction into The Hub procedures.

## **Public Liability Insurance**

MCOT offers public liability insurance coverage for community events. Please discuss this when hiring The Hub. If your organization has Public Liability Insurance, please provide a copy to MCOT.

## **Other**

- The Hub address must not be used as a contact place or registered office unless authorised by Hub staff.