

FOOTSCRAY HOSPITAL

Community Centre

Terms of Use

Managed by Plenary Health

These Terms of Use apply to all individuals and organisations booking or using the Footscray Hospital Community Centre (“the Community Centre”, and such individual or organisation the “Booking Holder”). By submitting a booking request and using the space, you agree to comply with the conditions outlined below.

1. Purpose of the Community Centre

The Community Centre is a purpose-built, free-to-use space located within the Footscray Hospital precinct. It exists to support community connection, wellbeing, inclusion and low-impact community engagement.

The space is intended for:

- Local community group meetings and workshops
- Not-for-profit and charitable activities
- Patient support and outreach programs
- Community education initiatives
- Health and wellbeing-adjacent gatherings

The Community Centre is not a commercial venue.

2. Eligibility & Suitability

All bookings must align with the purpose of the Community Centre. The following activities are not permitted:

- Private parties or celebrations
- High-impact or disruptive events
- Commercial events or product promotions
- Ticketed entertainment events
- Political rallies or protest activities
- Events involving alcohol
- Any activity deemed inappropriate within a hospital environment

All bookings are subject to review and approval.

Booking Holders are required to be over 18 years of age. Where activities are attended by persons under 18, the Booking Holder is responsible for actively supervising all such attendees at all times.

3. Booking Process

- All bookings must be submitted via the online booking system.
- Bookings are not confirmed until written confirmation is provided.
- The Community Centre reserves the right to decline any booking request that does not align with its purpose or operational requirements.

4. Hours of Operation

Bookings are available during the following hours:

Weekdays	8:00am – 8:00pm
Weekends	Subject to availability
Public Holidays	Not available

Access outside approved booking times is not permitted.

5. Capacity & Safety

Maximum occupancy must not exceed:

Standing	200 people
Seated	100 people

The Booking Holder is responsible for ensuring capacity limits are observed at all times. All users must comply with hospital precinct safety requirements, including:

- Keeping exits clear at all times
- Maintaining safe walkways
- Not obstructing access to neighbouring facilities

6. Alcohol & Prohibited Substances

The Community Centre is not a licensed venue. The service, supply or consumption of alcohol is strictly prohibited.

Smoking, vaping and the use of illegal substances are prohibited within the Community Centre and the broader hospital precinct.

7. Noise & Conduct

As the Community Centre is located within a public hospital environment:

- Events must remain low-scale and low-impact
- Excessive noise is not permitted
- All participants must behave respectfully and appropriately

- No obscene, insulting language or disorderly behaviour will be tolerated in or around the Community Centre

Amplified sound must not be audible outside the Community Centre, in accordance with the Environment Protection Regulations 2021 and Noise Control Guidelines (EPA publication 1254.2).

Disruptive or unsafe behaviour may result in immediate termination of the booking.

8. Furniture & Equipment

The Community Centre provides:

- Up to 100 chairs
- 10 foldable tables
- Power access
- Air conditioning
- Guest WiFi

No kitchen or AV equipment is provided.

Groups must:

- Arrange furniture within their booked time
- Return furniture to its original layout
- Remove all personal equipment at the conclusion of the booking

All furniture and equipment remains the property of Plenary Health and must not be removed or relocated outside the Community Centre.

9. Cleaning & Damage

Users are responsible for leaving the space clean and tidy. This includes:

- Removing all rubbish
- Wiping tables if required
- Returning furniture to its original position

Any damage to the premises or equipment must be reported immediately to Plenary Health. Booking Holders may be held responsible for costs associated with damage caused during their booking.

10. Decorations & Installations

Decorations must not:

- Damage walls, floors or fixtures
- Be permanently affixed
- Obstruct exits or access pathways

All decorations must be removed at the end of the booking period. No open flames, candles or gas equipment are permitted within the Community Centre at any time.

11. Catering

External catering is permitted, subject to hospital precinct standards. The Little Social café is located adjacent to the Community Centre and offers catering services.

There are also a number of other cafes on-site that can provide catering:

- Zuppa
- Milk & Moss

All catering must be self-managed. The Community Centre does not provide kitchen facilities.

12. Parking

Parking is available via the hospital public car park. Standard parking rates apply. The Community Centre does not provide complimentary parking.

13. Liability & Indemnity

The Booking Holder is responsible for:

- The conduct of all attendees
- Ensuring compliance with these Terms of Use by itself and all attendees
- Any personal property brought into the space

The Community Centre and hospital precinct operators accept no responsibility for loss, theft or damage to personal property.

The Booking Holder agrees to indemnify, keep indemnified and hold harmless Plenary Health and its servants and agents from and against any loss of or damage to property, and any liability to any person, arising out of or in connection with the use of the Community Centre during the period of hire.

14. Cancellation & Termination

Bookings may be cancelled via the online booking system. All cancellations should be made in writing at least 24 hours prior to the booking date.

The Community Centre reserves the right to cancel or terminate a booking if:

- Terms of Use are breached
- The event poses safety or operational concerns
- False or misleading information was provided in the booking request

15. Disputes

In the event of a dispute, Plenary Health will:

- Contact the booking holder to understand the circumstances
- Investigate the matter if appropriate
- Attempt to negotiate or mediate a suitable outcome for all parties
- Provide written advice outlining the issue, any remediation applied, and consequences for continued breaches

If a resolution cannot be achieved, the matter will be escalated within Plenary Health and/or referred to an independent mediator by agreement of both parties. All parties must attempt to resolve the dispute within 14 days. Costs of any independent mediation are to be agreed in advance and shared equally between parties.

16. Privacy

Plenary Health collects personal information provided in the booking application for the purpose of registering and administering your booking. This information will be used solely for that purpose and will not be disclosed outside the Community Centre except as required by law. It will not be disclosed to third parties for marketing purposes.

17. Compliance

The Booking Holder must ensure that it and all attendees fully comply with all legislation, regulations, policies and any other legal requirements that are relevant to the use of the Community Centre during its use of the Community Centre.

18. Amendments

These Terms of Use may be updated periodically. The version published on the website at the time of booking will apply.

19. Contact

If your enquiry is not addressed in the FAQ or these Terms of Use, please contact:

Email	FHenquiries@plenary.com
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