

Frequently Asked Questions

Below is a list of commonly asked questions about hiring a room at Visy Cares Hub.

Can I hire a hall for parties?

We do not hire Visy Cares Hub facilities for parties. The facility is aimed at offering activities/events for youth. We accept casual hires. Regular and function hires for youth events/activities are by written application only and approval by Brimbank Youth Services Co-ordinator.

When can I gain access for setting up?

You need to include any set-up time and pack up time in your booking. You will only have access to the facility for the hours you have booked and paid for. For example, you will not be able to access the facility the night before your hire to set up or the day after to clean up or pick up equipment or supplies. If you leave anything in the facility, you will be charged a retrieval fee.

Can I book the rooms for several days, a week, or a month?

Yes, we book our rooms out to groups for longer periods and on an ongoing basis. Please see the [Casual Hire](#) and [Regular Hire](#) section for more information.

How do I check the availability of a room?

To check the availability of a room, please contact Brimbank Youth Services on 9249 4100 or email bysvisycareshub@brimbank.vic.gov.au

How do I make a booking?

We recommend you read the [Conditions of Use and Hire Fees](#) section as well as visit our [Frequently Asked Questions](#) page before making a booking. Once you have read all the relevant information, you can make a booking by phoning Brimbank Youth Services on 9249 4100 or email bysvisycareshub@brimbank.vic.gov.au

How much does it cost to hire a room?

The cost of hiring a room will depend on the type of hire i.e. regular, casual or function. Details regarding hire fees can be found on the [Community Halls & Meetings Rooms](#) main page.

Can I book a room online?

No, we currently do not have a system in place to take online bookings. While you can enquire about a room, to secure a booking you will need to contact Brimbank Youth Services on 9249 4100 or email bysvisycareshub@brimbank.vic.gov.au

Is there a security bond?

Yes. This will depend on the type of room hire. Please see the [Conditions of Use & Hire Fees](#) for more information.

Am I allowed to decorate the walls and the structure?

Yes, provided that all decorations cause no permanent damage and are removed. No drawing pins, sticky tape or other materials which will puncture walls, floors or other surfaces are to be used (Blu-Tac is recommended). No decorations are to be placed on ceiling fans or light fixtures. No loose helium balloons are permitted. Please see the [Conditions of Use & Hire Fees](#) for more information.

Can we smoke cigarettes, cigars and the like in the hall?

No. All Brimbank City Council venues are **non smoking** environments.

Is catering available or can we bring our own food?

No, we do not organise food catering, you will need to organise this yourself. We only hire the rooms for hire which include kitchen access. However, any group planning to sell food to either their members or the general public must apply to the Environment Health Department on 9249 4919 for the appropriate permit.

What size are the tables and chairs?

All the tables and chairs in the community studio rooms are the same standard size.

Tables – 1800Wx 750D & standard size chairs.





The auditorium has a retractable seating for 94, no tables located in this area. Standing/Seating capacity -139.

What equipment is provided in the room hire?

Community Studio 1 & 2 has a whiteboard, projector, a small bar fridge, tables & chairs in each studio. Auditorium has a large seating capacity primarily designed for lectures, training and seminars and a large overhead projector ideal for presentations, film screenings etc

Can the kitchen be hired?

No, the kitchen is a shared space for hirers and groups to access as part of their room hire. Extra storage is by written application only and approval will depend on space and availability.

Am I required to clean the hall?

Yes. The hirer is responsible for leaving the building in a reasonable clean and tidy condition. All surfaces, including tables, chairs, stove and sinks are to be wiped clean. All floors are to be swept, mopped and vacuumed if dirty. Tables or chairs should be returned to pre-room hire layout as displayed in each room. **Failure to do so before vacating the premises will result in a bond deduction or total loss of bond.** Please read the [Conditions of Use & Hire Fees](#) as well as the [Community Halls Checklist](#) for more information regarding the cleaning of halls.

Am I required to remove my rubbish?

Yes, all rubbish is to be removed by the hirer including glass and function rubbish or your bond will not be returned. We recommend bringing sturdy rubbish bags with you. Please read the [Conditions of Use & Hire Fees](#) for more information.

Can I inspect the rooms for hire?

You can take a 'virtual' tour or view a floor plan of Visy Cares Hub on our individual [web page](#).

We offer physical viewings of Visy Cares Hub, please call Julie Babiano(Service Support Facilities Officer) at Brimbank Youth Services on 9249 4100 to arrange an appointment during business hours or email bysvisycareshub@brimbank.vic.gov.au

What are the reception hours?

The front office at Visy Cares Hub is open from Monday to Friday 9:00am to 4:00pm.

In case of an emergency, who do I contact?

Call 000 – Fire, Police. Ambulance

Call Brimbank After Hours Emergency Phone number – 9249 4000 for incidents related to the building, security etc

Further Information

Call Brimbank Youth Services on 9249 4100 or email bysvisycareshub@brimbank.vic.gov.au