



NORTHERN RIVERS

University Department of Rural Health

POLICY NO:	2
POLICY TITLE:	ROOM BOOKINGS POLICY
APPROVAL DATE:	28 May 2007
REVIEW DATE:	28 May 2009

1. BACKGROUND

Currently there are up to five rooms designated as meetings rooms. Staff wishing to use these rooms for meetings (either for internal staff meetings or meetings involving external parties), are required to book the room with reception to prevent clashes with staff usage requirements. With the advent of the new building it is expected that there will be an increased usage demand both internally and externally. Therefore there is a greater need to administer the use of the rooms to avoid double booking.

2. PURPOSE

The purpose of this policy is to administer bookings for the various meeting rooms under the control of the Northern Rivers University Department of Rural Health (UDRH); to facilitate the holding of meetings and to allow sufficient time for the relevant administrative staff to respond to any requests for equipment, after-hours access or catering. This policy will also define purposes for which the rooms can be booked, set usage priorities and define under what condition booking fees may be applicable.

The meeting rooms covered by this policy are:

- The VC meeting room (61 Uralba Street)
- Small staff room (61 Uralba Street)
- The lecture theatre (University House)
- 2 Level PBL meeting rooms (University House). These rooms can be joined or used separately with one room having access to VC equipment.

3. POLICY STATEMENT

All meeting room usage is to be managed and booked through the reception staff.

Meeting rooms are required to be booked with a minimum of two days notice except in the case where the meeting has special requirements such as additional equipment, after hour access, catering or video conferencing. In these cases one week's notice will be required. Where such notice is not received and there are equipment needs the administration staff will try to accommodate the request however they may not be able to guarantee that the equipment will be available. Such requests will be referred to the Executive Officer who will access the request in line with the current work priorities of the administration staff.

Where a booked meeting is to be cancelled, reception must be notified as soon as possible.

Where catering has been requested two days notice should be provided if possible, particularly if special catering arrangements have been requested. Staff requesting catering will be responsible for ensuring that the room is left in a clean state. During work hours the administration staff may be able to assist with the clean up if their work load permits. After hours cleaning is the responsibility of the staff member who requested the booking.

In the event that a staff member has not booked the room and a clash would occur with a meeting that has been previously booked with reception the booked meeting will take precedence. The reception staff will attempt to accommodate the meeting with an alternate room.

Booking of the meeting rooms after hours is essential as there are currently a number of regular after hours meetings. Special security processes are required to implemented for all meetings of this type. The Finance Officer must be requested to supply security access clearance for any after hour usage.

Meeting room booking priorities:

- Priority 1 will be given to all regular NRUDRH teaching and NRUDRH meetings. Activities requiring the use of VC equipment will take precedence in the Lecture theatre and PBL rooms unless the group is very small and the portable VC equipment is available. (Room changes may be considered where it may be possible to accommodate a second request but will be subject to numbers, equipment needs etc.)
- Priority 2 will be given to staff of the NCAHS who want to use the rooms for professional training purposes eg Craft Group/ Surgeons etc or for purposes that will contribute to meeting the KPI's of the NRUDRH.
- Priority 3 will be given to other staff of the NCAHS or other health related organisations
- All other requests for room bookings should be referred to either the Executive Officer or the HOD for approval.
- Fees may be charged for room bookings where the organisation requesting the booking will normally have been required to pay such a fee. Where a fee may be applicable the booking should be referred to the Executive Officer or the HOD for determination. As a general rule of thumb the fees structure recommended is:

- \$50 for meetings of 1-2 hours
- \$100 for meeting >2 hours and <= 4 hours
- \$200 for meetings requiring the whole day

Where any clash occurs between any of the above priorities the Executive Officer should be notified to determine the final bookings.

Service to External Organisations:

- NRUDRH staff will not provide after hour services for any external parties in respect of room bookings unless special arrangements have been approved by the Executive Officer and the NRUDRH is to be appropriately reimbursed for its costs.
- NRUDRH staff will not be responsible for any catering for these meetings and will not make available the use of any catering equipment or supplies unless special arrangements have been approved by the Executive Officer and the NRUDRH is to be appropriately reimbursed for its costs.
- The external organisation will be responsible for ensuring that the building is left secure, that they have cleaned up any mess they have made and will report any damage that may have occurred.

4. MONITORING EVALUATION & REVIEW

This policy and its associated procedures will be evaluated annually. Changes to procedures and appendices may occur without a full review of the policy.

This policy should be reviewed biannually by the HOD and Executive Officer who will approve any amendments.

5. DEFINITION/KEY WORDS

6. REFERENCE TO OTHER DOCUMENTS

7. PROCEDURES

The following processes must be followed when wishing to use the NRUDRH meetings rooms:

- Staff are to direct all requests to book the meeting room to the administration staff at reception and advise of any special requirements ie equipment, catering, after hours, video conferencing or teleconferencing
- Reception staff will book the meeting room and make arrangements to ensure that special needs are provided where possible. Reception staff

will, as soon as possible, advise the staff member requesting the booking if for some reason special needs cannot be accommodated.

- Room bookings will be recorded electronically with access provided to the all administration staff to assist reception with the booking process
- In the event that the meeting room is required by multiple parties reception staff will attempt to accommodate all parties which may require a compromise that provides rooms that best fit the needs of the parties. However the priorities set in the policy will be applied.
- For meetings held after hours reception staff will make all the necessary security arrangements which include:
 - Advising the NRUDRH Security Service
 - Arranging for the collection of keys and access codes
 - Collecting keys after the event
- Following those meetings where it is considered that improvement to service can be made the administration staff will debrief with the Finance Officer and the Executive Officer who may make adjustments to these procedures or discuss the recommendations with the relevant staff.

8. APPENDICIES