

# MEETING ROOM USER GUIDE

The following guide contains vital information about Meeting Room requirements and building access. Please read this guide prior to using the Ross House facilities.



# TABLE OF CONTENTS

|    |                    |
|----|--------------------|
| 1  | OUR HOUSE RULES    |
| 2  | BOOKING A ROOM     |
| 2  | CANCELLATIONS      |
| 3  | ROOM INFORMATION   |
| 4  | ACCESS             |
| 6  | AV EQUIPMENT       |
| 7  | HOUSEKEEPING       |
| 9  | PARKING            |
| 10 | EMERGENCY CONTACTS |

Ross House Association acknowledges the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands where we live, learn and work. We pay our respects to their Elders, past, present and emerging.

The information outlined in this document was accurate and true at time of publication but may since have been superseded. For any questions relating to the contents of this document please contact the Front Desk on (03) 9650 1599

# OUR HOUSE RULES



Welcome to Ross House! We are the only self-managed and community owned not-for-profit building in Australia.

Ross House Association champions the values of social and environmental justice. We aim to create an inclusive atmosphere where all those who use the facilities feel welcome and respected.



**Ross House is a shared space. Please be respectful of others using the space and keep noise to a minimum**



**Please keep communal spaces, such as kitchen and meeting rooms, tidy and clean for others**



**Please look out for each other and help keep Ross House safe for all**

# BOOKING A ROOM

## ONLINE VIA THE ROSS HOUSE WEBSITE

---

If you would like to book a meeting room at Ross House you must first register for an online account at [www.rosshouse.org.au](http://www.rosshouse.org.au).

Once approved you will be able to sign in to your account and book a room via our live booking calendar.

Payment is made on booking via PayPal or credit card.

From your online user account you can make bookings, view room availabilities, update account details, and view and/or cancel upcoming bookings.

### **Recurring bookings**

If you are interested in setting up recurring bookings, such as on a weekly or monthly basis, please contact the Front Desk on (03) 9650 1599

### **Cancellations**

At least 2 business days, from the date of booking, is required for cancellation of room bookings, otherwise 50% of the hire price will be charged. If no notification is given before the date of the meeting, the full price will be charged regardless of whether the room was used or not.

Cancellations, outside of 2 business days, can be made by you, via your online user account. For cancellations less than 2 business days, you will need to contact Ross House directly via email to advise of the cancellation.

### **PayPal Booking Fee**

Bookings paid for via PayPal include a non-refundable 2% booking fee. Cancellation refunds are calculated after deducting this fee.

| Outside of<br>2 Business<br>Days | Within 2 business<br>days of date of<br>booking | Day Of<br>Booking |
|----------------------------------|-------------------------------------------------|-------------------|
| Full Refund                      | 50% Charge                                      | No Refund         |

# ROOM INFORMATION

## CURRENT ROOMS AND PRICES

Anyone can hire a meeting room at Ross House! You will be charged according to whether you are a tenant, a member, a small or large not-for-profit group or a small or large for-profit group or individual.

We currently have six meeting rooms available for hire. Meeting rooms seat from 8 to 60 people and all have a whiteboard and access to a kitchen. Some rooms also include additional equipment, such as AV/PA systems, conferencing systems and TV screens. More information in the table below.

You can view our rooms on our website at [rosshouse.org.au/facilities/meeting-room-hire-melbourne/](https://rosshouse.org.au/facilities/meeting-room-hire-melbourne/)

