

Council's Venue Hire Program – Bookable

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Venues

Staff will be able to book rooms and equipment required for both internal and external facing spaces, via our new Venue Hire Program Bookable.

Internal spaces – Dandenong Civic Centre (meeting rooms Level 3 to 5)

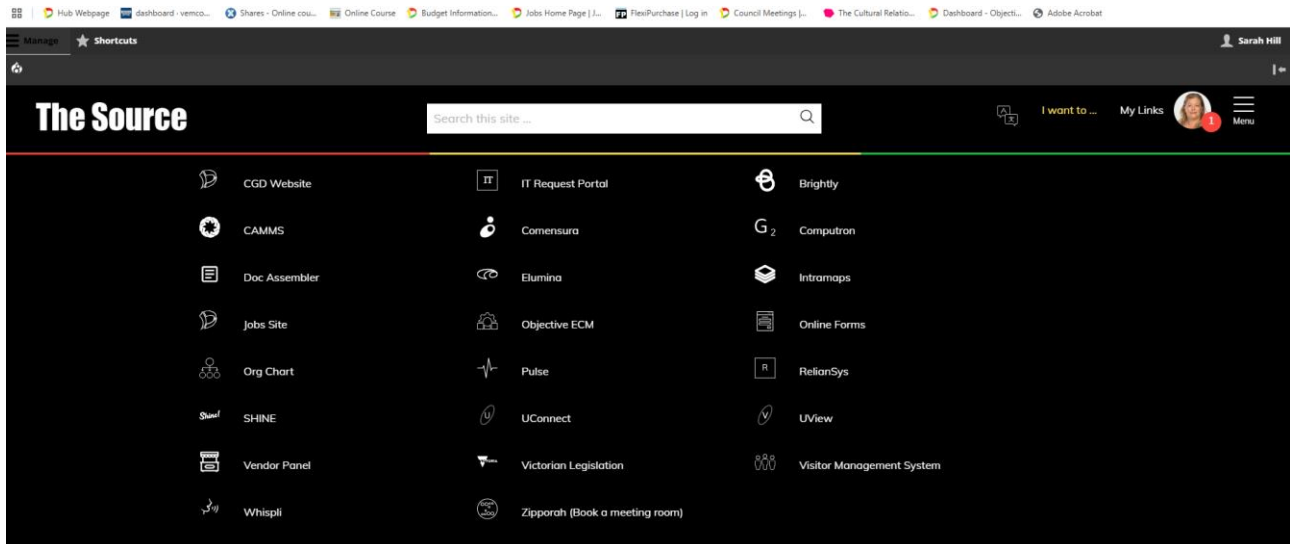
External spaces – Dandenong Civic Centre (Level 2), Springvale Community Hub, Springvale City Hall, Jan Wilson Community Centre, Drum Theatre, Walker Street Gallery and Arts Centre and all other Community Facilities and spaces.

General overview

- You will be able to make a booking for all spaces identified above
- Internal spaces – will be confirmed immediately
- External spaces – will be confirmed after the Cultural and Community Hub team have reviewed your booking to ensure it fits the space, isn't going to clash with other bookings and if they need to seek any additional information from you.
- You will also be able to view your bookings, alter dates / times or cancel the meeting directly.

