

# VICTORIAN FRIENDS' CENTRE

484 William Street, West Melbourne, Victoria 3003

Phone contacts:

In case of emergency or for information: Jill Parris 0417 798 396

Version 1.0a

# **VICTORIAN FRIENDS CENTRE**

## **PRACTICE AND PROCEDURES MANUAL**

### **USING THIS MANUAL**

The Committee of Management of Victorian Friends Centre enables and oversees the operations of the Centre. This Manual is the 'living' reference document for the Committee and those using the Centre. It will evolve with the Centre, as purpose and function develop and practical experience informs operating procedures.

The Manual:

- describes the building and its location,
- lists the range of activities undertaken or proposed,
- explains the nature and origins of the Centre,
- sets out the management arrangements, and
- provides instructions and contacts relevant to the efficient functioning of the Centre.

## A. CENTRE LOCATION AND ACCESS

The Centre is situated at the north-eastern end of William Street, just south of the corner of Victoria Parade.

The Melway reference is Map 2B, A-11. See also Map 43, E/F-5/6

Public transport is available by way of train to Flagstaff Station, with a 15-minute stroll or 10-minute walk north alongside Flagstaff Gardens and across Dudley Street, OR Tram number 55 north along William Street to Stop 10 on the corner of Peel Street and Victoria Parade, with a three-minute walk west, turning left (south) at the top of William Street. [Other trams are available from Flinders Street Station, at the Elizabeth Street terminus.]

Vehicle parking in the vicinity is **paid and time-restricted** Monday to Saturday. On Sundays it is free but time restricted.

VFC has wheelchair access throughout, including through a wide-opening lift to the first floor.

**Opening Hours:** The Centre is generally open on Wednesday and Friday each week from 10am to 4pm. For the foreseeable future, the Centre will operate on the basis of volunteer supervision and support, necessitating restricted spontaneous access. It is necessary that at least two people are present whenever the Centre is open.

**Locking and security system:** The external doors are operated using an electronic swipe card . Downstairs spaces including the library and office are secured with a keypad system.

Master Key holder: Jill Parris 0417 798 396

[Swipe Card software is managed by Anna Wilkinson 0416 084 141 and Jim Palmer 0425 763 647]

**Bookings:** The Centre is set up as separately identified and named zones or spaces. These are detailed in Features of the Building (Part B) The starting point for booking space at the Centre is to consult the stand-alone on-line Calendar/ Diary, directly via this link:

<https://teamup.com/ks65c8308fb18457c4>

This 'view only' format provides a ready reference on what spaces have been booked when and for how long. Anyone seeking to use space at the Centre must check the calendar to ensure that there are not prior bookings or commitments that take precedence.

Available bookings are then made in one of two ways:

- a) By using a link already assigned by the administrators  
(Each authorised user or class of users is issued access codes/ links that allows them appropriate access to the Calendar.)
- b) By contacting one of two administrators –  
David Parris 0400 009 377  
Jim Palmer 0425 763 647