Meeting Rooms (Including GST)

| Category | Rooms                                                                             | Tenant  | Member  | Small NFP | Large NFP | Small/Individual | Large/ Gov/Education |
|----------|-----------------------------------------------------------------------------------|---------|---------|-----------|-----------|------------------|----------------------|
| A+       | Hayden Raysmith (Min 2 hours)                                                     | \$26/hr | \$52/hr | \$60/hr   | \$80/hr   | \$65/hr          | \$104/hr             |
| A        | Jenny Florence                                                                    | \$19/hr | \$38/hr | \$44/hr   | \$60/hr   | \$48/hr          | \$76/hr              |
| B        | Sue Healy and Rainbow Room                                                        | \$12/hr | \$24/hr | \$28/hr   | \$38      | \$30/hr          | \$48/hr              |
| C        | Esther Harris and Christine McAustan                                              | \$9/hr  | \$18/hr | \$21/hr   | \$28      | \$23/hr          | \$36/hr              |
| %        | Percentage difference between categories. With the Base price of 100% for members | 50%     | 100%    | 115%      | 155%      | 125%             | 200%                 |

# ACCESS

## WITH YOUR UNIQUE 6-DIGIT ACCESS CODE

---

### **Building Access**

The front doors are open to the public from 10am–4pm, Monday to Friday while Ross House Staff are onsite. Outside these hours the front doors will be locked. After-hours access is possible with a 6-digit access code. Rooms are available to be booked from 7am to 11pm.

### **Meeting Room Access**

A 6-digit access code is also needed to access the Ross House meeting rooms at all times.

### **Where do I find this Access Code?**

A 6-digit access code is assigned to you with every room booking made. It can be viewed upon checkout, and in your booking confirmation and reminder emails. If you're having trouble locating the code please contact the Front Desk prior to the date of your booking on (03) 9650 1599 or [rosshouse@rosshouse.org.au](mailto:rosshouse@rosshouse.org.au)

Please see further information about locating your code on the next page..

### **Unbooked Meeting Room and Car Park Usage Fee**

If a room or car park appears to be unbooked and unused and you wish to use it, please log in to your online account, check the room availability and if available, book the room for the time you require.

If a group is found to be utilising a meeting room or car park without booking, a fee will be charged equivalent to a 2-hour booking for that space.



# WHERE TO FIND YOUR BOOKING ACCESS CODE

## 1. Confirmation and Booking reminder Email



|                                                                                                                            |                    |
|----------------------------------------------------------------------------------------------------------------------------|--------------------|
| <ul style="list-style-type: none"> <li>2:00pm - 4:00pm 28/05/2026</li> </ul> <a href="#">View my bookings →</a>            |                    |
| Unique Booking Access Code: 639325                                                                                         |                    |
| <b>Subtotal:</b>                                                                                                           | \$162.48 (ex. tax) |
| <b>GST:</b>                                                                                                                | \$16.24            |
| <b>Payment method:</b>                                                                                                     | Invoice Later      |
| <b>Total:</b>                                                                                                              | \$178.72           |
| <b>Billing address</b><br>The Treasurer<br>U3A Melbourne City<br>Level 5<br>168 Lonsdale Street<br>Melbourne Victoria 3000 |                    |



You have received an order from Georgia Smith. The order is as follows:

### Order #134699 (January 12, 2026)

| Product                                                                                                                                                                                                                                                                                                                                                                                                | Quantity | Price             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------|
| 2.2 New Sue Healy Room<br>Booking Name: MHMH Work Meeting<br><b>Booking #134698 Unpaid</b><br><ul style="list-style-type: none"> <li>January 14, 2026, 9:00 am</li> </ul> <a href="#">View my bookings →</a><br><b>Booking #134698 Unpaid</b><br><ul style="list-style-type: none"> <li>9:00am - 3:00pm 14/01/2026</li> </ul> <a href="#">View my bookings →</a><br>Unique Booking Access Code: 107451 | 1        | \$60.93 (ex. tax) |
| <b>Subtotal:</b>                                                                                                                                                                                                                                                                                                                                                                                       |          | \$60.93 (ex. tax) |



## 2. Check out confirmation

## 3. Your online user account under 'bookings'

### Upcoming Bookings

| ID     | Booked                                          | Order  | Start Date <a href="#">12</a> | End Date                  | Status | Access Code |
|--------|-------------------------------------------------|--------|-------------------------------|---------------------------|--------|-------------|
| 134696 | TagVenue Booking (KSC) — 2.1 Esther Harris Room | 134697 | January 13, 2026, 11:00 am    | January 13, 2026, 4:00 pm | Booked | 144647      |



# AV EQUIPMENT

## AV EQUIPMENT AVAILABLE FOR USE

---

Ross House is constantly working to improve the AV equipment in it's meeting rooms.