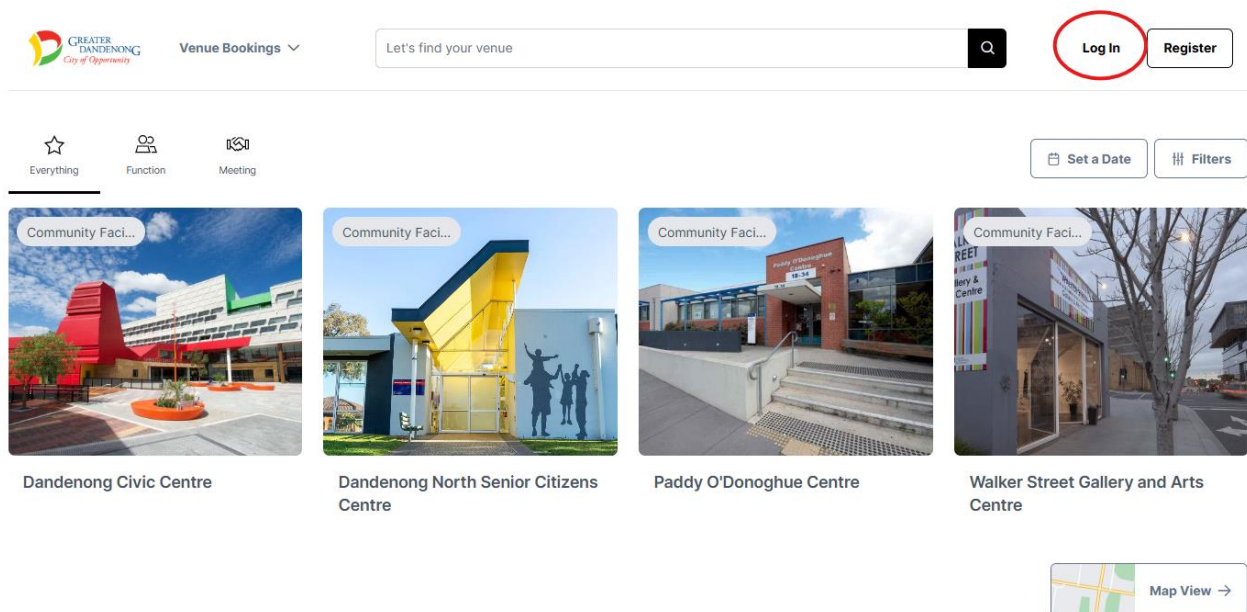
How to access Bookable

1. Visit The Source
2. Click I want to...
3. Select Bookable (book a meeting room) from the list

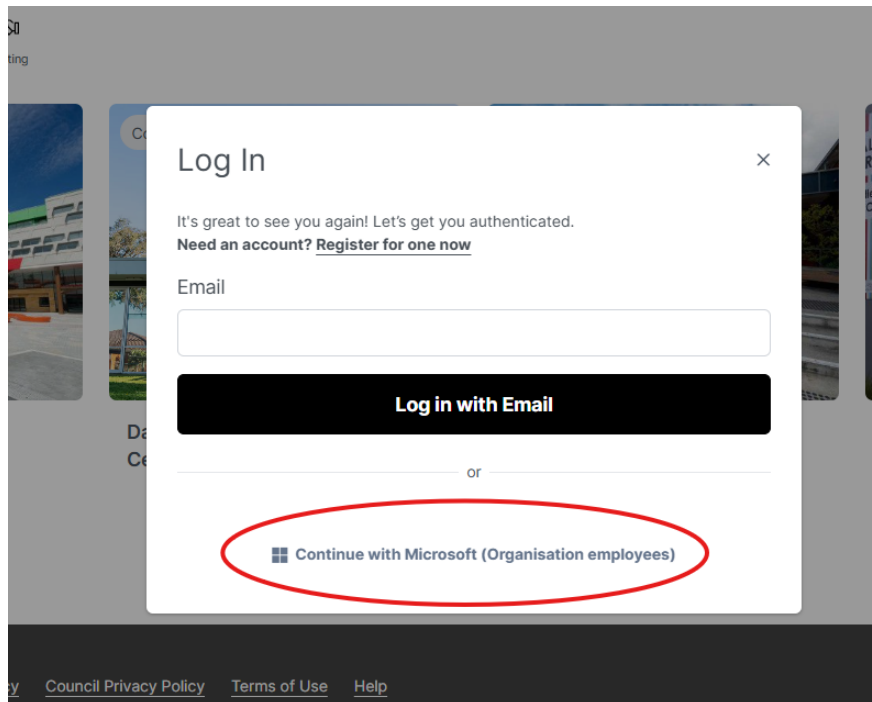


Logging into Bookable

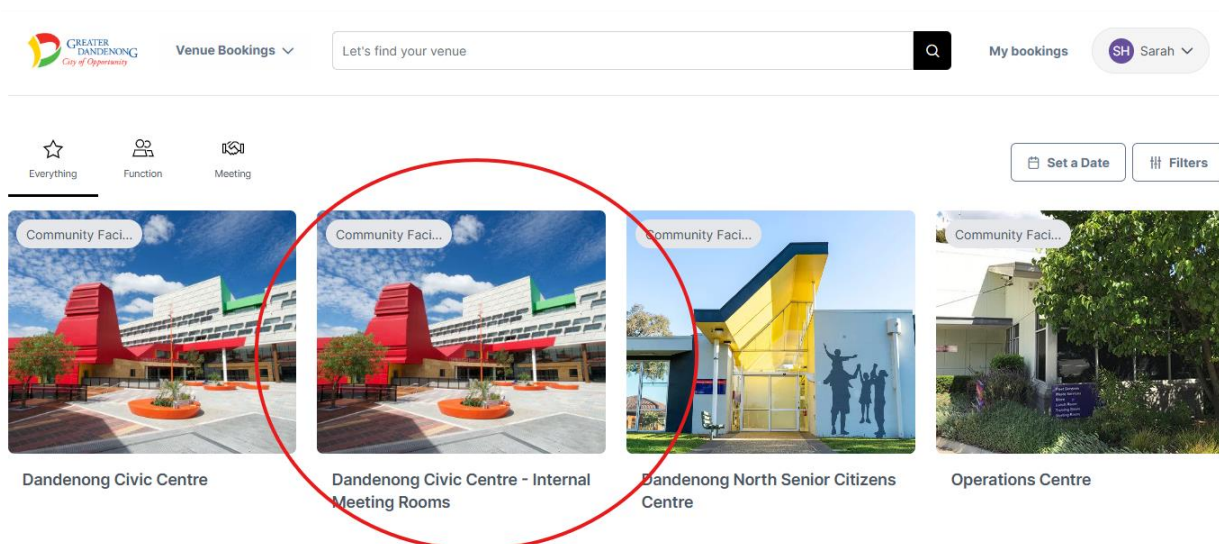
1. When you arrive at the Bookable screen you will see a range of venues, this list will change initially as venues go live.
2. To view all internal spaces, please click the Log In Icon on the top right side of the screen.



