



# Operational Manual for Moss Vale Senior Citizens and Community Centre

**Contact:** Volunteering Wingcarribee

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☎ (02) 4869 4617

*Working with you*

WSC.NSW.GOV.AU



## Useful Contact Details

<b>Booking Officer:</b>	Volunteering Wingecarribee 4869 4617 info@volwing.org.au
<b>355 Committee Coordinator:</b>	Lynne Morrison 02 4868 0704 mail@wsc.nsw.gov.au
<b>Maintenance:</b>	Wingecarribee Shire Council 02 4868 0888 (24 hours Customer Service) mail@wsc.nsw.gov.au
<b>Emergency Services:</b>	000 112 (from mobile) 106 (SMS – for people who are speech or hearing impaired)
<b>SES:</b>	132 500
<b>RFS:</b>	02 4868 5500 1800 679 737 (Bush Fire Information Line)
<b>Fire &amp; Rescue:</b>	02 9265 2999 1800 679 737 (Bush Fire Information Line)
<b>Local Police Station:</b>	Southern Highlands Police Station 02 4869 7899 (24 hours)
<b>Gas Emergency:</b>	131 909
<b>Endeavor Energy:</b>	131 003
<b>Poisons Information:</b>	131 126

If the facility is found damaged, vandalised or left unsecure please notify the Police Assistance Line (PAL) on 131 444 and Council on 4868 0888 immediately.

**IN CASE OF EMERGENCY OR IF YOU HAVE CONCERNS FOR YOUR SAFETY  
Contact Emergency Services on 000 immediately!**

Council has developed this Operational Manual to enhance your hiring experience. This guide provides you with a quick reference on how to access the facility and how to locate and operate the equipment. Contact details are listed should you require assistance.

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## What is at the facility?

Penrose Community Hall is comprised of the following rooms:

- Hall – tables and chairs for 100
- Meeting Room
- Kitchen
- 3 Storage rooms
- Toilets
  - ▶ Accessible
  - ▶ Male
  - ▶ Female
- Technical Equipment
  - ▶ Data projector & screen
  - ▶ Microphone
  - ▶ Speakers
  - ▶ DVD player
  - ▶ Whiteboard
  - ▶ Wi-Fi
  - ▶ Lectern
- At the facility
  - ▶ Hearing loop
  - ▶ Piano
  - ▶ Lectern

### Note:

- This facility does not have a public phone; you will need to bring a mobile phone for emergencies.
- All users are required to supply their own First Aid Kit.
- Parking: informal parking available.

## Facility Floor Plan





## Arrival / opening procedure

1. Unlock the Entrance door to the facility using the key from the booking officer.
2. The main door to the hall is on the right of the foyer.
3. The light switches to the foyer are located on the left-hand side as you enter.

### Toilets

1. The toilet doors are located on the left side of the foyer.
2. There are 3 toilet doors, the Accessible toilet is location on the right, the Male toilet is in the middle and the Female toilet on the left.
3. Light switches for all toilets operate via a sensor and timer system. The lights for each of the amenities should come on as soon as the door is opened.

### Meeting room

1. The meeting room is located on the left side of the main foyer.
2. The Light switch is on the left-hand side as you enter.
3. In the center of the room is a table and some chairs.
4. On the right-hand side is a large cupboard and a sink.
5. There is an Air conditioner in the meeting room on the right-hand side wall.
  - The remote for the A/C is on the table in the center of the room.
  - Press the ON/OFF button to operate
  - Press the MODE button to select the setting; HEATING / COOLING
  - Press the TEMP button to select the temperature.
6. There is also a pedestal fan available for cooling and a coil heater for heating.
7. The windows have blinds; the blinds cab be opened while the room is in use but must be closed before leaving.
8. There is a white board available for hirers to use, it is in the store room.
  - Hirers are required to bring their own white board markers and rubbers.
  - The whiteboard must be cleaned and returned to the store room.