The follow AV equipment is currently available, and is included in the cost of room hire.

**PLEASE NOTE: An induction is required prior to using the AV systems in the Hayden Raysmith and Jenny Florence rooms, and Sue Healy Room 2.2. Please contact the Front Desk to arrange on (03) 96501599**

USER GUIDES: can be found on our website at [rosshouse.org.au/facilities/projector-hire-melbourne/](https://rosshouse.org.au/facilities/projector-hire-melbourne/)

### **Hayden Raysmith Room (4.1) – Level 4** (Capacity 60 theatre style, 24 U-shape)

- Inbuilt Wireless Conferencing System for hybrid presentations
- PA System for In-Person Events
- Projector, Lectern, and DVD Player

### **Rainbow Room (4.2) – Level 4** (Capacity Roundtable 16)

- Smart TV with wireless screen sharing capabilities (HDMI)
- Logitech webcam

### **Jenny Florence Room (3.1) – Level 3** (Capacity Roundtable 16, Theatre 25)

- Inbuilt Wireless Conferencing System for Hybrid Meetings
- TV + DVD Player

### **Sue Healy Room (2.2) – Level 2** (Capacity Roundtable 16)

- Smart TV with wireless screen sharing capabilities.
- Apple AirPlay capabilities.

### **Esther Harris Room (2.1) – Level 2** (Capacity Roundtable 12)

- TV with wireless screen sharing capabilities (HDMI)
- Logitech webcam

### **Christine McAuslan Community Room (4.3) – Level 4** (Capacity Roundtable 8)

- TV with wireless screen sharing capabilities (HDMI)
- Logitech webcam



# HOUSEKEEPING

---

## **Etiquette**

Ross House is a shared work space. In order to minimise disruptions for others we ask that all meeting room users remain inside the room and avoid loitering in corridors. We also ask that you please keep the noise down when coming and going.

Please be reminded that:

- All tables and chairs must be kept inside the room
- All tables and chairs must be returned to the layouts demonstrated on the following page – Please do not move tables in Meeting Room 4.2 (Rainbow Room)
- Meeting rooms must left cleaned and tidy.
- Please wipe down surfaces using the Cleaning Box located in each room

Please Note: A cleaning fee of up to \$200 may apply if the meeting room or common area (such as a kitchenette) is left in an untidy state. This includes food crumbs, rubbish, and furniture that is out of place.

## **Public Liability Insurance**

The Ross House policy will provide cover to meeting room users in the event they suffer an insurable loss at the fault of Ross House. I.e, tripping on uneven flooring, extension leads, slipping on stairs etc.

## **Kitchenettes**

Each floor has a small kitchenette available for use. They each contain a hot water urn, microwave and limited crockery. If you use a kitchenette please clean up using the cleaning tub, and return any items borrowed to the original location. Fridges are for use by Tenants only.