3. A pop up Log In box will appear.
4. Do not type in your email address, instead click the Continue with Microsoft (Organisation employees)



5. You will now see additional spaces – Including Dandenong Civic Centre, Internal Meeting Rooms on your bookable list.



How to view availability and make a booking

1. Click into the venue you would like to make a booking at (in this instance Dandenong Civic Centre – Internal Meeting Rooms is used as an example).
2. You will be presented with a few of all available bookable spaces.
3. Each space will show a photo of the area, how many people the space can accommodate and if there is any equipment available in the space, you can also read more about the space (this is quite simplified for internal spaces, external spaces have more detailed information).
4. You can also change the date and view to move to future dates.

🏠 > Dandenong Civic Centre - Internal Meeting Rooms



Dandenong Civic Centre - Internal Meeting Rooms

Meeting rooms at the Dandenong Civic Centre are available for Council staff to book. Some rooms may be designated for internal use or for meetings with the public.

It is important to indicate whether catering is needed when making a booking.

[Read more](#)

Book It

Find Availability 13/03/2025 

Day **Week** **Month**



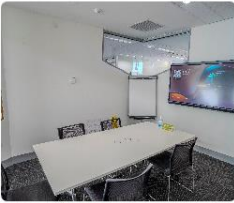
Level 5 Lunch Room

 Up to 100 people  Audio Visual Equipment Available

Level 5 Lunch Room, ideal for retirement or special occasion functions. [Read more about the space](#)

6am 7am 8am 9am 10am 11am  midday 1pm 2pm 3pm 4pm

5. To make a booking you can either click onto the time and room you would like to book, or click the green Book it button.



Meeting Room 5-N2

 Up to 4 people  Audio Visual Equipment Available

Located on Level 5, internally near the lifts, ideal for meetings with 3 to 4 people. [Read more about the space](#)

6am 7am 8am 9am 10am 11am  midday 1pm 2pm 3pm 4pm

Book It



Meeting Room 5-N3

 Up to 6 people  Audio Visual Equipment Available

Located on Level 5, internally near the lifts, ideal for meetings with 5 to 6 people. [Read more about the space](#)

6am 7am 8am 9am 10am 11am  midday 1pm 2pm 3pm 4pm

Book It

6. This will take you to Booking Detail pages, where you will be required to provide:
- Booking Name
 - Purpose of the Booking
 - Number of people attending
 - You can also ensure you are logged in under your City of Greater Dandenong Staff Account (Internal User)

Greater Dandenong
City of Opportunity

Cancel Continue to Pricing & Confirmation >

1 Find 2 Refine 3 Confirm & Checkout

Booking Information

Name of Booking (150 characters)

Give it a name such as "Dance classes" or "Sports training"

Purpose of Booking Meeting / Interview x v

Number of People Attending

Your Booking Account

Proceed as

☒ Sarah Hill at City of Greater Dandenong (Internal User) [→ Not you? Log out]

New Booking

Starting Thursday 13th March 2025

Dandenong Civic Centre - Internal Meeting Rooms

Notes from the Booking Team

Completing your booking request

In the **Booking Refinement** step you are required to enter details relating to your booking request. This is where specific event information is entered. Bookings start with a single date however you can add additional dates using the **Create Repeat/Add Date** functionality.

[Read the full instructions](#)

7. The next step in refining your booking details, is to confirm you have the right date, room and time.
8. You can also see other available spaces below, should you need to change any details.