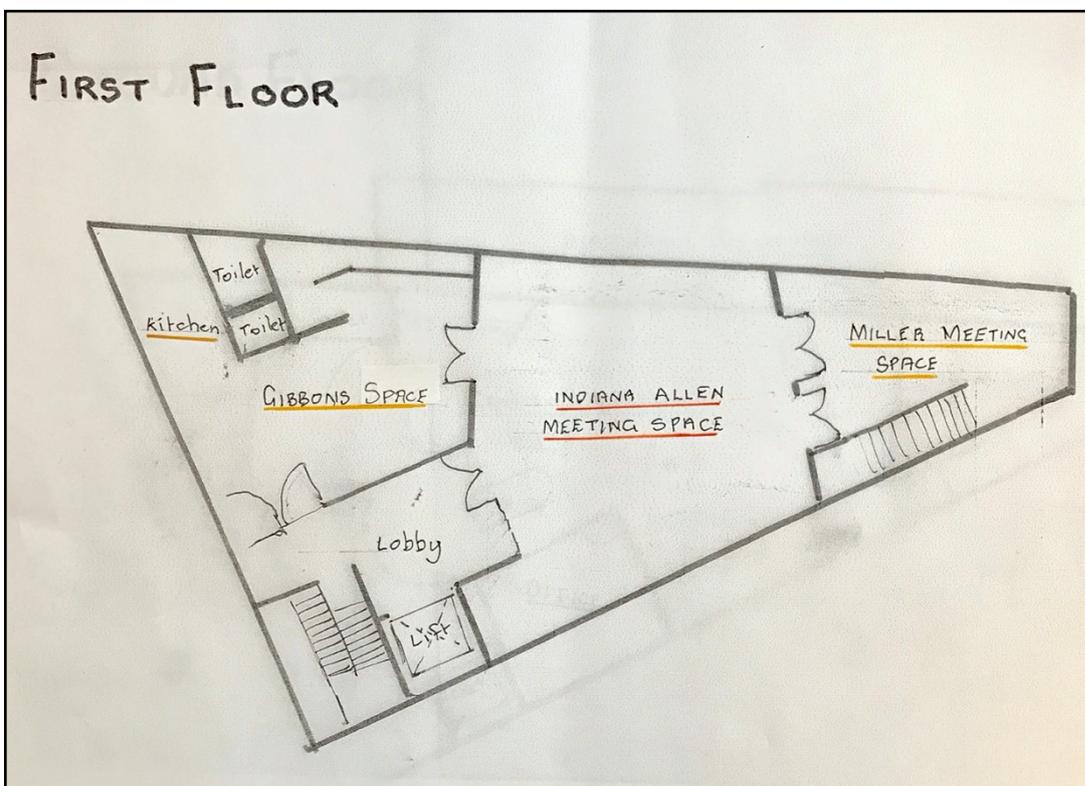
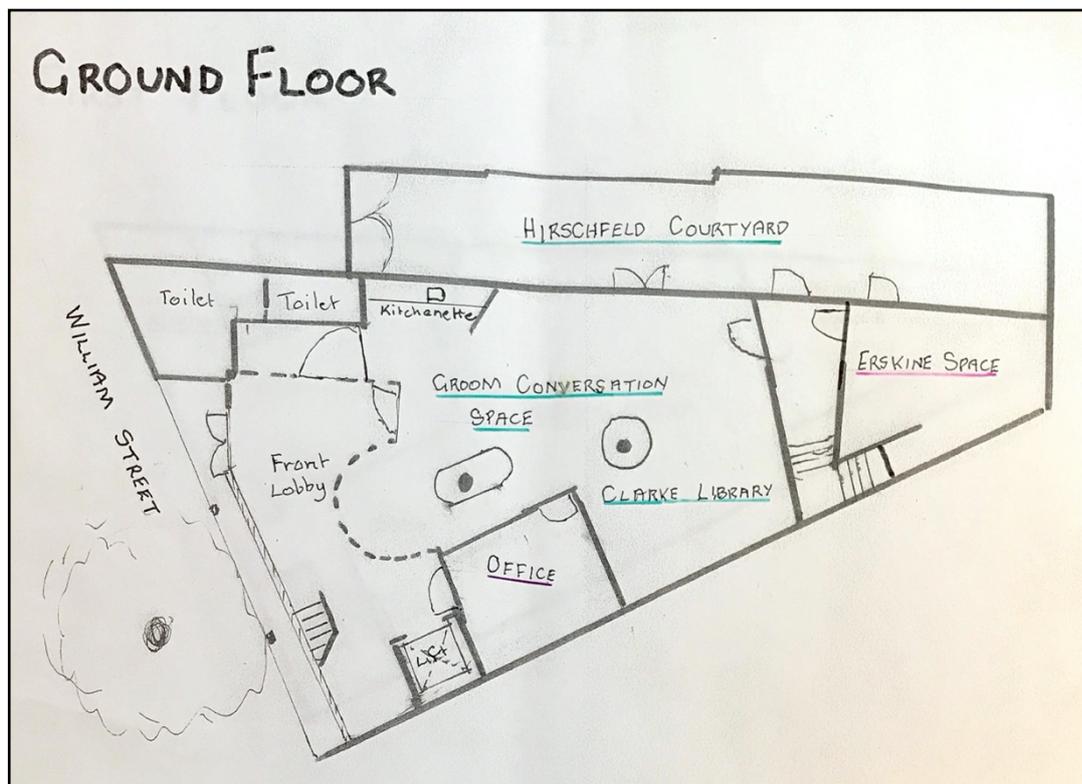
Zones within the Centre have their own sub-calendars that allow them to be booked. Most only allow one booking at a time, so those booking the space have exclusive use of that space. Multiple zones can be booked by one event, and are shown as coloured stripes across the calendar entry.

