



## Ageing and Inclusion

# Neighbourhood and Senior Citizens Centres Community Hire Policy

Jean McKendry Neighbourhood Centre  
Kensington Neighbourhood Centre  
South Yarra Senior Citizens Centre

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## Introduction

This policy provides guidance on the principles and general conditions that relate to the use of Neighbourhood and Senior Citizens Centres (Centres) under the management of the Ageing and Inclusion team, City of Melbourne.

This policy has been developed to ensure consistent, transparent and equitable processes for community use, allocation, and management of City of Melbourne's Centres by ensuring:

- Activities and programs align with the [Melbourne: A Great Place to Age strategic plan 2020-2024](#).
- Eligibility and priority criteria are clearly defined for determining access and allocation of space.

## Scope

This policy applies to all meeting rooms and spaces at the following Centres:

- Jean McKendry Neighbourhood Centre, 91 - 111 Melrose Street, North Melbourne.
- Kensington Neighbourhood Centre, 18 Anthony Street, Kensington.
- South Yarra Senior Citizens Centre, 65 Toorak Road West, South Yarra.

## Strategic framework

The strategic aims of the Melbourne: A Great Place to Age strategic plan 2020-2024 (Appendix 1) are to deliver four priority outcome areas:

1. Respect: Older people are celebrated, valued and respected for their unique life experiences
2. Safety: Older people live in safe and accessible homes and communities
3. Connection: Older people are welcomed and connected with their community
4. Support: Older people have access to quality services and supports

City of Melbourne recognises that community groups accessing our Centres make a positive contribution to the community and support many of the priority outcomes outlined in the Melbourne: A Great Place to Age strategic plan 2020-2024.

## Aim

City of Melbourne provides low cost, safe and inclusive spaces for older people to participate in a diverse range of social, cultural, economic, educational, life-long learning, recreational and community activities.

To achieve this aim, City of Melbourne will:

- Maximise occupancy at the Centres.
- Enable equitable use of the Centres, ensuring they are available for shared use and will not be monopolised by any one User.

- Actively balance City of Melbourne programming with community use.

## Hours of operation

The Centres can be booked during business hours Monday to Friday 9.00am to 4.00pm, excluding public holidays. Sessions available are:

- Morning bookings
- Afternoon bookings
- All day bookings

## Eligibility

The following eligibility criteria must be demonstrated to the satisfaction of City of Melbourne at the time of application:

- Not for profit community group or organisation providing services and programs for older people, or
- Unincorporated community groups facilitating opportunities for older people to participate in a diverse range of social, cultural, economic, educational, life-long learning, recreational and community activities, or
- Government-funded agency, City of Melbourne service, program or contractor providing services and programs for older people.

Note: When space is available, the City of Melbourne will consider applications from not for profit groups or organisations who provide services and programs for any age group.

## Priority

Priority will be given to:

- Groups and organisations providing services and programs that are aligned with priorities identified in Melbourne: A Great Place to Age strategic plan 2020-2024 (Appendix 1),
- Groups and organisations with majority of their membership base living in City of Melbourne municipality.
- Groups and organisations with majority of their membership base over the age of 55.
- Groups and organisations with limited capacity to generate income through funding and fees.
- Groups and organisations who do not have access to any other types of low cost community facilities to conduct their activities.
- Recurring bookings that are a minimum of three hours during morning or afternoon sessions or recurring full day bookings.

## Application process

Applications open 8 April and close 17 May 2024 for hire agreements commencing on 1 July 2024. The 2024-25 hire period will run for a maximum of 18 months, ending in December 2025. The following hire period will resume to a 12 month cycle from January to December 2026.

City of Melbourne will also consider new applications outside this timeframe.

City of Melbourne cannot guarantee availability or ongoing use of the Centres. The same application and assessment process will be applied each year for existing Users.

The applicant must complete an application form and submit to City of Melbourne at least 10 business days prior to the proposed commencement of use.

