



# Midtown MacPark Community Centre

**User Guide - Draft**



**Draft Version : July 2021**


<b>Version / Date</b>	<b>Author</b>	<b>Approved</b>	<b>Comments</b>
V1: Draft 27/04/ 2020	Kyle Wiebe	TBD	

## **STATEMENT:**

The Mission Australia Midtown MacPark Operations Manual provides the structure for describing, ordering, developing and maintaining Mission Australia's operational policies, procedures, standards and guidelines in relation to Midtown MacPark.

The Program Manager in consultation with Area Manager oversees the operational policy framework on all new and revised policy documents.

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## **Purpose**

The purpose of MMPCC is to provide programs and activities that integrate community development, early intervention and prevention approach for children and families, collective impact and adult learning. Increasing accessibilities of services, supporting the integration of service providers and promoting social inclusion and participation of the community.

Our focus for service delivery is:

- To build pathways into targeted services if required, by supporting the development of trusting relationships and / or engaging people before they hit 'crisis point' and formally seek out a service.
- Targeted services referrals, such as homelessness, health, domestic violence or crisis accommodation.
- Community outreach activities that engage people who may not naturally visit the centre or people who are not engaged.

## **Values**

**MMPCC's operation is aligned with Mission Australia's Values of:**

### **Compassion**



We are sensitive, understanding and caring in our service of all people. We actively listen to others, asking questions when we are not clear. We use appropriately frank and open dialogue and make it safe for others to do so. We are self-aware and understand how our behaviour affects others.

### **Integrity**



We are honest, accountable and transparent in our work and relationships. We act ethically in the interests of Mission Australia and respond to risks early. We take accountability for our own behaviours and responsibility for our work successes and mistakes. We use our time, materials and resources with a heart of stewardship.

### **Respect**



We treat people as we ourselves expect to be treated, offering love, acceptance and a voice of support in the face of life's challenges. We respect each other and acknowledge the diversity of our colleagues and clients. We collaborate proactively with colleagues and the community. We treat others with courtesy, politeness and sensitivity.

### **Perseverance**



We are dedicated to serving people and helping them overcome the challenges they face, no matter how hard it is. We are flexible and open to innovation to ensure a sustainable future for our organisation. We are resilient, responding to challenge and change with perseverance and strength. We take ownership for our development and are curious to challenge and learn more. We remember our purpose and keep going in the face of adversity.

### **Celebration**



We recognise and celebrate the efforts and achievements of the people we help, volunteers, supporters and staff. We acknowledge the small and large successes of our colleagues, clients and supporters. We recognise the positive results of collaborative teamwork. We foster a positive working environment and choose to acknowledge the good.

## **Information provided to users**

### **Hours of operation – Community Centre**

Open Monday to Sunday 9.00am to 4.30pm

Closed for lunch Monday to Friday 12.00 noon to 12.30pm

### **Hours of operation – Social Enterprise Café**

Open Monday to Sunday 6.30am – 3.30pm

### **Available for hire**

The Community Centre is available for private hire on weekends and outside of the centres ongoing programs and scheduled activities. Please refer to Hire Fees and Booking System section on page 11 for more information.

### **Contact Information**

Address 1 Ivanhoe Place, Macquarie Park NSW 2113

Phone TBC

After Hours Emergency TBC

General email TBC@missionaustralia.com.au

Website under construction

### **Afterhours**

Please note that the After-Hours Emergency phone number should only be used for after-hours emergency situations. Midtown MacPark Community Centre (MMPCC) After-Hours Staff will attend to any emergencies (e.g. burst water pipe). All other contact should be made during normal business hours of 9.00am to 4.30pm Monday to Friday.

### **User Information**

Upon agreed terms for the user, they will also be provided details on:

- Opening the Centre Procedure
- Closing the Centre Procedure including Security Check before cleaving

### **Staff / Volunteer /Client / Visitor Safety**

No staff are to be in the centre on their own. There must be a minimum of two staff, or one staff and one volunteer, in attendance at all times

Volunteers should never be left alone in the centre at any time.

There is a **no tolerance policy** for abusive or threatening behaviour.

If someone behaves in a threatening way:

- Back away

- Stay behind the counter or keep your distance. If there are other staff, volunteers, clients or visitors in the centre, get them behind the counter or to the rear office of the building
- Raise the alarm or ask other staff to raise the alarm or use the duress button located under the reception counter and under the desk in the NDIS office.
- Remain calm and non-confrontational
- Remember as much about the offender as possible so that you can give this information to the police
- Following the incident, enter onto Riskware.

