

FACILITY HIRE AND USE MANAGEMENT PROCEDURE

Responsible Directorate:	<i>Community and Place</i>
Responsible Service Unit:	<i>Community Facilities</i>
Contact Person:	<i>Coordinator Community Facilities Operations</i>
Date of Approval:	<i>29 June 2023</i>

1. PURPOSE

To support the practical application of the Facility Hire and Use Policy, and ensure a consistent approach to the management of facility hire across the City.

2. KEY DEFINITIONS

Lead time: an amount of time prior to a booking. This is non-chargeable time, and not a licence extension.

Strike time: an amount of time after a booking. This is non-chargeable time, and not a licence extension.

Season Changeover: a period of time where goals are installed/removed, cricket wickets are covered/uncovered, diamonds are prepared etc. This does not include turf renovations.

Standard Activities: activities that form part of a hirer's general operations. For sporting clubs, this includes award nights, committee meetings/AGM's, fixtured games. It does not include fundraising functions, such as quiz nights. For playgroups, this includes activities undertaken during their booking times, but doesn't include weekend or weeknight functions or activities, such as Christmas Parties and movie nights.

Turf renovations: Proactive and reactive turf management practices of coring, top dressing, verticutting etc.

3. PROCEDURE

Facility hire can either be on a casual, seasonal, or annual basis. Approved hirers are issued a licence under the Public Places and Local Government Property Local Law 2015.

It applies to the non-exclusive hire and use of all the City's community sport, recreation and function facilities, including parks, community centres, clubrooms and hubs. It excludes leased facilities, the Civic Centre Council Chambers, Wanneroo Aquamotion, Kingsway Indoor Stadium, Wanneroo Library and Cultural Centre and civic golf courses at Marangaroo and Carramar.

3.1 Fees and charges

- 3.1.1 Fees and charges are not based on full cost recovery. They are based on an affordability model, which provides a contribution to the management of a facility.
- 3.1.2 Fees and charges for facility hire are administered by Community Facilities. Any other fees relating to trading permits, leases, event licences, are managed and applied separately by the service units that own these fees.

3.2 Concessionary rates

- 3.2.1 The Facility Hire and Use Policy outlines categories and criteria for concessionary rates in Annexure 1 of the Policy.
- 3.2.2 The Policy allows for either a 50% or 100% (only) concession of the general/adult fee listed in the Schedule of Fees and Charges. The junior/senior team concession rate is already listed in the schedule of fees and charges.
- 3.2.3 A 50% concession is available for hirers that meet the Policy criteria, and whose membership is less than or equal to 50% Wanneroo residents.
- 3.2.4 A 100% concession is available for hirers that meet the Policy criteria, and whose membership is more than 50% Wanneroo residents. This will result in a no-charge being applied (fee of \$0).
- 3.2.5 A hirer is required to complete an application for a concessionary rate and submit this prior to their first use for consideration.
- 3.2.6 Concessionary rates are not available for functions that fall outside regular booking times and the hirer's **standard activities**.

3.3 Waiver of fees and charges

- 3.3.1 Hirers are to complete a request to waive application, which includes eligibility criteria consistent with the Fee Waivers, Concession and Debt Write-Off Policy. Evidence of financial hardship is to be submitted with the application. If submitted, the application forms and proof of financial hardship, gets attached to the waiver request to the Director Community & Place (or Council, depending on value).

3.4 Refunds

- 3.4.1 When a booking is cancelled (in accordance with section 21.1 of the Conditions of Hire), and payment was received, a refund can be processed by the relative officer with no further approval required.
- 3.4.2 When a hirer over pays, a refund can be processed by the relative officer with no further approval required.
- 3.4.3 When a booking did go ahead, and payment was made, but the hirer experience was impacted, then the hirer may receive a 50% refund on fees paid. Suitable evidence is to be submitted and reviewed by the Coordinator Community Facilities Operations, or Manager Community Facilities.

3.5 Facility bonds

- 3.5.1 Facility use has an associated risk assessment, based on booking types. This assessment outlines situations where a bond should be collected.

3.6 Facility cleans

- 3.6.1 Facilities are not available during quarterly cleans. Exemptions can be made available for lessees, if required.
- 3.6.2 Regular hirers are able to book time to access and clean the facilities at no-charge.

3.7 Waste collection

- 3.7.1 Bins are provided for the general usage of facilities. Hirers that require additional bins are required to source bins from a commercial supplier.
- 3.7.2 Similarly, internal hirers are to source bins from a commercial supplier, or discuss options with the City's Waste Services team directly.

3.8 Sporting seasons

- 3.8.1 Winter season is booked from 1 April to 30 September
- 3.8.2 Summer season is booked from 1 October to 31 March
- 3.8.3 Sports, in season, take priority over out of season or preseason use. However, **season changeover** practices and **turf renovations**, take precedence over all.
- 3.8.4 Preseason matches will not be approved on fields/pitches that have uncovered centre cricket pitches (for AFL), or where uncovered wickets fall within the safe zones of rectangular pitches.

3.9 Seasonal booking priority

- 3.9.1 Existing clubs have priority to expand on grounds they currently use. Once booking roll overs are completed, and those existing clubs make any alterations they need, only then will new bookings be considered. This includes new clubs, or existing clubs seeking additional grounds (either temporarily or permanently).
- 3.9.2 Clubs are required to monitor and manage club numbers alongside ground availability and condition. A ground's capacity for additional usage is dictated by turf management requirements, rather than booking availability.

3.10 Floodlight charges (where applicable)

- 3.10.1 For regular hirers, these fees are charged every three months, based on actual use.
- 3.10.2 For casual hirers, these fees are added to their booking contract, and paid in advance. Lights are then programmed for automatic operation, no refunds are available for finishing early, as the lights will be programmed for the duration of the booking.

