

COMMUNITY RESOURCE CENTRE ACCESS PROCEDURE

OBJECTIVE

The purpose of this procedure is to detail the approach to providing access to the Community Resource Centre (CRC) for individuals, groups, organisations and schools.

DEFINITIONS

Member	An individual, group, organisation, or school who has an active CRC membership.
Membership	The payment of an annual fee that provides free access, resources and discounted training and room hire. Membership is available for individuals, groups, organisations, and schools.
Non-member	An individual, group, organisation, or school who does not have an active CRC membership.
Individual	A person with disability, health and/or education needs.
Group	A group of people with a common purpose who focus on disability, health and/or education.
Organisation	An entity such as government agency, non-government organisation or not-for-profit comprising one or more people and having a particular purpose.
School	An educational institution designed to provide learning environments for students.
Resources	Items that have been purchased to support people with disability, health and education needs. These are available to members to borrow.
Room Hirer	A member or non-member who books a treatment, consultation or meeting room.
Child/Youth	A child/youth is an individual under 18 years of age (as outlined in the Child Protection Act 1999).

PROCEDURE

Members and non-Members can access the CRC.

Non-members

- Non-Members can access room hire and professional services as per Council's Fees and Charges.
- Non-members are not eligible to borrow resources.

Members

How to become a member:

1. Check Eligibility

Individuals with disability, health and / or education needs can be referred for membership by:

- professionals
- parent, carer or guardian.
- self

Groups and Organisations with a focus on disability, health and / or education can apply for membership.

Schools operating in the Banana Shire are eligible for CRC membership. Applications from schools operating outside the Banana Shire will be considered.

Individuals, Groups, Organisations and Schools can check eligibility with CRC Staff.

2. Complete an Application for Membership

Application forms are available:

- at CRC
- by phone
- by email - crc@banana.qld.gov.au
- [Community Resource Centre – Banana Shire Council](#)

A completed application requires:

- Individuals to complete the *Individual – Application for Membership*.
- Groups and Organisations to complete the *Organisations - Application for Membership* and *Credit Application*.
- Schools to complete *School – Application for Membership*, *Credit Application* and, for each staff borrower, *School Staff Application for Membership*.

Completed applications are accepted at the CRC or by email: crc@banana.qld.gov.au

3. Assess Applications

A CRC team member will review an application to:

- Confirm that all required documents are complete. Incomplete documents will be returned to the applicant.
- Assess eligibility.
- Check records for past membership.

Applications will not be accepted if an applicant is deemed to be ineligible. If there are issues related to past membership the application may be declined. These issues would need to be discussed with the applicant prior to a decision being made. If membership is declined, a reason will be provided in writing.

If the application is accepted the applicant will be notified and proceed to membership fee payment.

4. Determine Membership Fee and Process Payment

- Membership fees apply in a financial year – 1 July to 30 June.
- Full annual membership fees apply for applications received between 1 July and 30 September.
- If an application for membership is received after 30 September a pro rata rate will be negotiated.

- In circumstances where financial hardship is identified, membership fees may be reduced or waived.
- Membership fees can be paid by cash, card or invoice.

5. Activate Membership

New and returning members will be provided with:

- library access to enable borrowing
- an access card
- a Welcome Pack which includes information about:
 - Rights and responsibilities
 - Hours of operation and afterhours access
 - Conditions of room hire
 - Emergency procedures.

Active members can:

- borrow resources from the library as per *CRC Collection Procedure*. If resources are returned damaged or incomplete, limits may be placed on future borrowing.
- hire treatment, consult or meeting rooms
- use playgrounds, outdoor areas, kitchen

6. Renew Membership

- Membership renewal occurs annually in July.
- Members can renew membership following Section 2 of this procedure.

7. Changes to Borrowers

- Changes to borrowers can occur at any time during membership year.
- Groups, Organisations and schools will review their list of borrowers as part of the membership renewal process.
- If group or organisation borrower numbers are at capacity, an authorised representative will be asked to advise a revised list of borrowers or increase the size of their membership.

8. Cancel Membership

- If membership is not renewed, the member's account will be deactivated.
- In circumstances where a member wishes to cancel membership due to financial hardship a prorated refund of fees may be negotiated.

Bookings

1. Room Hire

Rooms at CRC can be hired by members and non-members as per the following process:

- Requests for room hire can be taken in person, by phone or email.
- Requests can be for individual or repeat room hire.
- Room hire costs will be charged as per the Council's Fees and Charges.
- Confirmation of requests will be subject to availability, with priority given to members.
- Confirmation will be provided to room hirers via email and include conditions of hire.
- First-time room hirers will be provided with an induction.
- Key access to the building is provided for after-hours bookings.
- Payment for room hire can be made by cash, card or invoice.

2. Playground, Outdoor Area and Kitchen Bookings

Other areas at CRC can be hired by members and non-members as per the following process:

- Bookings can be taken in person, by phone or email.

- Bookings can be for individual or repeat sessions.
- These areas can be booked at no cost.
- Bookings by members will be prioritised.
- Confirmation will be provided via email and include conditions of booking.
- First-time users will be provided with an induction.

Children and Youth

Access to CRC for children and youth will adhere to Council's *Child & Youth Protection Policy and Procedure*. This includes ensuring that all Council staff who work with children and young people have relevant and current background checks.

Children and youth accessing CRC must be:

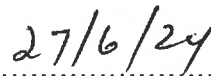
- supervised by a parent, guardian or caregiver; or
- receiving a service from Council staff; or
- receiving a service from a visiting organisation.

An assessment of this Procedure against human rights determined that no human rights are limited or affected by this Procedure.

CERTIFICATION



.....
CHIEF EXECUTIVE OFFICER
BANANA SHIRE COUNCIL



.....
DATE