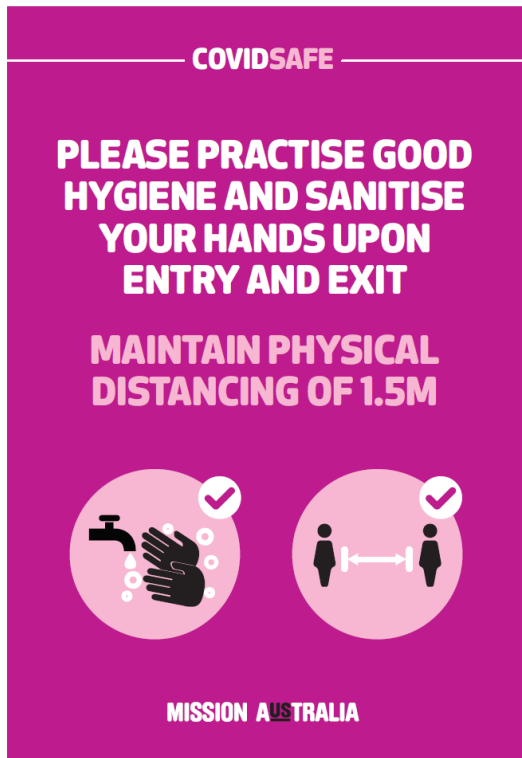
#### **DON'T:**

- Challenge or threaten the client by tone of voice, eyes or body language
- Say things that will escalate the aggression
- Yell, even if the client is yelling at you
- Turn your back on the client.
- Rush the client or visitor
- Argue with the client or visitor
- Stay around if the client or visitor doesn't calm down
- Ignore verbal threats or warnings of violence
- Tolerate violence or aggression
- Try to disarm a person with a weapon or battle it alone



## **COVID Safe Plan**

The MMPCC will follow the regulations and guidelines put in place by the NSW Government. The below signs will also be displayed throughout the centre:



### **CORONAVIRUS PRECAUTION NOTICE**

Dear Visitors, Contractors and Suppliers,

Please do not enter this site if you have the following influenza-like symptoms:

- Coughing
- Sneezing
- High Temperatures

Upon entry, our staff may ask screening questions and remind all visitors, contractors and suppliers to use the hand-sanitizers provided.

Please do not enter this facility if you have any symptoms of concern. This is to protect our consumers.

Thank you for your help and understanding,

Mission Australia Staff



## Cleaning Schedule

Cleaning and maintaining a presentable centre for all users is an essential part of the management plan, therefore we have come up with the below as an example of how Mission Australia will manage the cleaning requirements for MMPCC:

Task	Who	Frequency	Comments
<b>Function Room</b>			
Floors vacuumed	Contract cleaner	Monday and Thursday	
Waste bins	Room hirer or user	After use	
<b>Reception/Storeroom</b>			
Bins are to be emptied	Admin	Daily	
Floors to be free of rubbish, dirt, mud and water – sweep and mop if needed	Admin / Volunteer  Contract cleaner	Only if needed  COVID cleaning daily  Weekly	
Benches and Tables to be wiped clean Chairs to be tidy and in place	Admin	Daily  COVID cleaning daily	
Brochures to be tidy and kept full	Admin	Weekly	
Glass entrance doors	Contract cleaner	Weekly	
<b>Kitchen</b>			
Benches and sinks are to be wiped clean. Bin to be emptied and bin liner to be replaced	Staff /volunteer roster  Contract cleaner	Daily  Monday and Thursday	
Used crockery to be packed into dishwasher each afternoon. Dishwasher to be unpacked each morning, contents put in cupboards	Staff /volunteer roster	Daily	All users are urged to clean up after each use. Do not leave dirty dishes and cups in the sink or on the bench
Refrigerator – complete clean	Contract cleaner	Monthly	
<b>Toilets</b>			

Task	Who	Frequency	Comments
Floors - sweep and mop	Contract cleaner	Monday and Thursday	** Extra Clean **
Bins to be emptied and all rubbish is to be removed from the premises	Contract cleaner	Monday and Thursday	** Extra Clean **
Toilet seat, lids and cistern are to be wiped clean	Contract cleaner	Monday and Thursday	** Extra Clean **
Toilet bowl to be cleaned	Contract cleaner	Monday and Thursday	** Extra Clean **
Basins to be cleaned	Contract cleaner	Monday and Thursday	** Extra Clean **

***\*\* Extra Clean \*\* If the centre has had a lot of traffic through the centre on any particular day – an extra clean will be requested***

## **Hire Fees and Booking System**

### **Hire fees**

A small fee to cover maintenance and cleaning cost will be require for commercial and private bookings:

Users	Cost
Midtown Residents	Free
Community Groups and Charities	Free
Commercial Users	\$100 (2hrs)
Private Bookings	\$100 (2hrs)

### **Function Room booking process**

Community members can book the function room free. It can also be booked by other service providers; this may occur a small fee- please refer to table above.