Any booking entry must include the person responsible.

The Administrators are responsible for supervising bookings, to ensure that the system is respected and runs smoothly.

Guidelines relating to Meetings are at **Appendix VI**.

## B. FEATURES OF THE BUILDING



Key to the diagrammatic layout:

1. Entrance
2. Sayce Office
3. Groom Conversation Space *casual conversation areas; 'round-table' meetings(6); internet connection points; kitchenette.*
4. Clarke Library
5. Erskine Space *children's space; small meeting room; access to courtyard*
6. Hirschfield Courtyard
7. Gibbons Space and Kitchen *social room; 'round-table' meetings(12)*
8. Indiana Allen Meeting Space *main meeting room ( <50)*
9. Miller Space *smaller meeting space (can be opened up to extend adjoining meeting)*

## C. ACTIVITIES AT THE CENTRE (as of July 2017)

Meeting for Worship is held every Sunday from 10.30 – 11.30 am, with friendly gathering immediately afterwards.

Weekday Meetings for Worship are listed on the online booking diary and posted on one of the notice boards. Quaker Meetings for Worship are open to all.

The times and dates of Regional Business Meeting or Special Meetings will be listed on the online booking diary.

For the time being, use of the of the building is restricted to

- a) Quaker meetings or functions
- b) Other meetings or functions where a Friend is in charge and will take responsibility for the correct use of the building. (eg. Committee meetings, Special interest meetings/workshops)

At scheduled opening times, the Centre will be supervised by Friends who undertake to join a roster. [**Refer APPENDIX V**, attached.] These Friends will provide a contact point for visitors to the centre for information on Friends, the services of the Centre and additional information regarding where visitors can find assistance.

The Library: Public access to the Library is dependent on the presence of a member of the Library Committee. That Committee is finalizing procedures that will be incorporated into this Manual. A description of the holdings; hours of access; borrowing policy and procedures will be supplied by the Library Committee.

Friends wishing to use the Centre at other times e.g. evening Meeting for Worship, Saturday workshops, or Guest Lectures will need to make bookings through the booking system (as set out in Section 1, Location and Access). Arrangements for access to the building are made through the 'key managers'.

Hiring to like-minded groups and associations is on hold until longer-term supervisory arrangements are in place.

## **D. USING THE CENTRE**

Friends are reminded that we are part of a local neighbourhood and a dynamic broader community. Developing and maintaining respectful relationships among users and with neighbours is a responsibility shared by all members of Victorian Regional Meeting as the legal entity for the Centre.

Fire and Emergency - procedures for evacuating the building; where to assemble; and who to inform are set out at **Appendix I. It is crucial that those who have oversight or supervisory responsibilities familiarise themselves with this material.**

Useful contacts –A 'ready-reference' list of medical, pharmaceutical and related services in the vicinity of the Centre (where a 000 emergency response is not required) is at **Appendix II**

Injury and accident reports are to be completed by the 'person responsible' for supervision of the Centre at the time. The form of this report is at **Appendix III.**

A brief written report of any incident involving theft, vandalism, illegal activity, or major disruptive behaviour needs to be filed with the Clerks as soon as possible after its occurrence. (A sample copy of the "**Incident Report**" is at **Appendix IV.**)

There is a **Checklist for Meetings and other activities** at the Centre.