### Hall

1. Entrance to the hall is located to the right of the foyer.
2. The Light switches are in various areas of the hall, there are 3 sections of lighting for the main hall;
  - Section 1; left hand side as you enter the hall
  - Section 2; located on the brick wall opposite the main entrance, in the middle
  - Section 3; located on the brick wall opposite the main entrance at the far end of the hall.
3. When setting up your event, please do not block any exit doors with equipment such as tables and chairs.
4. There is laminate flooring in the hall area.
5. To avoid damage to the flooring please do not drag heavy objects across the flooring.



## Heating / cooling for the Hall

1. There are two air conditioners in the mail hall.
2. The remotes for the air conditioners are mounted on the brick wall under the Air Condition units.
3. To operate the A/C;
  - Remove the remote from the holder.
  - Press the orange button to turn the Air Conditioner ON / OFF
  - Press the MODE button to select the setting; HEATING / COOLING
  - Press the TEMP button to select the temperature.



## Fans

1. There are four fans in the main hall.
2. The controls are;
  - Control one; on the left-hand side of the main entrance
  - Control two; on the brick wall opposite the entrance door.
  - Control three; on the brick wall opposite the entrance door.
  - Control four; on the brick wall opposite the entrance door.
3. The settings for the fans vary;
  - 1 - High speed
  - 2 -Medium speed
  - 3 - Slow speed.

## Kitchen

The kitchen is on the left side of the hall as you enter.

The light switch is located on the wall on the left side of the kitchen BEFORE you enter.

The kitchen has:

- fridge;
- oven;
- dishwasher
- zip hot water system
- gas stove top;
- microwave;
- 2 x kettles;
- Urn.



## Pantry

The kitchen has a pantry, located on the right side of the kitchen.

- To open pull the roller door up, ensure it is closed at the end of the hire.

## Operating kitchen equipment

### ***Kitchen Urn***

1. The urn must be on the block. See image
2. The urn and the block are stored on the right side of the pantry.
3. Remove them from the pantry before use.
4. When filling the urn with water take the lid off and fill using a jug. Do not lift & carry the urn to the tap.
5. When setting up the urn, ensure the sink tap can be reached easily and there is space for the jug in the sink to rest while filling with water.
6. Plug the urn into the power outlet on the wall.
7. For heating turn control knob clockwise.
8. The red light will signal when the power is on.
9. When the water is boiled, turn knob anticlockwise until the light is off.
10. To re boil the water, turn the control knob clockwise back to maximum position.
11. After adding cold water, turn the knob clockwise to heat.
12. When not in use, turn the urn off.
13. Empty the urn when once your function has finished.



*Urn on the block.*

### ***Electric kettles***

1. There are two kettles in the kitchen.
2. Before use, plug the power cord into the power points.
3. To open the lid, press the silver button on the handle.
4. Ensure the element is covered with water or filled to the desired level.
5. Switch on the power outlet.
6. Switch on kettle by pressing down on the power switch at the base of the handle.
7. The jug will switch off automatically when the water has boiled.
8. When finished check the jugs are empty and left on the bench.



*Kettles*

### ***Gas Stove Top***

1. There is a Gas stove top with 5 burners.
2. To turn on a burner press the knob corresponding to the selected burner inwards and turn it anti-clockwise to the maximum position.
3. Keep the knob pressed, the automatic electric ignition will start and light the gas. Release the

knob once the stove is on.

Note: The stove can be lit with a flame if the electricity is disconnected.

4. Turn the knob clockwise to the desired heat.
5. Ensure the burner heads and skirts are replaced correctly especially after a spill as a short circuit can seriously damage the working of the hotplate.

### **Electric Oven**

1. **Timer knob:** Must be set before the oven will work. Turn to desired number of minutes.
2. **Temperature knob:** To turn on the temperature turn the knob clockwise to the desired temperature.
3. The oven light will come on and stay on until the selected temperature is reached.
4. The temperature shown on the control panel corresponds to the oven Centre only when the following functions are selected.
  - ▶ Natural convention
  - ▶ Fan Oven
5. Keep the oven door closed when the oven is in use.
6. **Communicator knob:** To select one of the following functions turn the communicator knob clockwise. The oven internal light will come on.
  - *Defrosting with the fan:* The air is at an ambient for defrosting food very quickly.
  - *Natural Convention:* Both lower and upper heating elements operate together. Traditionally for roasting joints, biscuits, baked apples and crisping food.
  - *Fan Oven:* Both the fan and the circular heating element operate together. Ideal for meat and fish at the same time without affecting taste and smell.
  - *Medium Grill:* Good for grilling. The thermostat knob must be on maximum position.
  - *Total Grill:* For grilling traditional food, turn the thermostat knob to 200°C.
7. Foil should be used to cover food. Foil must NOT be used to cover any part of the oven shelves or racks.
8. Do not place pots, tray or any other item directly on the base of the oven.