## **Catering**

Ross House does not offer internal catering. However, you are welcome to organise and bring in catering of your own. We recommend the following local social enterprise catering options:

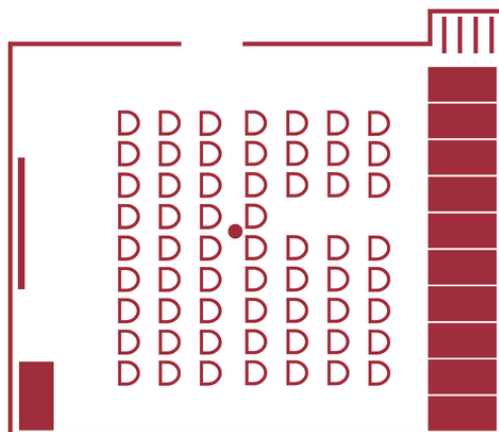
- STREAT
- Heartbaker BUN MEE
- Seedling Cafe
- ASRC Catering
- Free to Feed
- Moroccan Soup Bar
- Mabu Mabu
- Waverly Social Enterprises

Small amounts of alcohol is permitted in the meeting rooms, at the responsibility of the facility user. No alcohol is to be sold on the premises.

# FURNITURE LAYOUTS

PLEASE RETURN ROOMS TO  
THE FOLLOWING LAYOUTS  
AFTER USE

## Hayden Raysmith Room 4.1 - Furniture Layout

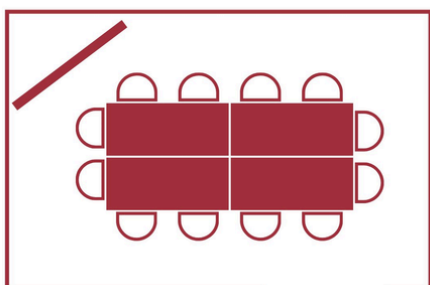


This room is home to  
11 tables, 60 chairs  
and 4 fold up tables.

Capacity: U-shape 24,  
Roundtable 24,  
Classroom 24,  
Theatre style 60

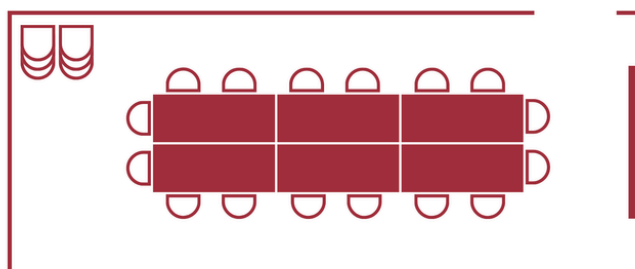
## Esther Harris Room 2.1 - Furniture Layout

This room is home to 6 tables and 12 chairs | Capacity: Roundtable 12

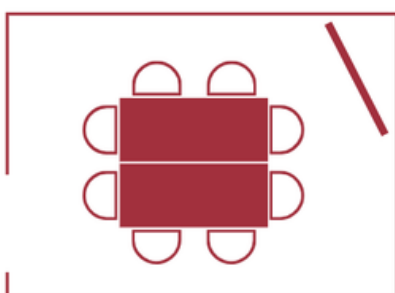


## Jenny Florence Room 3.1 - Furniture Layout

This room is home to 6 tables and 25 chairs | Capacity: Roundtable 16, Theatre Style 25