Refer to *Neighbourhood and Senior Citizens Centres Application Form* for further details of the application process.

### **One off and casual hire**

Applications for one-off and casual hire by eligible groups and organisations will be assessed against availability of space. Applications may be submitted at any time throughout the year.

The applicant must complete an application form and submit to City of Melbourne at least 5 business days prior to the proposed booking date/s.

Refer to *Neighbourhood and Senior Citizens Centres One-off and Casual Hire Application Form* for further details of the application process

### **Application assessment**

City of Melbourne will assess applications in accordance with the eligibility and priority criteria and the following considerations:

- Availability of space and community demand.
- Services and programs are inclusive, value diversity, connect the community and provide a respectful and non-discriminating environment.
- Services and programs reflect the diverse needs of our community.
- Existing Users' history of use and any prior breaches of hire Terms and Conditions.
- City of Melbourne has absolute discretion to accept or reject applications.
- City of Melbourne will inform applicants of the assessment outcome in writing.

City of Melbourne will assess applications in accordance with the criteria contained in the this Policy, notwithstanding any User's canvassing or lobbying of the Lord Mayor, City of Melbourne Councillors or employees of the City of Melbourne.

### **Hire agreement**

City of Melbourne will issue successful applicants with a hire agreement and the *Conditions of Use* which must be adhered to by all Users at all times.

## **New Users**

On approval of the application, new Users will enter initially into a short-term hire agreement for 12 weeks.

Pending the outcome of a review after the 12 week short-term hire period, Users may be offered a hire agreement with City of Melbourne for 18 months (inclusive of the initial 12 week hire agreement).

## **Existing Users**

On approval of the application, existing Users will enter into an 18 month hire agreement. The 12 week short-term hire period is not required for existing Users.

## **Monitoring and review process**

City of Melbourne will continually monitor the use of the Centres and will conduct a review at 12 weeks for new Users and 12 months for all Users. Monitoring and reviews will be based on the following criteria:

- The use of the Centre reflects the activities and outcomes outlined in the User's application
- Users have complied with the *Conditions of Use*.

If Users do not meet the review criteria, the City of Melbourne has discretion to change, suspend or terminate a User's hire agreement.

## **Induction**

At least two nominated representatives from the organisation or group must attend an onsite induction prior to the proposed commencement of use. The nominated representative/s who attend the site induction must be present at all times for each booking.

## **Complaint resolution procedure**

Any issues relating to the Centres can be raised with Centre staff who will provide assistance to resolve the issue.

If an issue cannot be resolved to the satisfaction of the Users, Users can lodge a formal complaint by visiting [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au) or contacting City of Melbourne on 9658 9658.

## Appendix 1 – Melbourne: A Great Place to Age strategic plan on a page

<b>VISION: Melbourne is a great place to age</b>			
<b>PURPOSE</b>			
<ul style="list-style-type: none"> <li>• To challenge ageism and promote respect for all older people</li> <li>• To enable older people to contribute to deliberative democracy</li> <li>• To recognise and utilise older people's knowledge, wisdom and diverse life experience</li> <li>• To design, develop and support services, activities and community infrastructure that embrace ageing and reduce loneliness</li> </ul>			
<b>PRINCIPLES</b>			
<ul style="list-style-type: none"> <li>• Primary prevention</li> <li>• Precinct and place-based approaches</li> <li>• Genuine ongoing engagement</li> <li>• Community development and partnerships</li> </ul>			
<b>OUTCOMES</b>			
Respect	Safety	Connection	Support
<b>ACTION AREAS</b>			
Neighbourhood forums	Dementia-friendly project	Information	Life transitions
Consultation	Buildings and outdoor spaces	Social connection	Carer support
Address ageism	Transport	Reduce loneliness, social isolation and digital divide	Connection with services
Multicultural connections	Ageing in place	Outreach for social participation	Advocacy
Economic participation	Minimise impacts of emergency events	Volunteer activities	End of life