### **Oven Controls**

- 1 Timer Knob
- 2 Temperature Knob
- 3 Communicator Knob





## Dishwasher

1. Please scrap food scraps into the bin and then rinse all cutlery and crockery in the sink with water before stacking them into the dishwasher.
2. Once you have loaded the dishwasher fill the detergent dispenser with detergent before you set a washing program. Detergent is kept in the cupboard under the sink.
3. Close the appliance door.
4. Press the **ON / OFF** Button.
5. Select your washing cycle by pressing the **program selector** button until the indicator light comes on for the setting you want.
6. Press the **start** button. The washing program starts automatically, and the washing indicator light will come on.
7. The washing program only starts after you press the start button. Until then it is possible to modify the settings.
8. When the washing program is in operation you cannot change the program, you can only **cancel** a washing program.

### To cancel the wash cycle;

- Press and hold the program selection button and button lock button at the same time until all the indicator lights come on.
  - Then release the buttons,
  - The washing program is cancelled.
  - switch off the appliance.
  - Reset a new washing program.
  - Remember to fill the detergent dispenser with detergent before you set a new washing program.
9. The washing cycle is complete when the **READY** light comes on and the **WASHING** light goes off.
  10. Switch the appliance off.

**NOTE- Before opening the dishwasher please take care as THE STEAM AND DISHES WILL BE HOT AND MAY CAUSE BURNS.**

11. Open the door slightly and keep the door ajar for some minutes before you remove the dishes. Let the dishes cool down before you remove them from the appliance as hot dishes are easily damaged.
12. Please empty the dishwasher after use so the next users can have a clean start.

## Microwave

- The microwave is located on the left side of the kitchen.
- Use the buttons on the microwave to operate the microwave.

**Please DO NOT turn the fridge off.**

## Cleaning of the kitchen

1. Ensure that you remove all food and drinks from the fridge at the end of your event.
2. Please do not put the cups, mugs and glasses away wet.



Dishwasher



Microwave

3. Ensure all items are clean and dry before putting them away in the cupboards.

4. Wipe up any spills from:

- ▶ Fridge
- ▶ Stove top and oven
- ▶ Other cooking appliances

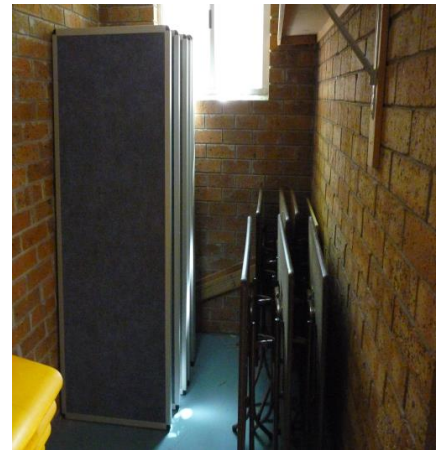
5. Ensure all bench tops are wiped over.

6. Please sweep and mop the floor.

7. Empty all rubbish bins and reline with clean bags.

8. Remove all rubbish from the facility.

**Note: All hirers please bring your own cleaning products as well as tea towels to assist with your cleaning.**



*Storeroom*

## Storeroom

There are three store rooms. Two main store rooms are located at the fair end of the hall. The third store room is next to the kitchen door.

