



Event Policy and Management Procedures

Preamble

This statement of policy and procedures establishes guidelines, standards and protocols for managing all events, services and programs held at the National Jewish Memorial Centre (NJMC), 31 National Circuit, Forrest. They are designed to support and provide all event stakeholders with the tools to plan and deliver events held at the Centre effectively.

The ACT Jewish Community's Board of Management ('ACTJC Board') and staff are committed to ensuring all events and programs are successful.

Scope

This statement of policy and procedural guidelines applies to all organisers of events and users of the NJMC.

Purpose

1. To ensure all events are consistent with the ACTJC's strategic plan;
2. To manage events efficiently and effectively;
3. To streamline communication between the ACTJC Board, staff, event organisers and participants;
4. To establish Kosher food and safety guidelines for catering at events;
5. To affirm the event organiser (and/or team) is individually accountable for the end-to-end management of the event, from shopping and setting-up to cleaning and securing the premises at event conclusion;
6. To affirm the office staff are individually accountable for implementing this policy and procedures, including avoiding event clashes, ensuring event organisers complete the checklist(s), promoting the event, and putting appropriate security arrangements in place;
7. To ensure that the ACTJC Board has visibility and oversight of all event arrangements;
8. To minimise the ACTJC's exposure to all risk levels, particularly public profile, legal, and personal safety; and
9. To comply with any ACT Health requirements such as COVID 19 event management procedures.

Definitions

For purposes of this policy and procedural guide, unless otherwise stated, the following definitions shall apply:

Events: Are external, internal, sponsored or member-coordinated functions that have a registration or payment requirement for participants, including but not limited to:

- (a) Functions, visitor hosting
- (b) Ceremonies, launches, exhibitions
- (c) Conferences, workshops, seminars, public lectures

(d) Performances, cultural and recreational activities.

They do not include regular activities such as Cheder, Adult Education or synagogue services.

Inhouse Events: Are those organised by, carried out in the name of, and primarily funded or underwritten by, the ACTJC to benefit its members, other Jewish communities, affiliated organisations, and friends of the ACTJC.

Sponsored Events: Are those onsite events delivered by an external entity (organisation, club, society, company or any other body capable of entering legal transactions on its own behalf) which are *supported financially or in-kind* by the ACTJC and are aligned with the ACTJC's objectives and values. These may be delivered in the name of the external entity alone or in association with the ACJTC. Approval to hold these events at the Centre requires prior Board approval.

- **Insurance:** Before a booking is confirmed, and at the discretion of the ACTJC Board, any external entity, as the event owner, may be required to provide evidence of current Public Liability insurance with a limit of liability of no less than \$20,000,000 for the period of use.
- **Accident Indemnity:** The external entity, as the event owner, shall be responsible for any accidents, loss, damage or injury sustained by any person using the Centre facilities for the entire period of the event, including setup and pack down, notwithstanding that such injury arose from or by reason of any defect with the facilities and the hirer needs to agree explicitly to indemnify the ACT Jewish Community against all claims and demands made or costs incurred in connection with such actions.

All events must comply with any relevant ACT Health requirements – for current restrictions, please see Appendix 2.

EVENT PROCEDURES

Scheduling Overview

The ACTJC has an [online calendar](#) that shows all events currently scheduled at the Centre — please check this calendar before planning any event. Please note the ACTJC reserves the right to determine the appropriate use of spaces within the Centre and to prioritise events when there are scheduling conflicts.

Venue Reservation

The ACTJC prefers all event requests to be submitted through its webpage – [hosting events](#). Provisional bookings can be emailed to the ACTJC Office if any event organiser cannot complete the checklist(s) until a time closer to the event. The booking will only be confirmed when the missing details are provided to office staff no later than **three (3) weeks** before the event date. Event organisers must not send out any promotional material or invitations until the ACTJC Office confirms the event details.

Cancelling the Event

If an event organiser wished to cancel an event, the ACTJC Office must be notified no later than 3 pm the day before the event. The event's complexity will determine the notification time and whether external services and supplies have been organised. The event organiser is responsible for all costs incurred due to not providing sufficient notice as stipulated in any supplier contracts and including services organised by ACTJC staff on behalf of the event organiser.

Budget

Developing a budget for an event is an essential part of effective event planning.

The ACTJC typically works on a break-even basis when determining registration costs and a budget for its events.

A budget relying on a single income source (such as registrations) will need to be regularly monitored and updated before any money is spent to have confidence that the attendance will cover costs.

