BayCISS and Castlefield Community Centre	
Policy Title:	Facility Hire
Approval By:	Rose Paduano
Approval Date:	1st December 2025
Review Date:	December 2028

Purpose	The Facility Hire Policy outlines Castlefield Community Centre's commitment to providing fair, consistent and transparent processes for hiring Centre facilities. The policy ensures hire arrangements meet the needs of hirers, support equitable access for the wider community and enable safe, appropriate and responsible use of Castlefield spaces.
Scope	The Policy extends to the Castlefield managed facilities that are available for hire to the community. This policy applies to: • Staff • Contractors • Volunteers • Hirers of Castlefield Community Centre facilities
Definitions	**Regular Hire** A community organisation, group or individual that hires a Castlefield facility on an ongoing basis for a minimum agreed number of bookings (for example weekly, fortnightly or for a full term or year). **Casual Hire** A community organisation, group or individual that hires a Castlefield facility for a one-off event or for limited, non-ongoing booking dates. **Facility Manager / Bookings Officer** The designated Castlefield staff member responsible for overseeing bookings, issuing agreements, maintaining compliance requirements and managing communication with hirers. **Hirer** The organisation, group or individual named in the Facility Hire Agreement, including their employees, volunteers, participants, agents, invitees and any person they permit to enter the facility. **Commercial Organisation** A business or entity that operates for financial return to owners, proprietors or shareholders. **Community Organisation** A not-for-profit, voluntary or incorporated group formed to provide community

	benefit, such as arts, cultural, environment, sport, recreation or special interest groups. **Community Service Not-for-Profit** An organisation that delivers services to the Hampton community, employs staff, and reinvests all profits into operational purpose. **Castlefield Facility** Any building, room, hall, outdoor space or program area owned or managed by Castlefield Community Centre.
Principles	**Appropriate Use** Hire arrangements will ensure activities align with the purpose of the facility, are suitable for the space, and do not negatively impact other users or community needs. **Clear Documentation** All hiring arrangements will be supported by a Facility Hire Agreement outlining responsibilities, conditions and expectations. **Consistent Processes** All bookings will follow consistent procedures to support fairness, transparency and compliance with Centre policies. **Promote Participation** Castlefield is committed to providing inclusive spaces that support community connection, learning and participation, with priority given to groups that contribute to community wellbeing. **Maximise Usage** Where appropriate, hire arrangements will encourage shared use of facilities and support efficient scheduling to optimise community access. **Local Priority** Priority will be given to local groups, organisations and individuals whose activities provide direct community benefit.
Policy	**1. Booking Process** • All hirers must complete a Facility Hire Agreement prior to commencement. • Regular hirers will be offered bookings per school term or full calendar year, subject to availability. • Bookings are confirmed only once documentation is completed and any required insurance or compliance documents are provided. **2. Fees and Invoicing** • Hire fees are set by Castlefield Community Centre and reviewed annually. • Regular hirers may be invoiced monthly or per term.

	• All fees must be paid by the due date stated on the invoice. • Additional charges may apply for extra cleaning, damage or out-of-scope use. **3. Cancellations** • Missed or unused sessions by the hirer are not refundable. • If Castlefield cancels a session, a refund or credit will be provided. • Regular hirers must provide at least 14 days' written notice to cancel upcoming sessions or discontinue future terms. • Failure to provide notice may result in fees being charged. **4. Insurance and Compliance** • Regular hirers must hold current Public Liability Insurance. • Hirers working with children must meet all Child Safe Standards requirements, including Working With Children Checks. • Hirers must comply with all occupational health and safety directions. **5. Access and Security** • Keys or access codes may be issued to regular hirers at Castlefield's discretion. • Hirers are responsible for secure lock-up and must not provide keys or access codes to any third party. • Lost keys may incur replacement costs. **6. Cleaning and Care of Facilities** • Hirers must leave the hired space clean and in the same condition it was found. • Costs for damage, excessive cleaning or misuse will be charged to the hirer. **7. Behaviour and Safety** • Hirers must ensure safe, respectful and considerate behaviour by all participants at all times. • Activities must comply with Centre rules, including no smoking and responsible use of all areas. • Hirers are responsible for supervising all participants, ensuring activities do not pose risks to people, equipment or the facility. • Noise levels must be kept to a reasonable level and must not disturb other Centre users, neighbouring residents or programs running concurrently. • Emergency exits, pathways and doorways must remain clear and accessible at all times. • Hirers must follow all emergency procedures and evacuation instructions, and ensure participants are aware of evacuation points. • Any incidents, hazards, injuries or safety concerns must be reported to Castlefield staff as soon as possible. **8. Damage to Facility** • Hirers are responsible for ensuring the hired space, equipment and furniture are used safely and appropriately at all times. • Normal wear and tear associated with reasonable, everyday use is expected

and will not incur fees. Examples include minor scuff marks, light furniture movement marks or gradual deterioration of surfaces from regular activity.
• Damage beyond normal wear and tear will be the responsibility of the hirer. This includes, but is not limited to:

- o Breakage of furniture, fixtures or equipment
- o Deep scratches, gouges, stains or tears
- o Damage caused by dragging furniture or misuse of equipment
- o Damage resulting from failure to follow instructions regarding decoration, cleaning or permitted equipment
- o Water damage, spills or misuse of kitchen facilities
- o Damage caused by hirers' participants, guests or contractors

• Any damage must be reported immediately to Castlefield staff.
• Castlefield Community Centre may charge the hirer for:

- o Repair or replacement costs
- o Specialist cleaning
- o Labour or contractor fees
- o Any additional costs incurred due to the damage

• Failure to report damage, or repeated instances of avoidable damage, will result in suspension or termination of the hire agreement.

9. Equipment and Storage

• Use of Castlefield equipment must be approved in advance.
• Limited storage may be offered to regular hirers depending on availability.
• Castlefield is not responsible for loss or damage to items stored on site.

Castlefield may suspend or terminate hire if:
• The hirer breaches the Facility Hire Agreement or Policy.
• Fees remain unpaid.
• The activity becomes unsafe, unsuitable or inconsistent with Centre values or regulations.
• The facility is required for essential community use or operational reasons (with reasonable notice provided).

10. Termination of Hire

Castlefield may suspend or terminate hire if:
• The hirer breaches the Facility Hire Agreement or Policy.
• Fees remain unpaid.
• The activity becomes unsafe, unsuitable or inconsistent with Centre values or regulations.
• The facility is required for essential community use or operational reasons (with reasonable notice provided).

Changes to document

Date	Change	Changed by	Approved by
25-11-25	Rewrite of existing policy	Sally Kuhr Kimberley Martin	