Inside the main storeroom;

- ▶ 80 blue plastic and steel chairs
- ▶ 10 yellow plastic and steel chairs
- ▶ 1 chair stacker
- ▶ 6 square small folding tables
- ▶ 14 long light weight plastic top folding tables
- ▶ 2 folding plastic kitchen tables
- ▶ 1 white board

To set-up the folding **tables**;

1. Using a 2-person lift to carry the tables from the store room into the hall.
2. While the table is on its side, swing the table legs out. The two folding legs need to be unclipped from the base and pulled at right angles to the table top.
3. Slide the aluminum angle over the folding brace of the leg to ensure the leg is firm.
4. Ensure the table legs are sturdy and the lock at the base is firmly secure before standing the table up.



*AV Cupboard*

*Main Store room  
Chairs & tables  
store room*



*Two folding plastic kitchen tables*

## Chairs

There are 90 chairs in the facility. The blue and black chairs are in the main storage cupboard. They should be stacked in groups of ten (10). The blue plastic chairs are stacked along the wall in the hall.

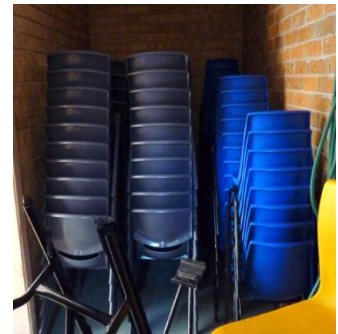
5. The chair stacker is used to move the chairs in and out of the right-hand side storage room.
6. Push the stacker under the chair stack until the front arm is under the chair stack and then tilt the stacker back to lift the chairs.
7. Use the chairs stacker to move the chairs around the hall. Do not drag the chairs.
8. When packing away that the chairs, they must be stored hard against the wall. Leave room for the white board and tables in the store room.



*Blue and black chairs on chair stacker.*



*Blue Plastic chairs*



*Chairs stacked in the store room*

## Technical Equipment / AV Cupboard

The technical equipment is in the AV cupboard and can be unlocked using the front door key. The light switch for the store room is located on the right side as you enter the store room.

### PA System/ Audio

The master switch is on the right-hand side of the AV store room before you enter. It will switch ON and OFF all sound units in the system. It includes the amplifier, hearing loop, cordless mikes and cable microphones.



*AV cupboard*

### JED - Projector

The JED switch allows the visual components including the projector to power up. The red light illuminates to indicate power is on.

1. To start the projector, push the "On" button (green).
2. When the green light flashes the device is warming up.
3. The blue button labeled COMP is linked to the computer.
4. The blue button labeled VIDEO is linked to the VCR socket & HDMI labeled Computer.
5. To connect to computer via composite (COMP) plug blue (VGA) push the blue video button once.
6. To connect to computer via HDMI plug labeled Video 2 push the blue video button twice.



*PA system switch*



*JED - Projector switch*

### Receivers

1. The receivers are in the AV cupboard on the left side.

### Projector Screen

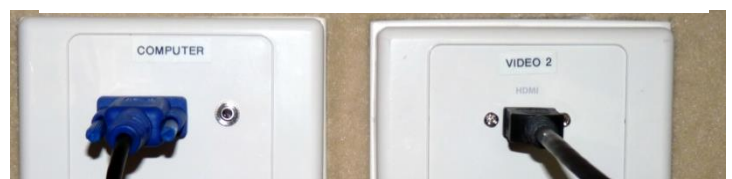
1. Use the rod with the hook, which is in the AV cupboard to pull down the projector screen.
2. Use the rod to control the screen roll up. If you let it go it will wind the screen up too fast and damage it.

### Cables

1. Plug the cables into the HDMI or Video 2 wall socket from your device (computer or laptop).
2. If your device has a separate plug for audio plug this into the PC AUDIO socket.



*Receivers*



*Cable sockets*



## Microphone

The microphones and lapel microphone with the body pack is located on the left shelf in the AV cupboard, inside the plastic trays.

### ***Cordless Microphone***

1. Open the battery compartment, check the battery for corrosion then close cover. Replace battery with spare battery in the tray if needed.
2. Switch on the handheld Microphone transmitter, then you should see a green power light turn on.
3. If the master switch is on, speak into the microphone. Complete a sound check by;
  - Looking at the sound receiver and observing if the signal level lights up when you speak into the microphone.
  - Ask another person if they can hear your voice from the speakers in the hall.