- The function room-booking sheet can be sent via email or they can collect from the centre.
- No booking can be made until we have received the completed booking sheet including a copy of their insurance – all bookings must be emailed to [TBD@missionaustralia.com.au](mailto:TBD@missionaustralia.com.au)
- Only Admin have access to add/edit or delete room bookings.
- Program manager must sign off on the booking
- A confirmation email will be sent confirming the booking is in our system
- 48 hours notice for all bookings is required

### **Admin inputting data for the function room**

- Open the shared calendar and find the requested room
- Add the users contact name, organisation name, email address and contact number

- State in the location tab what room they are using. (If they are using the function room 1 and 2 you must enter the booking in both calendars)
- If the meeting/event is private and requires a quiet area remember to book both function rooms out, as the curtain across the centre is not sound proof.

### **Access swipe cards**

TBD

### **Security Cameras**

TBD

## **Meeting Room Hire Terms & Conditions**

### **General Health and Safety**

The health and safety of all participants and visitors to MMPCC facilities is paramount. All efforts are made to identify any areas of the facility, which may carry risk to health and safety and have these areas rectified as soon as possible.

Inspections by MMPCC staff will be carried out on a periodic basis, however, the management of the facility must ensure there is no risk to the health of users.

MMPCC operations will adhere to Mission Australia Workplace Health and Safety procedures.

### **Smoke and alcohol-Free Environment**

All buildings and vehicles are to be "Smoke Free". Smoking is strictly prohibited in MMPCC or within 10 metres of the facility.

COVID-19 conditions apply to all who are booking the function room. Users must abide by the government advice regarding COVID at all times. Social distancing, hand sanitising and keeping records of attendance.

### **Office/Reception**

#### **Phones**

- Client mobile phone

Check credit by testing 'BAL' to 9999. Check balance fortnightly (reminder is set up in Midtown MacPark calendar)

All office phones have the same voice mail code 4869#

### **Reception tablet – to be supervised at all times**

Used for -

Feedback, compliments and complaints

Ergon

Centre link reporting

White pages

Maps

Google searches  
NDIS feedback

## **Resources**

### **St Johns ambulance**

1300 360 455

### **First Aid Kit**

Available at reception

### **Storeroom**

Toilet rolls, handtowel, tissues, hand wash, wipes, sanitizer, cleaning equipment – order through Officeworks

### **Notice Boards**

- Latest MidtownMac Park Newsletter top priority
- Only advertising local community events
- Must be drug and alcohol-free events
- Notice boards to be checked and updated monthly – the first Tuesday of each month. All out of date notices to be taken down.

## **Risk Management**

Risk Management is a method of taking preventative and precautionary measures to avoid injury, loss and damage to either persons or property. MMPCC management has a duty of care to ensure the health, safety and welfare of persons using the facility. This involves regular maintenance inspections and the reporting of maintenance issues, in order to keep the facility safe, clean and tidy. It also includes putting in place a system of inspections to detect faults and hazards.

To ensure compliance with relevant legislation, there must be appropriate policies, procedures and practices in place. The following guidelines are to use to ensure the appropriate documentation is kept to evidence the due diligence process and ensure all reasonable steps are being taken to identify any risks to Mission Australia as MMPCC operator, and users of the facility.

### **Hazards**

A hazard is a situation that could potentially cause injury to a person or damage to property. If a hazard requires urgent attention, a warning should be placed near the hazard to alert users of the facility to the danger. The manager must be notified by phone or email as soon as the hazard is identified.

Management is urged to apply common sense rules for hirers of facilities such as stacking of tables and chairs, cleaning spills from floors and rubbish removal, for example, “chairs must be stacked in sets of no higher than 5 chairs high and placed against the wall.”

A routine inspection process will alert MMPCC management to possible dangers or faults, fire or accident risks to users of the facility, and can be carried out periodically using the Hazard Checklist.

### **Fire Protection**

MMPCC is supplied with fire and safety equipment and information on how to use them. If this is not available management must be notified immediately.

A professional and qualified contractor will inspect the fire-fighting/protection equipment on an annual basis, organised by MMPCC's administration. If equipment is used irresponsibly by a hirer and subsequently damaged, the costs of repairs/replacement should be deducted from the hirer's bond.