Event organisers are expected to be realistic in determining the event's expenditure requirements and where possible to use existing resources. It is advisable that large costs are verified in writing by the supplier.

It is recommended that organisers plan for the unexpected and provide a 10-15% contingency.

Reimbursement requests for any event expenditure that exceeds the revenue may not be approved for payment, so it is incumbent on the event organiser to show some fiscal restraint and to ensure spending on the event is within the budget.

Setting Registration Fees

ACTJC inhouse events typically define registration fees under two classifications; 'ACTJC Financial Members' and 'Non-members'. There are different prices for adults and children (further subdivided as 'under 3yrs' (*free*) or '3-15 yrs').

In recognition of their financial membership and contribution to the community, ACTJC members are *always* charged less than non-members to attend the Centre's functions and events.

Non-member registration fees are typically 1.5 times the cost of the equivalent member type fee – i.e. adults or children. The multiplication rate will vary with the event's complexity, and that will be discussed with the event organiser when the ACTJC office receives the booking request.

A surcharge payable to the ACTJC (unless a waiver of this surcharge has been recognized by the ACTJC Board prior) is applicable in the following cases, and from time to time, it will be reviewed and adjusted accordingly. It will be deducted from the gross revenue before any payment to or on behalf of the event entity is made by the ACTJC.

Inhouse events: A surcharge (\$2.50 or more) will be levied on all *non-members* participating in inhouse events and determined by the event's requirements – i.e. resource usage. If the event is *free* to ACTJC financial members, the non-member registration fees *must* have a price set except when the Board grants a waiver in writing. For instance, a group meeting, including light refreshments, may levy a \$2.50 fee for non-members when there is no charge for ACTJC members.

Sponsored events: For external entities holding events at the Centre, a minimum \$5.00* per person surcharge is owed to the ACTJC. The event's complexity will determine the fee, e.g. different fees for a multi-day, catered event versus a single day presentation. Agreement on the cost must be resolved before the booking is confirmed.

The NJMC currently has trestle tables, chairs, rubbish bins, a portable sound system, non-disposable cutlery and crockery, plus a range of kitchen utensils and equipment available to event organisers. There may be an additional cost for events that require disposable consumables, event-specific items or access to the kitchen for catering purposes.

Refunds

Event organisers must provide a refund statement to registrants at the point of sale. Typically ACTJC's inhouse events with catering will advise attendees that:

"Cancellations requested before the close of registration will receive a 100% refund and will be processed after the Office receives an emailed (written) request". Cancellations made after registration has closed *and* is received up to 3 days before the event may incur a 20% fee after a written request is emailed to the Office. There is no refund for non-attendance on the day or cancellation within three days."

For more simplistic simple events such as those without catering needs, a shorter cancellation period may be offered.

Should the event be cancelled by the ACTJC, all registrants will automatically receive a full refund.

Fundraising

All events focused primarily on fundraising (financial or in-kind) must be approved in advance by the ACTJC Board to minimise any impingement on the ACTJC's fundraising planning.

Audiovisual Requests

The ACTJC is making tremendous strides in providing built-in audiovisual resources; however, not all rooms have AV equipment, so please contact the ACTJC Office at least ten (10) working days before the event date to discuss the options. Information for discussion on AV requirements should include rehearsal times, event times,

the number of microphones needed, specific stage lighting requirements, backdrop information, stage setup, audiovisual requirements (projector) and a copy of the program.

Catering and wait staff

The event organiser is responsible for arranging catering for their event and paying all associated costs depending on the event agreement. All catering must be organised in accordance with the [Kosher Food Policy](#). Please contact the ACTJC Office to discuss the catering requirements.

Event organisers for any seated catered event for 50 people or more must engage wait staff – please speak with the office to discuss engagement of wait staff.

Marketing the Event

The ACTJC Office can assist with marketing strategies and graphic design services for events organised by members or endorsed partner organisations. The ACTJC almost exclusively uses digital platforms to promote its events and functions – i.e. website, electronic newsletters, onsite TV screens and social media sites so graphic design is formatted to suit these mediums. Unless you are familiar with the formatting ratios and requirements, it is preferable that you do not design promotional material for your event without first talking to the Office. As a general rule, please allow a two week turnaround time for any design project. Please contact the ACTJC Office to discuss the marketing requirements.