*Cordless microphone*

When finished using the microphone;

4. Switch off the Microphone.
5. Return to the plastic tray in the AV Cupboard.

### ***Lapel Microphone & Body Pack***

1. This microphone will work from any part of the hall.
2. Attach the Microphone to a shirt collar or tie using the clip.
  - For optimum sound quality the microphone should sit 15-25cm from the presenter's mouth.
3. Switch on the transmitter. Once turned ON, the Green light on top of body pack will illuminate bright green.
4. Clip body pack transmitter to belt or jacket.
5. Remember to switch the microphones off after use.



*Lapel microphone and body pack*

### ***Cable Microphone***

1. The microphone cable is in the AV cupboard.
2. Plug the microphone cable in to the socket labelled MIC 1.
3. Plug the other end into the microphone if not already attached.
4. The microphone can be used with a microphone stand. The stand is in the AV cupboard.



*Microphone socket*

When finished using the microphone;

5. Push the silver knob on top of the plug to release the cable after use.
6. Wind up the cables, taking care not to damage the microphone.
7. Return the microphones, stand and cables to the AV cupboard and place on the shelf and hooks.


## Laser Pointer

1. The laser pointer is located on the left shelf in the AV cupboard, inside the plastic trays.



*Laser Pointer; remove the receiver from the base of the pointer by pulling it out.*



- 
2. Take the pointer out of the bag.
  3. To switch on the pointer, press the switch on the left side. Once turned on a green band will illuminate.
  4. Take the receiver from the base of the pointer by pulling it out.
  5. Insert the receiver into the USB slot in your computer and press the start slideshow button. Some USB slots work better than others.
  6. If your computer is ON and the slideshow software is open the screen will show the first slide on the screen. To change the slide, press the left or right arrow on the pointer.
  7. To use the laser pointer to 'point' to something on the screen;
    - press and hold the red button above the left and right arrow.
    - Point to the item on the screen.
  8. **Do not point the laser pointer at people's face or eyes.**

When you have finished using the laser pointer;

9. Insert the receiver into the pointer's base.
10. To switch off the pointer; press the switch on the left side of the pointer. Once it has turned off a red band will illuminate.
11. Place the pointer into the bag and ensure it's stored in the AV cupboard on the shelf.

#### ***DVD Player and Projector***

1. The DVD player is in the AV cupboard.
2. Ensure the DVD player is on by pressing the STANDBY / ON button.
3. The DVD image will display on the projector.
4. Turn on the projector, using the green button on the JED switch (ON) or Red (OFF)
5. The green light will flash as the projector is warming up
6. If you are Push once on Blue Comp button on the Jed switch if you are connecting via the VGA plug (Blue) labeled computer
7. The projector will take up to 90 seconds to warm up and show an image on the screen.

When you have finished using the DVD player;

8. Push OFF (Red button) on JED switch
9. The red light will flash as the projector powers down
10. The red light will remain illuminated to show the power is OFF.

## Inductive Loop Receiver

1. The Loop Receiver is in the AC Cupboard on the right side in the plastic tray.
2. Before use; check the two AAA batteries are correctly inserted.
3. To switch the power ON, turn the wheel on the right-hand side of the receiver clockwise until you hear a click.
4. Continue turning the wheel clockwise to increase the volume.
5. Turning the wheel anti clock wise will decrease the volume.
6. With earphones inserted into your ears and the device at eye level both the red and green light should be flashing when the hearing loop is being operated correctly e.g. between 100mA to 400 mA sensitivity.



When you have finished using the Loop Receiver;

7. Turn the wheel on the right-hand side anti-clockwise to switch the power OFF. Turn the wheel until you hear it click.
8. Once the Loop Receiver is switched OFF, return it to the tray in the AV cupboard.

## Speakers

There are (9) nine speakers located in the hall ceiling. This is designed to provide a clear sound to all people in the hall regardless of where they sit, the sound should be even and clear.

## Cleaning of the hall

1. Ensure all tables and surfaces are wiped over and clean.
2. Tables and chairs are stored correctly in the designated area.
3. The whiteboard must be cleaned and returned to the store room.
4. Empty all rubbish bins and reline with clean bags.
5. All floors should be swept and mopped.