## Christine McAuslan Community Meeting Room 4.3 - Furniture Layout

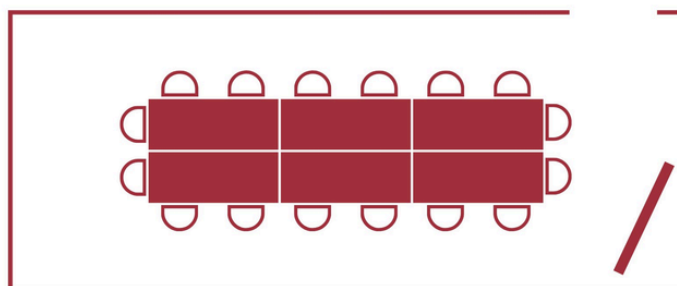


This room is home to 2 tables  
and 8 chairs

Capacity: Roundtable 8

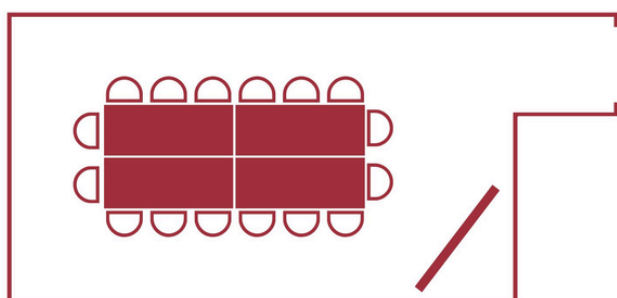
## Sue Healy Room 2.2- Furniture Layout

This room is home to 6 tables and 16 chairs | Capacity: Roundtable 16



## Rainbow Room 4.2 - Furniture Layout

This room is home to 4 tables and 16 chairs | Capacity: Roundtable 16



# PARKING

## CASUAL ON DEMAND CARPARKING AT ROSS HOUSE

---

There are two casual spaces in the basement car park available to meeting room users (Bay 1 & Bay 3). These can be booked on demand through the Ross House Front Desk – (03) 9650 1599 / [rosshouse@rosshouse.org.au](mailto:rosshouse@rosshouse.org.au).

There is limited space available, so it is best to book in advance. Please keep in mind you'll need to provide your registration number and a contact phone number at the time of booking.

Weekend and after hours carparking is also available.

**Carparking rates** can be found on our website at [rosshouse.org.au/facilities/melbourne-cbd-car-parking/](http://rosshouse.org.au/facilities/melbourne-cbd-car-parking/)

Please Note: The car park has a clearance of 2.3 meters.

### HOW TO GAIN ENTRY TO THE ROSS HOUSE CAR PARK

Access to the Ross House car park is by way of Royston Place off Flinders Lane. The carpark is in the basement accessible via the roller door at the end of Royston Place in the right.

The roller door is closed at all times and requires a 6-digit code to gain access. you should receive an access code at the time of booking.

If you did not receive a code one can be requested from the Front Desk by calling (03) 9650 1599 during business hours.

If for some reason you cannot park in the spot you have booked, please notify the Ross House Front Desk immediately. This issue occurs from time to time when people park in spaces they have not reserved. Please DO NOT park in a space you have not booked, you'll cause pandemonium!

To exit the carpark you do not need a code. Simply follow the instructions on the inside wall of the carpark, to the left of the roller door.

### BICYCLES

Bicycles may be parked in the basement bike racks, free of charge.



# EMERGENCY CONTACTS

IN CASE OF EMERGENCY PLEASE REFER TO THE BELOW

---

## AFTER-HOURS EMERGENCY

MA Services Group  
24/7 National Coverage  
National Operation Centre  
1300 02 04 06

## LIFT SERVICE

Schindler Lifts  
13 18 74

## POLICE STATION

Melbourne East, 202 Bourke  
Street  
(03) 9637 1100

## EMERGENCY SERVICES

000

## ROSS HOUSE ASSOCIATION ADDRESS

247-251 Flinders Lane  
Melbourne VIC 3000



# FRONT DESK STAFF

## MEET THE PEOPLE WHO MAKE UP THE ROSS HOUSE FRONT DESK TEAM

---



**KATIE STADTFELD CUNNANE**

Communications & Administration Officer  
(Monday, Wednesday & Thursday)

---



**CAROL FRANKLIN**

Administration Officer  
(Tuesday, Wednesday & Friday)

---

## **OLIVIA MUSCAT & NIA GIDDINGS**

Front Desk Casuals

---



247 - 251 Flinders Lane  
Melbourne VIC 3000



03 9650 1599



[rosshouse@rosshouse.org.au](mailto:rosshouse@rosshouse.org.au)



[www.rosshouse.org.au](http://www.rosshouse.org.au)



[@rosshouseassociation](https://www.facebook.com/rosshouseassociation)



[rosshouseassociation](https://www.instagram.com/rosshouseassociation)



[Ross House Association](https://www.linkedin.com/company/rosshouseassociation)