### **Emergency Exits**

All exits must be identified by an illuminated exit sign and inspected on an annual basis by a qualified contractor and organised by MMPCC's administration. Emergency exit routes must be kept clear at all times. Exit doors should not be barred or locked at any time while the facilities are in use.

### **Building Inspections**

Regular inspections are essential to identify potential risks, and to assist in the defence of claims brought against Council. Inspections must be thoroughly documented. The MMPCC management will be responsible for inspection of the facility under their control. An annual formal audit/inspection of the facility will be organised by management.

Fire Warden                                      TBD

First Aid Officer                                TBD

### **Food safety**

The following food storage guidelines highlight some of the practices member agencies should follow:

- Ensure all food is labelled and in date.
- Baby food and formula should NOT be distributed after the expiration date. All baby food and formula products stored that are beyond date of expiration should be discarded and not distributed to clients.
- Always check the use by date and discard if this has passed.
- Clean shelving regularly, fridges and freezers regularly.
- Food must be stored and distributed so that cases with the oldest receiving date are used first. Utilise the first in, first out method.

Proper storage of food is an integral part of food safety. It insures that the food you serve to clients will be healthy and safe to eat.

Store non-perishables in the two large black cabinets in the breezeway.

Non-food items such as toiletries and cleaning supplies must be stored separately from food these are stored in the two smaller cabinets in the breezeway. (All four cabinets must remained locked at all times).

## **Administration Routine Opening and Closing Routine**

### **Admin Opening the Centre Procedure checklist**

	On arrival disarm the alarm by tapping your swipe card on the side or rear entrance door to the main office, making sure you close the door behind you. Opening is not until 9.00am. If entering the counselling building, enter through side door using your key. Once in the building use your swipe card and tap once on the alarm pad to disarm. You can then proceed to unlock automatic doors. If entering the NDIS just tap once on the alarm pad to disarm alarm
	Now the alarm is unarmed continue to check all areas of the centre
	Unlock toilets, kitchen door and staff kitchen cupboard
	Lastly, unlock the back gate and side gate to provide access from the carpark
	Ensure all outdoor furniture is set up in the courtyard (Check plants, they may need a drink)
	Check the key box for returned keys
	Check the mailbox for mail
	In the reception area, open all blinds, turn lights and fans on, Switch radio on, tidy and refill brochures
	Check for phone messages
	COVID clean reception area and workstation
	Check hand sanitiser automatic dispenser is full
	Place the 3x flags in the holders at the back of the Midtown MacPark sign. Wheel the 3x garden planters out in front of the centre against the front wall
	9am open the automatic doors by turning the key to "Auto" and pushing the latch down towards the ground

## Admin Closing the Centre Procedure including Security Check before leaving

	16.20pm bring the 3x flags inside and store in the reception area over night Bring the 3x planter boxes in and store in the breeze way
	Lock the back gate leading to the park (last person to leave locks side gate on library side)
	Lock the staff kitchen cupboard
	Lock the kitchen main doors
	Bring 2x black outdoor chairs inside and store in the end office (where the security camera monitor is) the table and benches are chained and padlocked permanently
	Place outdoor cushions in storage (garden bench)
	COVID clean reception area and workstation
	16.30pm lock the Automatic door at reception by turning the key to “lock” and pushing the latch upwards
	Turn all lights, air conditioners and fans off in reception and work area
	Working from reception to the back offices, check all areas for staff, volunteers, clients and visitors. As you check and clear each area, lock each section remembering to turn the counselling building automatic doors to ‘lock” and push the latch down. Check the back office (NDIS) near the rear gate, counselling rooms, laundry, storerooms, toilets, kitchen, function rooms are all locked. (if counselling staff are leaving later than admin, make sure you check that they will lock their building and arm the alarm). Remember check every door to make sure it is locked.
	The last door to lock will be the back-office door close to the bins. Close the door and set the alarm by double tapping your swipe card. You will hear a voice over the speaker announcing, “Please leave the building”. Once the voice stops, continue to wait. The beeping of the alarm will quicken, once the beeping stops, the alarm is engaged. This process will take approximately two minutes
	Leave through side/back gate or the big metal gates in the centre of the building, ensuring all gates are locked



## **Operational Information – Pool and Gym**

Midtown will have a commercially operated gym and 4lane heated lap pool which will be located on the ground floor that overlooks the park, with a total area of 1,122m<sup>2</sup> and parking provided within the adjacent C1 residential basement, as well as access via a public lift which serves all floors.

Access to the pool and gym will be available to all residents as well as open to the wider community. Both will have a membership fee and/or casual rate fee for use, the price will be determined by the operator.