## Trouble shooting Cordless & Lapel Microphones

Problem	Suggestions
When the receiver is turned on the indicator light is not lit	Make sure the power cable is well fixed Check the socket is in good condition
When you speak the Audio light blinks, but no sound output	Be sure the volume is not set to low, or the audio cable is not fixed in properly Verify Amplifier is on
The effective signal distance becomes close, but the signal is not receiving	Perhaps you should change the battery in the microphone Perhaps the receiver is not in the right place on top of the DVD player Perhaps there is a strong magnetic field in your surroundings
No sound or faint sound Receiver ready LED light on	Verify all sound system connections or adjust gain as needed Verify the receiver is connected to amplifier Verify Amplifier is on
No sound or faint sound Receiver ready LED light off	Turn on transmitter Check batteries are installed correctly. Insert fresh batteries. Verify Amplifier is on
No sound or faint sound Receiver LED screen off	Make sure receiver DC adaptor is securely plugged into electrical outlet Make sure receiver is powered on Verify Amplifier is on
No sound or faint sound Receiver ready LED light flashing red	Replace Microphone transmitter batteries. Verify Amplifier is on
Audio dropouts Ready light flickering or off	Identify nearby sources of RF interference and shut down or remove source Replace batteries Ensure system setup within recommended range and receiver kept away from metallic surfaces For optimal sound transmitter must be used in line of sight
Distortion Audio LED on receiver indicates overload RED	Reduce Transmitter gain



## Departure Procedure

1. Ensure all clean up procedures above have been followed.
2. Close and lock all windows.
3. Ensure all equipment has been turned off (except for the fridge) and all power points are off.
4. Turn off all heaters or the air conditioners.
5. Turn the ceiling fans off.
6. Turn off all lights.
7. Exit the building as soon as this has been done and lock the main door to the Centre.
8. Toilets (external) should be checked to ensure they are being left clean and tidy.

## Using the Facilities

1. There are power points in the facility and they are located at the following locations:
  - ▶ hall;
  - ▶ meeting room; and
  - ▶ kitchen
2. A whiteboard can be found in the hall store room. Please bring your own white board makers and erasers. When you have finished please erase all content then return it to the store room.

## Incident Reports

All incidents at the Facility must be reported to Council within 24-hours on Council's customer service line (02) 4868 0888 or email: [mail@wsc.nsw.gov.au](mailto:mail@wsc.nsw.gov.au). An Incident report forms needs to be completed and returned to Council. These forms are in the magazine holder near the main entrance.

## Emergency Evacuation

1. In the case of an emergency, you as the Hirer are responsible for the emergency evacuation of those attending your event and ensuring that all participants go to the designated emergency assembly area as indicated in the facility's evacuation diagram.
2. Ensure no person re-enters the Facility until clearance is given by Emergency Services or Council Officers.
3. Evacuation plans must not be removed from the walls or covered over.

# FACILITY CHECKLIST

Name of Facility: Moss Vale Senior Citizens and Community Centre

Name of room hired: \_\_\_\_\_

Name of Hirer / Group: \_\_\_\_\_

Date: \_\_\_\_\_

Please complete the Facility checklist at the start and completion of your hire.

Arrival / Set-up	Yes / No	Comment
<b>All emergency equipment available;</b>		
Fire hose reel, extinguisher and fire blanket		
Emergency Evacuation Diagrams observable		
All Emergency Exit Lights in working order		
<b>Facility and amenities clean and undamaged;</b>		
• Doors, windows and blinds		
• Foyer area		
• Lights, light switches and power points		
• Store rooms / AV cupboard		
• Toilets		
• Kitchen and equipment		
<b>Departure / Pack-up</b>		
All cleaning procedures completed		
Empty all rubbish bins and reline with bin liners.		
Please remove all rubbish from the facility.		
Toilets should be checked to ensure they are being left clean and tidy.		
Ensure all equipment has been turned off.		
Turn off Heating / Air Conditioner		
Close and lock windows.		
Check all doors are locked.		
Turn off the lights.		
Exit the building as soon as this has been done and lock the main entrance door.		

***This Facility Checklist must be returned to the Booking Officer.***