What is this new booking system that Council is implementing?

Wyndham City is introducing a new online booking system that will make it easier to book indoor and outdoor community spaces and events at Council owned and managed facilities.

The system will streamline the booking process for both customers and Council staff by providing real-time availability of all Council bookable indoor and outdoor spaces in one place. Users can filter the search results based on their preferences and requirements, rather than the current system of contacting community spaces individually to determine availability and pricing. Additionally, users will have a log of previous bookings which they can use to assist future bookings.

The system is being rolled out in two stages.

Stage 1 of the new online booking system will go live on 2 July 2024 and include all council-managed community centres and halls, including:

- Arndell Park Community Centre
- Dianella Community Centre
- Diggers Road Soldiers Memorial Hall
- Featherbrook Community Centre
- Truganina Community Centre
- Old Shire Offices

- Penrose Promenade Community Centre
- Point Cook Community Learning Centre
- Saltwater Community Centre
- Tarneit Community Learning Centre
- Manor Lakes Community Learning Centre

Stage 2 will go live later this year and will include bookings for Encore Events Centre, Wyndham Cultural Centre, Youth Services, Libraries, open spaces, and sport and recreation spaces including pavilions.

Facilities owned by Council, but not managed by Council, will not be included in the new booking system. These venues will continue to be booked by contacting the facility directly. This includes Eagle Stadium, Chirnsides by the River, and community centres that are managed by a third party (The Grange, Iramoo, Quantin Binnah, Jamieson Way, Central Park, and Wyndham Park Community Centres).

What are the benefits of the new system?

Currently, customers have no overview of the availability of Council's bookable spaces, and booking requests are managed separately across various Council areas with no integrated systems.

An integrated booking system that enables the seamless booking of Council facilities and events is critical for our community and staff. This makes it easier for our community to book community spaces and events and means Council staff can spend less time on process and more time building relationships and connecting with the community.

This new system will provide real-time availability of all Council bookable spaces in one place, and users will be able to filter search results based on their preferences and requirements.

The implementation of an Organisational Facility Booking System strategically aligns with our *Council Plan* to "Deliver Public Value and Excellence", including improving customer service and leveraging technology.

NEW HIRERS

Information for NEW regular and casual hirers

For casual bookings for NEW hirers, enquiries can be submitted via the new online booking portal. The booking system will prompt you to create a new Client Profile to submit the booking request.

For regular bookings for NEW hirers - please contact the community centre directly. Community Centre staff will assess your request and if approved will grant you access to the regular booking portal where you can submit enquiries for regular / recurring bookings.

For regular hirers with existing bookings – our community centre staff will create your Client Profile and add your existing room hire bookings. Additional information about this is below.

If you require additional information or assistance, please contact the community centre directly.

EXISTING HIRERS

I'm an existing regular community centre hirer. What does this mean for my regular bookings?

For all existing hirers (as of 1 July 2024), our community centre staff will create your Client Profile in the new booking system.

We will add all room hire bookings that occur from 1 July 2024 until 31 December 2024 to your new Client Profile.

If you receive a subsidy or other type of discount, these will be applied to your booking in the new system.

As an existing hirer, do I need to create a Client Profile?

If you are an existing hirer (as of 1 July 2024), you do not need to create your own Client Profile in the new booking system.

In the coming weeks during July, community centre staff will contact you with the login details for your Client Profile. Once you have received your login details, you will be asked to change your password as soon as possible.

In your Client Profile, you will be able to view any room hire bookings and invoices that occur from 1 July 2024 onwards.

You will also be able to upload any information that is relevant to your booking, such as Public Liability Certificate, Certificate of Incorporation (if applicable), and other documents as required.

What if I want to make a new booking or make changes to an existing booking, prior to receiving my Client Profile login details?

If you wish to make any booking enquiries or changes prior to receiving your Client Profile login details, please contact community centre staff for assistance.

How will I make changes to my regular bookings or enquire about new bookings in the future?

After you have received your Client Profile login details, you will be able to log in to submit changes to existing booking schedules or enquiries for new bookings. You will also still be able to contact the community centre directly via email, phone, or in person.

CASUAL & REGULAR HIRERS

How will I receive my room hire invoices?

For regular hirers: At the end of each month (from July onwards), room hire invoices will be available to view and pay in your Client Profile in the new booking system, and will also continue to be emailed to you. Additional and one off bookings and storage can also be added to your monthly invoice.

For casual hirers: Prior to your booking, the room hire invoice will be available to view and pay in your Client Profile in the new booking system, and will also be emailed to you.

There are two ways to pay your invoices:
- Payment can be made directly via a link on the invoice that you receive by email. You do not need to be logged into your Client Profile to pay your invoice in this way.
- Payment can be made by logging into your Client Profile, selecting the invoice, and following the prompts to pay by credit or debit card via BPoint or BPay

Please note that we will no longer be accepting cash or cheque payments for community centre room hire at the Civic Centre Customer Service Desk.

If you require assistance with paying online, please see one of our friendly staff at the community centres or Civic Centre.

Where can I find additional information about how to navigate and use the new online booking system?

Information and resources about how to navigate and use the new online booking system can be found on council's website at www.wyndham.vic.gov.au/hire-a-space from 3 July. On this page you will find instructions on topics such as:
- How to submit a booking enquiry
- How to login into the client portal to access your Client Profile
- How to reset your Client Profile password

If you require additional information or assistance, please contact the community centre directly.

Will other hirers or community members be able to see my booking details in the new booking system?

No. When community members / hirers are searching for room availability on the portal to submit a request, they will only be able to see if the room is 'available' or 'not available'. If the room is 'not available' due to already being booked out, they will not be able to see any details of who has booked it. Only community centre staff and the person making the booking will be able to see the booking details.