Key/Room Access

Keys and fob access are not usually issued to people who are not current financial members of the ACTJC except in particular circumstances. If a fob is warranted for the event's duration, a \$10 bond for the access fob may be required, and this bond will be refunded upon return of the fob. The ACTJC Office is open Monday-Friday between 8:30am and 4:15pm, so there is ready access to the building during those hours. Security personnel, ACTJC staff and authorised members are entitled to immediate access to any part of the Centre at all times without any impediment.

Parking

The Centre has limited parking in its first car park. Entry to the larger car park is restricted by a barrier and can only be accessed by a token. This car park is usually fully occupied during working hours. Please contact the ACTJC Office to discuss parking options for the event.

Safety/Security

All persons using the ACTJC facilities must act responsibly. Individuals or groups who display disruptive, dangerous, or inappropriate behaviour must be asked to leave. All groups should make themselves familiar with emergency exits and safety and security policies when planning an event.

Event Setup

Every event is unique and requires a different setup. Please ensure you set aside adequate time to set up and pack up when booking the event as most events require at least one hour before and after it. If food service is needed, please reserve at least 1.5 hours for setup for every 50 participants – ie 100 participants may require a 3 hour set up time.

The ACTJC Office can advise you on setting up the event and any costs associated with it. Setup or resource requests must be submitted a minimum of 10 working days before the event date.

General Guidelines

Below is a list of general event guidelines and specific information on designated facilities. This list will help ensure a successful event.

1. To remain in compliance with local fire and safety codes, all passageways, exits, defibrillators, or fire protection equipment must not be blocked or obscured in any way.
2. Smoking is not permitted on the grounds of the NJMC. All facilities must be left in the condition in which they were found or better after the event.
3. All decorations must be removed immediately following an event.
4. Do not adhere items to walls, ceilings, or floors without prior approval from the ACTJC Office. All charges incurred for repairs to damages resulting from an event will be invoiced to the event owner.
5. Glitter, confetti or paint are not to be used in any area for any reason without permission from ACTJC

Office.

6. The event organiser is responsible for cleaning up after the event and placing all waste in the external bins located at the building's front. Events will be charged for any extra waste collection or post-event cleaning if needed.
7. Table linen and kitchen towels are to be laundered by the event coordinator and returned to the ACTJC Office within seven (7) days of the event's conclusion.

Where to find the Online Forms

<https://www.actjc.org.au/hosting-events.html>

Authorisation

Karen Tatz

Secretary

ACT Jewish Community Inc

Policy number	3/2013; 25/2016; 25/2021	Version	v01, v02, v03
Drafted by	Vicki Coleman	Approved by Board on 3 May 2021	v01 – 6 February 2013 I; v02 – 3 May 2016 v03 – April 2021

Appendices

1. Checklist for event organisers .
2. Covid 19 Event requirements

Covid-19 Event Requirements

The ACTJC observes increased hygiene and social distancing practices outlined by [ACT Health](#) and in compliance with the ACTJC CovidSafe Plan (copies are available from the Office).

The Centre's individual room capacity has been limited in accordance with current social distancing guidelines and maximum capacities are in the table in the next section.

Currently, the NJMC is defined as Class A (low risk) holding events of 500 people (excluding workers) or less either indoors or outdoors as per Public Health Emergency Directions.

The following must be observed:

- Carefully consider crowd numbers, taking into consideration restrictions posed by the Public Health Emergency Directions.
- All event organisers must apply the one person per two square metres of usable space rule for both indoor and outdoor spaces if they wish to have more than 25 people within a space.
- Ensure density limits can be maintained across the event site at all times and that physical distancing requirements (1.5 metres) can be maintained where possible and as much as possible.
- The maximum number of attendees at an event excludes any staff, crew, volunteers or contractors.
- Organisers are required to use an online pre-event registration process to record contact details for each participant. It is strongly recommended that the event organiser set up an arrival table to ensure all participants have pre-registered and supplied accurate information.
- If pre-event registration is not available or done, it is mandatory for participants aged 16 years or older to check-in via the [Check-In CBR](#) app OR upon arrival, fill in the Centre's paper registration form if the app is not accessible.
- The [Check-in CBR](#) app's QR code is displayed throughout the Centre.
- It is incumbent on event organisers to take reasonable steps to ensure participants comply with all CovidSafe requirements. The Public Health Direction outlines what 'reasonable steps' might include.
- Display clear messaging for people not to attend the event if they have been in a COVID affected area.
- Ensure measures are in place to enable staff, volunteers and participants to maintain good hygiene (handwashing, cough and respiratory hygiene).
- Ensure measures to mitigate potential congestion areas, such as ingress and egress, food/beverage outlets, and toilet facilities are in place.
- Event organiser's reference: [ACT Health's Covid Safe Event Protocol \(February 2021 – Version 5\)](#)