The onsite Community Development Team will work closely with the operators to ensure they utilise these community assets for the benefit of the Midtown and Macquarie Park residents. Some examples of potential programs the team will partner with the operators to deliver are:

- Low-cost outdoor exercise classes
- Health and fitness workshops
- Swimming schools
- Aqua classes for seniors

The pool and gym have been designed to cater for a range of user groups, with both active and passive uses. The aim is to provide access to health and leisure facilities for all members of the community, creating an inclusive space where everyone can benefit.

## **Social – Enterprise Café**

Mission Australia (MA) is also responsible for the management of a Social Enterprise Café that will be attached the Community Centre located on level 2.

The Social Enterprise Café at Midtown will look the same as any inner-city café but has a unique difference in that it is not driven by profits, but rather the opportunity to provide training and employment skills as part of the support services offered by MA.

A Social Enterprise Café will be operated by an external partner who will have the goal to drive better social impact to the residents of Midtown and Macquarie Park. The café will work closely with the Community Development Team to deliver outcomes such as:

- Providing job opportunities for disadvantaged people
- Provide training and upskilling opportunities
- Provide a place for the community to meet and interact

The Café aligns with the projects vision and goals, it allows the opportunity for the communities most vulnerable to build their employment skills and confidence, whilst also serving delish fresh food and coffee to the local community, creating a sense of connection with their fellow neighbours.

## **Community Development**

Mission Australia takes a community development approach for Midtown MacPark Community Centre which includes:

- Community collectively gaining the resources needed to take and maintain control over issues concerning the community.
- People working together within and for their community have a great deal of knowledge about the community, the community's needs and aspirations.
- Decisions about solving problems and creating opportunities are made collectively through the users group advisory.

Within this type of supportive, open and encouraging structure, the community's knowledge, values and opinions are considered and projects, services or activities are support around community wants and needs at that time.

Programs and activities are co-designed with the local community to address vulnerability and help build the independence and wellbeing.

MMPCC will build community connections and partnerships with service providers using the Mission Australia Frameworks as a guide including:

- Stronger Communities Framework
- Partnerships Framework
- Partnership Kit – Aboriginal and Torres Strait Islander

### **Connected Community**

- Partnerships and collaboration will exist, working towards shared goals
- People participating in the community and feel connected to others
- The community work together through existing strengths, to understand their needs.

### **Inclusive Community**

- All cultures, ages and abilities represented in the community have meaningful roles and recognition
- Supports, services, events, spaces and resources are available and accessible to all people
- People can input into the issues that are important to them and their community and they are listened to.



## **Identifying community needs and aspirations**

MMPCC use a range of formal and informal methods to identify the needs of the local community. These involve constant listening, linking and making connections – not only between people but also between the issues, needs and ideas or initiatives that community members express. It may also include processes such as:

- formal surveys
- interviews
- demographic research
- meetings with other community organisations and with various levels of government.

To determine the response to a specific community issue or need, the manager facilitates a range of processes (process needs to be developed along with an engagement strategy) within the MMPCC to establish how the identified need might be addressed and what support MMPCC may offer. These processes will consider:

- how other individuals or organisations might have responded to similar issues
- what way(s) their particular organisation could respond
- what resources might be needed
- who needs to be involved
- what partnerships might be possible, necessary and beneficial
- how adequate resources might be harnessed issues of access and equity.

## **Community events**

Community events bring community members, groups and services together in one place, building connection, inclusion and participation.

Community events may focus on a significant date, such as NAIDOC Week or Child Protection Week, or focus on key themes, such as health and education. Such events provide an opportunity and space for individuals and families to build relationships based on common interests. Events can enable community participation through planning and attending the event and can develop awareness of community priorities, instigating further action. Events can also be a way to engage people in the community who are not accessing the formal support system and can create pathways into supports if required.

The Centre will also promote and support early intervention pathways such as playgroups, creative classes and drop-in activities that build people's skills and resilience.

These activities can also build pathways to targeted services, if required, developing trusting relationships.

Mission Australia's Guide to Community Events Guidelines to be used for all events.

## **Volunteers**

High levels of voluntary participation are an indicator of a strong community. MMPCC recognise that volunteers play a huge role in the successful running of MMPCC.

The roles and importance of volunteers within the centre is appreciated and supported.

The centre has clear position descriptions for each volunteer role, volunteers work to their skills, passion or skills training.

Volunteers are welcome at the centre and will be treated with the same respect and consideration as paid staff.

MMPCC provide a range of opportunities for local people to voluntarily contribute time and skills in return for:

- support for social, learning, cultural, employment and economic opportunities
- personal experience and satisfaction gained through improving community environments, resources and infrastructure
- increased skills and confidence
- leadership opportunities
- support to move on to study and paid employment.