See **Appendix VI**

## **E. PURPOSE AND PRINCIPLES**

The Religious Society of Friends (Quakers), is a worldwide movement founded by George Fox in seventeenth-century England. Quakers theological beliefs vary considerably. However, the concept that God is accessible to each person, has led to the distinctive Quaker worship based on silence. Quaker beliefs and practices revolve around the importance of meeting quietly together in worship waiting for the guidance of the Spirit within each one of us. There are several Quaker testimonies that are central to Friends in Australia today. These include testimonies to Simplicity, Peace, Integrity/Truthfulness, Community and Equality. For further information about Friends in Australia please see <https://www.quakersaustralia.info>

The reason for a Victorian Friends Centre is to have a place for worship and a space to support the following ideas.

### **a) SPIRITUAL NURTURE**

- To provide a peaceful space for worship.
- To provide a convenient and suitable space for discussion.
- To provide a library, Internet search facilities and archives.
- To provide space and facilities for all age groups.
- To provide a garden for those who wish to combine worship and natural surroundings.

### **b) A PERMANENT FOCAL POINT FOR COMMUNICATIONS AND OPERATIONS**

- To co-ordinate and consolidate the Quaker presence in Victoria.
- To facilitate contact among Victorian Quakers.
- To facilitate contact with Quakers outside of Victoria.

### **c) QUAKER COMMUNITY BUILDING – INREACH**

- To provide a convenient space for meetings for concerns.
- To provide a focal point for social interaction.
- To provide a convenient space for informal meetings and information transfer.

### **d) QUAKER WITNESS – OUTREACH**

- To provide a visible presence in Melbourne.
- To provide a convenient space for contact with groups Friends including ecumenical and interfaith groups.
- To demonstrate environmental responsibility.

e) SERVICE AND INCOME GENERATION

There is no provision for accommodation in the Centre as presently constituted. VRM will wish to keep under review the matter of 'suitable forms of income generation'.

## F. ADMINISTRATION

1. Management Committee roles and responsibilities – Victoria Regional Meeting has appointed a Committee to manage the Victorian Friends Centre. Essentially, the Committee is required to ensure that the Centre operates effectively and efficiently within its 'charter', meets health and safety standards, follows 'best practice' fire and emergency procedures, and is maintained in good order and condition.

### Management Committee Members (2020)

Jill Parris  
David Hall  
Bruce Henry  
Bev Polzin  
Miriam Hope  
Carol Holden  
Bevianne Fitch - library representation

2. Financial arrangements

See **Appendix VII**

3. The Library – administrative arrangements are in the hands of the Library Committee. Dates of Committee meetings and notice of working bees are circulated by email. The Committee will report to VRM on other matters affecting the operation of the Centre, including whether and when the internet can be used as a search facility, means of and restrictions on access.
4. Victoria Regional Meeting is responsible for policy-setting, oversight and 'guarding the vision' for the Centre. (Section B 'Why the Centre is needed')
5. Relevant Authorities and Agencies – *e.g. City of Melbourne; energy companies; health and safety agencies*
6. Cleaning – Groups or individuals using the building are responsible for cleaning the area they have used. Internal recycle & landfill bins must be bagged and where practical placed in the appropriate bins.

The Management Committee arranges and supervises professional cleaning of the premises on a fortnightly basis.

7. Provisioning – A member of the Management Committee is responsible for the purchase of consumable cleaning and kitchen products. These purchases are paid from petty cash.
8. Maintenance – Contact details for builder/ major contractors and suppliers, with relevant obligations/ terms of engagement and specialities are provided in a Building Maintenance Folder, located in the office filing cabinet.

In the event of plumbing, electrical or similar service faults contact SERVICE TODAY 1300 725 760.