NJMC Capacity per Room

Under the current Covid-19 restrictions outlined above, the number of participants allowed under CovidSafe planning per room is as follows:

SPACE	ROOM NAME	DINING CAPACITY*	STANDING CAPACITY*
NEW WING	MILLIE PHILLIPS WING		
First meeting room	Rose Shappere Room		20
Second meeting room	Isaacs Isaacs Room		22
Third meeting room & Progressive prayer space	Zelman Cowen Room		24
OLD WING	LOU AND MONA KLEIN WING		
First meeting room	Judy Cassab Room		
Second meeting room & Orthodox prayer space	John Monash Lecture Room		76
Third meeting room	Syd Einfeld Room		
Library meeting room	Earle Hoffman Library	n/a	
Upstairs Hall	Fanny Reading Auditorium	144	
TOTAL BUILDING	National Jewish Memorial Centre		

*Note *these numbers may change if or when ACT Health announces. (updated April 2021)*

CHECKLIST

Proposed date of event:	
Start and end times:	
Name of group:	
Name of Board sponsor:	
Name of event organiser:	
Street address:	
Email:	
Phone:	
Mobile:	
Area where event is to be staged:	
Is the PA system required?	
Is the projector/screen required?	
Assessment of security required – high, medium, low:	
Can you organise your own security?	
Name of person setting-up:	
Name of person cleaning-up including moving chairs/tables to their original positions:	
Advertising medium:	
Grapevine:	

Hamerkaz:	
Community email:	
Do you have public liability insurance for this event?	
Name of Insurance Company:	
Date of Policy:	
Cover held:	
Office use:	
Fee charged:	

ADDITIONAL CHECKLIST FOR VISITORS FROM INTERSTATE AND OVERSEAS

Name of person responsible for guest(s):	
Street address:	
Email:	
Phone:	
Mobile:	
Name of guest(s):	
Reason for visit:	
Date of arrival/departure:	
Pick up/return driver(s):	
Other driver(s);	

Details of accommodation booking:	
Arrangement for kosher food and person responsible:	

I, agree to abide by the requirements of this policy.

Signed: Dated:

Name of witness

Signed: Dated:

DRAFT CHECKLIST FOR ACTIVITY ORGANISERS AT NJMC

All activities at the NJMC, meetings, classes, youth activities, services, need to have an organiser who takes responsibility for ensuring that behaviour which damages the building is prevented, and for properly closing up and securing the building on completion of the activity. If more than one activity is taking place, responsibility for closing up needs to be passed explicitly to the organiser of a remaining activity.

This note should be used as a checklist for organisers.

The primary tasks are:

- Turning off all air conditioning and heating systems in the Klein Wing (old building). There are several.
 - Heaters in foyer (of Klein Wing) – museum area
 - Library
 - Einfeld Room
 - Monash Room (Synagogue) – two controllers
 - Cassab Room
 - Fanny Reading auditorium
 - Upstairs kitchen, **note the airconditioner controls inside the main door**
- Turning off lights throughout those areas.
- Locking all external doors and windows, **especially the hall windows, which are locked by the Allen/hex key stored in the fire hose compartment**
 - Foyer in Klein Wing
 - Door adjacent to library
 - All five glass doors onto verandah (snibs to be vertical).
- Setting alarm at front door.

The lights and air-conditioning in the Millie Phillips Wing (new wing) do not need to be turned off except when the air-conditioning has been turned on or turned up in a room being used by the activity. It is best to return it to its original state or turn it off at the wall in the room being used.

Please ensure that the external door to the Rabbi's office is locked.

Other tasks include:

- Cleaning up overt rubbish, foodstuffs, especially foodstuff left on the floor which can be walked into the carpet. The building is cleaned professionally on a weekly basis, but often there is a level of rubbish which should be cleaned directly after an activity.
- Putting away children's books and toys.

Please note that the archives room should be locked at all times.

IF YOU ACCIDENTALLY SET OFF THE ALARM, DON'T PANIC. RING 1300 364 488 (SAPIO MONITORING) OR ROBERT CUSSEL ON 0419 604 513 FOR ASSISTANCE AND ADVICE.

For assistance in locking up and making the NJMC secure, there are a number of experienced volunteers who can assist you. Contact the office for help.

David Rosalky and Robert Cussel,
Building and Maintenance Committee,
February 2021