3.11 Provision of key/cards to regular hirers

- 3.11.1 Each regular hirer can receive two sets of keys/cards free of charge. Additional or replacement keys/cards will be charged as per the schedule of fees and charges (cards), or on a cost recovery basis (keys).
- 3.11.2 Each regular hirer can hold up to a maximum of five sets of keys/cards. Manager Community Facilities approval is required for customers to hold more than five sets.

3.12 Staff access to facilities

- 3.12.1 Casual access: Staff using a Community Facility for a single casual booking, can obtain keys/cards from Community Facilities Operations. The provision of a single centre master key will be provided on request/approval from the requesting Service Unit's Manager.
- 3.12.2 Regular access: Staff requiring to hold keys for regular access, either for bookings or project/maintenance work, are required to obtain keys (or update swipe access) via [Keys, Security Cards](#) process, and not via Community Facilities.
- 3.12.3 Grand Master Keys (GMK) held by Community Facilities staff, remain with Community Facilities Officers and are not to be given to Officers of other service units. Managers from other service units are approved to use GMK's, otherwise Community Facilities staff must attend site and maintain possession of GMK's.

3.13 Approved contacts

- 3.13.1 Approved contacts are required to protect the integrity of a groups/clubs booking.
- 3.13.2 All bookings shall be made under the President/owner or responsible person (if a casual hirer). They will be considered the licence holder (hirer) under the Public Place and Local Government Property Local Law 2015.
- 3.13.3 The President has the right to nominate two additional contacts to enquire and book/cancel on behalf of the group/club. If the President changes, correspondence is either required from the outgoing President, or minutes from the committee meeting confirming presidency, so that any changes to the registered contacts can be made.

3.14 Communication with Council Members

- 3.14.1 Community Groups may have Council Members on their committee. It is allowable for City officers to liaise directly with Council Members on the basis of their membership of the group, not as a Councillor. The Council Member must either be the President, or nominated by the President, for the purpose of dealing with club activities. Refer 3.13.3.
- 3.14.2 Councillor enquiries on behalf of a group/club, where they are not a member, must go through the City's CRM system.

3.15 City advertising material in Community Centres

- 3.15.1 Service units wishing to place marketing material in centres, are to keep a register of what material has been placed in what centres.
- 3.15.2 The service unit requesting material to be placed in community centres are responsible to attend site to install the material, keep material current, and remove any material that is out of date.
- 3.15.3 Community Facilities will manage Council Members posters in community centres only.

3.16 Hirers equipment

- 3.16.1 External equipment can be left overnight, after a casual function, in a location deemed appropriate by Community Facilities, but not in a room booked by another

group. Space such as foyers should be considered. Noting the City doesn't accept any responsibility for items left in community facilities. Equipment must be collected the next day.

- 3.16.2 Hirers can book a facility in order to setup equipment prior to their function, and leave the equipment setup over-night (pending availability). Fees are applicable, and the City is not responsible for loss or damage.
- 3.16.3 Function pack up time is not available. Facilities must be packed down and cleared within the hirer's booking time.

3.17 Kitchens and food businesses

- 3.17.1 Shared kitchens in facilities are not suitable for food businesses. Requirements for food businesses is to have secured kitchens, and customers are not permitted to restrict other customers access to these facilities.
- 3.17.2 All food businesses (including sporting clubs) must register their activities via the City's portal (Food Business Notification and Registration).

3.18 Power outages

- 3.18.1 Should a facility be without power, the building shall be closed to hirers until power is restored. This may include access being restricted or precluded to lessees, where access requires power (such as via electronic doors or an access card) or where access is through a closed common area.

3.19 Centre (building) curfews

- 3.19.1 Curfews are listed in the Conditions of Hire.
- 3.19.2 If an earlier start time is required, approval is based on any potential disturbances to nearby residents (therefore, approvals might be different per facility), and impact to cleaning schedules.

3.20 Booking times

- 3.20.1 Unmanned buildings require a certain amount of **lead** and **strike** time for each booking, to allow a hirer to clear the building and car park, prior to the next hirer arriving.
- 3.20.2 Lead and strike times are not chargeable, and do not form part of a hirer's booking. That is, they can't use this time freely to extend their activities (ie set up/pack up).

3.21 Regular hirer restrictions (facility optimisation)

- 3.21.1 Consideration is required for certain facilities to be available for casual hirers on Friday nights, and/or over the weekends. As such, some function rooms/halls within City buildings must remain free from regular hirers.

4. ROLES AND RESPONSIBILITIES

Community Facilities Operations are responsible for the application and management of licences in line with the Public Places and Local Government Property Local Law.

5. AUTHORITIES AND ACCOUNTABILITIES

Facility use licences are provided to the community under an Instrument of Authorisation, associated with the Public Places and Local Government Property Local Law 2015.

6. FORMS AND RECORDS

Membership Confirmation & Subsidised Use Request – 13/102743

Facility Hire Fee Waiver/Refund Request - Organisations – 20/360634

Facility Hire Fee Waiver/Refund Request – Individuals – 22/302267

Risk Assessment for Facility Usage - 15/515335

7. RELATED DOCUMENTS

Facility Hire and Use Policy

Conditions of hire: 19/212812[v8]

Public Places and Local Government Property Local Law 2015

8. RESPONSIBILITY FOR IMPLEMENTATION

Manager Community Facilities

REVISION HISTORY

Version	Next Review	Record No.
1	June 2022	19/447340[v1]
2	June 2025	19/447340[v3]