9. Hiring arrangements are as set out at Part A.
10. Health and Safety requirements and procedures are detailed in **Appendix 1** (Emergency Procedures) and **Appendix VIII** (Hazard Inspection Check List). For further information or clarification contact Christopher Hughes 0447 330 054 . The Management Committee (OHS officer) needs to ensure an annual Hazard Inspection (**Appendix VIII**) is carried out.
11. Regular users:
  - a) The VFC Recognised Meeting is responsible for the right holding of Sunday Meeting for Worship including minor housekeeping, and ensuring that air-conditioning/ heating, lights and equipment is turned off as per specified procedures, closing/locking up the building. [Refer **Appendix VI**]
  - b) RM Committees and other regular Quaker activity groups (i.e. swipe card holders) have the same responsibilities.

# Appendices

## APPENDIX I

### Emergency Procedures

In the case of a fire or other emergency, the volunteers (or staff if employed) on duty will function as Fire Warden(s). This will include :

- Advising all occupants of the emergency, assisting them to evacuate the premises immediately but calmly via the nearest exit
- Assisting egress to the assembly point **designated by the fire and municipal authorities (outside the Common Ground café on Victoria street or on the grounds of St Mary's Church opposite)**
- Ensuring prompt contact is made with all appropriate emergency services through the 000 phone contact)
- Providing accurate and adequate information to 'first responders' as to the current situation.
- Keeping evacuated occupants at the Assembly Point informed.
- Helping responders to ensure there is no unauthorised re-entry to the building.

In the case of a small fire where there is no indication of a potential explosion, and only if it is safe to do so, occupants may choose to use the fire blanket or the appropriate fire extinguisher.

If using a Fire extinguisher, approach the fire carefully and no closer than 2 metres, remove the pin and squeeze the trigger. Do not spray foam directly on to the fire initially but to the base of the fire via sweeping motion.

**See also Appendix III and Appendix IV for accident/ injury and incident report requirements.**

## APPENDIX II

### Useful contacts

**Police, Fire or Ambulance emergency response: dial 000**

**Emergency Interim Medical Advice** Tel: **1300 60 60 24** (Nurse on call)

**Emergency Departments of Hospitals close by**

The Royal Melbourne Hospital

300 Grattan Street (corner of Royal Parade)

Parkville, 3050

Phone: 03 9342 7000

NB This hospital does not cater for childbirth or provide children services.

St Vincent's Emergency Care Centre (provides emergency advice and care for all referred and self-presenting patients)

41 Victoria Parade, Fitzroy (enter the Emergency Department via Princes Street)

Royal Childrens Hospital

Address: 50 Flemington Rd, Parkville Phone:(03) 9345 5522

#### **Medical centres:**

Errol Street Medical Centre [Hours: 9am–6pm]

Address: 65-67 Errol St, North Melbourne Phone: (03) 9329 7011

Melbourne Natural Medicine Clinic [Hours: 9am–7pm]

Naturopathic Practitioner ·

Address: 49 Chetwynd St, North Melbourne Phone:(03) 9686 2566

#### **Chemists:**

Queen Victoria Market [Hours: · 8am–5:30pm]

Address: Queen Victoria Market, 523 Elizabeth St.

Phone: (03) 9329 7703

My Chemist [Open until 9.00 pm]

128 to 132 Elizabeth Street Phone (03) 9663 6704

**Other contacts** will be provided over time and in the light of experience.

## APPENDIX III

### Accident/ Injury Report Form : Victorian Friends Centre

<b>Name of injured person(s)</b>	<b>Contact details:</b>	<b>Names of any witness to the incident:</b>
<b>Date of Incident:</b>	<b>Time of Incident</b>	<b>Area where Injured</b>
<b>Location of Injury on Body</b>  <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; width: 40%; height: 100%; text-align: center; vertical-align: middle;">Front</div> <div style="border: 1px solid black; width: 40%; height: 100%; text-align: center; vertical-align: middle;">Back</div> </div>		
<b>Type of injury sustained:</b>		
<b>Type of medical assistance provided</b>		

<b>Name of person reporting injury</b>	
<b>Contact details</b>	

**APPENDIX IV**

**Friends Centre Incident Report**

Date/Time Occurred: \_\_\_\_\_ Date/Time Reported: \_\_\_\_\_

Type of incident: \_\_\_\_\_ Reported by: \_\_\_\_\_

Describe the incident/accident in the chronological order the event(s) occurred. Attach additional pages if necessary. \_\_\_\_\_

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Name, address, and phone number of the people (s) involved. If this was an incident, please provide a description of the perpetrator: \_\_\_\_\_

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Names, addresses, and phone numbers (if possible) of any witnesses: \_\_\_\_\_

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Was an outside agency called? If so:

Which agency? \_\_\_\_\_ Responding officer? \_\_\_\_\_

Was an arrest made? \_\_\_\_\_

Was any library/ centre property damaged? If so, please describe.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Staff member/volunteer filing this report: \_\_\_\_\_

Provide any additional information on the back or on additional pages.

<b>Incident investigation</b>		
<b>Summary of Incident Investigation</b> What happened		
<b>Investigation</b> Causes Identified:		
<b>CONTROL PLAN MEASURES</b>		
<b>Control measure</b>	<b>Who's Responsible</b>	<b>Date Completed</b>

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<b>Monitoring of Control Measures</b>		
<b>Person(s) responsible</b>	<b>Monitoring Date</b>	<b>Any Recommendations</b>

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## APPENDIX V

### Friends Centre Volunteer Roster

Name	Contact details	Type of activity/ tasks you wish to Volunteer for	Days / times you would be available. When you could start	Comments

## **APPENDIX VI**

**Checklists for all activities held at the Centre are given below.**

### **Checklist for Meetings for Worship at Friends Centre**

#### **Leading the Meeting**

Before the meeting

Liaise with your doorman. Co-opt volunteers for housekeeping and welcoming visitors.

In the meeting

1. Draw the meeting to a close.
2. Welcome visitors.
3. Ask for notices.
4. Ask for two volunteers for next week.
5. Count the number of cars that came to meeting.

#### **Housekeeping**

1. Turn on the urn. Ensure that there is milk, coffee, tea, etc.
2. Unstack the dishwasher if it has the "Clean" sign on the door. Remove the sign.
3. Ensure that the meeting room is set up for the meeting.
4. Ensure that the heating/cooling is running. If not, contact your Management Committee contact (currently 0400 009 377 David Parris).
5. Invite visitors for tea and coffee.

Before you leave

1. Ensure that cups etc. are cleared and stacked in the dishwasher. Turn it on and place the "Clean" sign on the dishwasher once it is running.
2. Ensure all rubbish is in the marked bins.
3. Check that the upstairs spaces are as you would like to find them. Toilets flushed, floors free of food scraps or rubbish. Chairs in place or against the wall.
4. Turn off the lights (the heating should turn itself off).
5. Lock all of the doors.

#### **Doorman**

Before the meeting

1. Ensure you have the Swipe Card the internal codes, and have been shown how to use these correctly (it is not intuitive).

2. Contact numbers for Management Committee (only in case of something going wrong).
3. Liaise with your meeting leader.

#### On Sunday

1. Arrive at or before 9:30 am and open the door.
2. Manage the door until 10:45.  
Duties include
  - a. Greeting Friends and friends.
  - b. Reminding them to turn off their mobile phones.
  - c. Warmly welcome visitors and show them where the meeting is being held.
  - d. Hand newcomers a "First time at a Quaker meeting" brochure if appropriate.
3. Before you leave pass the swipe card on to the doorkeeper for next week, including training if needed.
4. Support the meeting leader with their post meeting duties.

## Checklist for Other Activities at Friends Centre

### Convener of the Meeting

#### Before the meeting

Check that the space(s) to be used are set up correctly.

Heating/cooling.

Downstairs – A manual controller is on the back wall. Ensure that it is turned off when you leave.

Upstairs – Programmed Controller, please do not touch. Call David Parris on 0400 009 377 if the heating is not working.

### Housekeeping

Turn on the urn. Ensure that there is milk, coffee, tea, etc.

Unstack the dishwasher if it has the "Clean" sign on the door. Remove the sign.

#### ***Before you leave***

Ensure that cups etc. are cleared and stacked in the dishwasher. Turn it on and place the "Clean" sign on the dishwasher once it is running.

Ensure all rubbish is in the marked bins.

Check that the upstairs spaces are as you would like to find them. Toilets flushed, floors free of food scraps or rubbish. Chairs in place or against the wall.

Turn off the lights (upstairs the heating should turn itself off).

Lock all of the doors.



## **APPENDIX VII**

### **Financial arrangements in detail**

#### **BUDGET**

The Budget will be prepared by the responsible officer on the Management Committee, in collaboration with the VRM Treasurer.

The Budget will include all reasonable costs expected in operating the Victorian Friends Centre, and the best estimate of expected income. Any surplus or deficit forecast in the Budget must have the prior approval of the VRM Meeting for Business.

Every effort should be made to foresee and Extraordinary Expenditure that might arise during the year.

- Last year's budget and actuals provide the baseline.
- Actuals are tracked against forecast.
- Budget forecast for the next financial year must be generated in time for June VRM.
- Extraordinary expenditure procedure is needed.

#### **PURCHASES**

##### **Purchases below \$ 75:**

- Receipts must be submitted to VRM Treasurer for reimbursement.
- Cash Book (kept with Petty Cash).

##### **Purchases above \$ 75:**

- Must be approved by VRM either as Budget Items or as Extraordinary Purchases.

#### **PETTY CASH**

- Petty Cash must be kept in a Float in a secure location, eg locked office.
- Float must be kept at the target value of \$ 150. Any withdrawal to be replaced within one week. Any excess to be deposited weekly.
- A Cash Book and Receipt Envelope to be kept with the Float at all times. Purchases and additions must be recorded in the Cash Book at the time that the cash is withdrawn or added.

#### **INCOME RECEIVED**

- Income can be as Cash, by Direct Transfer or other, such as cheques.

- A Tax Invoice must be raised against all income received as the result of a service of any kind.
- A Tax Invoice is not needed for direct donations such as the Pink Pig.

## **REPORTING**

The Management Committee shall designate a responsible officer and a delegate or alternate to oversee reporting:

- monthly to the Management Committee,
- to the VRM Treasurer as required, and
- bimonthly as part of the Management Committee's report to the VRM Meeting for Business.

## **BANKING**

The VRM Treasurer is responsible for all Banking, both deposits and withdrawals, but may delegate some or all of these to a member of the Management Committee as required.

## **GST**

Basic records required are:

- cash book records of daily receipts and payments
- tax invoices and income tax records, such as debtors and creditors lists, stocktake records and motor vehicle expenses
- records of payments relating to employees, such as pay as you go (PAYG) withholding, superannuation and fringe benefits provided
- records of payments withheld from suppliers who do not quote an Australian business number (ABN)
- bank reconciliation statements
- records to enable fringe benefits tax (FBT) liability to be assessed.

## APPENDIX VIII

### Friends Centre Hazard Inspection Checklist

Date of Inspection:

\_\_\_\_\_

Inspected By:

\_\_\_\_\_

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**FEATURES****CONDITION****COMMENT**

Access ways / exits

G S P

Walls / Ceiling

G S P

Floor coverings

G S P

Windows / Ventilation

G S P

Heating / Cooling

G S P

Toilets / rest rooms

G S P

Adequate lighting

G S P

Light fittings condition

G S P

Fire control equipment

G S P

Electrical  
equipment/outlets/tags

G S P

Adequate storage

G S P

Materials stored properly  
including chemicals

G S P

Adequate furniture /  
condition

G S P

Hygiene / adequate bins

G S P

Outdoors / car park      G S P

Other      G S P

**REMARKS**

<p><b>G = Good:</b> no action <b>S = Satisfactory:</b> needs monitoring <b>P = Poor:</b> needs action time based on consequence and probability</p>	<p>★RISK = High, med or low based upon <b>S</b> and <b>P</b> items</p>
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<b>Action Required</b>	<b>Due Date</b>	<b>Person Responsible</b>	<b>Action Completion Date</b>	<b>Comments / Monitoring Requirements</b>