10. Creating a series of Dates

- a. You can create a series of events, if you have frequent meetings, it will flag if the booking has clashes with other bookings already in the system.

× Add new date or repeat Save

Repeating series

Individual dates

Booking date to copy

Friday 14/03/2025

Start repeating on

14/03/2025

Repeat every

1

weeks

Repeat on

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☒ Friday ☐ Saturday ☐ Sunday

Repeat times

☒ The same time on each day

☐ Varying times on different days

End series

☒ after 2 time/s

☐ On

11. Once you are happy with details and initial details Click Continue to Pricing and Confirmation at the bottom of the Screen.

 Meeting Room 5-N2

6am 7am 8am 9am 10am 11am

midday

1pm 2pm 3pm 4pm

 Meeting Room 5-N3

6am 7am 8am 9am 10am 11am

midday

1pm 2pm 3pm 4pm

 Meeting Room 5-S1

6am 7am 8am 9am 10am 11am

midday

1pm 2pm 3pm 4pm

[Continue to Pricing & Confirmation >](#)

The next screen will request you to **Confirm and Checkout** your booking.

12. Initially it will ask you to provide:

- a. Description – only required for Level 2 if you need the team to be aware of any additional information
- b. Special Requirements – only required if you have any other requirements, not captured in the Checklist further down the screen.
- c. Pricing Information – Generally this will have \$0 charge, unless you are booking a venue that may require equipment or staff charges.

1Find

2Refine

3Confirm & Checkout

✓ Confirm Booking Information

Name of Booking (12/150 characters)

Test Booking

Purpose of Booking

Meeting / Interview

Number of People Attending

5

Description (1000 characters)

You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)

Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

Test Booking

Your booking is tentatively reserved whilst you complete everything

Starting Thursday 13th March 2025

Dandenong Civic Centre - Internal Meeting Rooms

Sarah Hill

[Modify Booking](#) [Download Quote](#)

Pricing Summary

Fees	\$0.00
Bonds	\$0.00
Booking fees	\$0.00
Total incl. GST	\$0.00
Payable now	\$0.00
Payable later	\$0.00

13. Booking Breakdown – this section provides the opportunity to reconfirm the dates, space and time booked.

14. Documentation (optional) – this section is generally not relevant for internal bookings, however if there is information you would like the bookings team to be aware of it can be uploaded in this section (i.e. floor plan).

 Booking Breakdown

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
▼ Today(Thursday 13th March 2025)								
Meeting Room 4-S1	02:00 PM	03:00 PM	Hours	1	\$0.00	\$0.00	\$0.00	
▼ Friday 14th March 2025								
Meeting Room 4-S1	02:00 PM	03:00 PM	Hours	1	\$0.00	\$0.00	\$0.00	

 No additional fees are due for this booking

 Documentation

Make sure each document you upload is no larger than 30MB

Additional Documents
Provide any further documentation that will help us review your booking.

No documents uploaded.

 Choose a File

15. Subscribe Others to Booking Notifications – this allows you to add an additional contact, if for instance you are going away and would like them to receive notifications about the bookable.
16. Additional questions – these questions are customised per venue and will ask questions relevant to the specific spaces.
 - a. Note that for external spaces, these checklists will ask additional questions that may not be relevant for Internal bookings, please skip these questions as required.
17. Once you are happy with all relevant information, you can complete the booking.

Subscribe Others to Booking Notifications Add Contact ▾

Name	Email	Phone number
Add a contact to subscribe other people to booking notifications.		

? Additional questions

Internal Booking Checklist

Is Catering Required? *

☐ Yes - To be Ordered by Facilities ☐ Yes - Water and Glasses only ☐ Yes - Will Organise my Own Catering ☐ No

Room Equipment Required?

☐ Yes ☐ No

Do you require a Civic Facilities staff member? *

☐ Yes ☐ No

Complete Booking >

18. Please read and accept the Terms and Conditions (these will vary based on venue) and click continue.
19. You will then get a confirmation screen confirming the status of your booking. It will either be in review (all external spaces) or confirmed (all internal spaces) depending on the space.
20. All external facing spaces will be reviewed by the facilities team and then you will receive an email confirming the booking or request for additional information.

TEST Venue Bookings ▾ Let's find your venue Q My bookings SH Sarah ▾

Your booking has been received! 🎉

Your booking is now in review, and we have emailed a copy of everything to Sarah.Hill@cgd.vic.gov.au

- View and manage your booking >
- Duplicate this booking and make another >
- Explore other venues available to hire >
- Download a copy of your receipt >

Booking #370

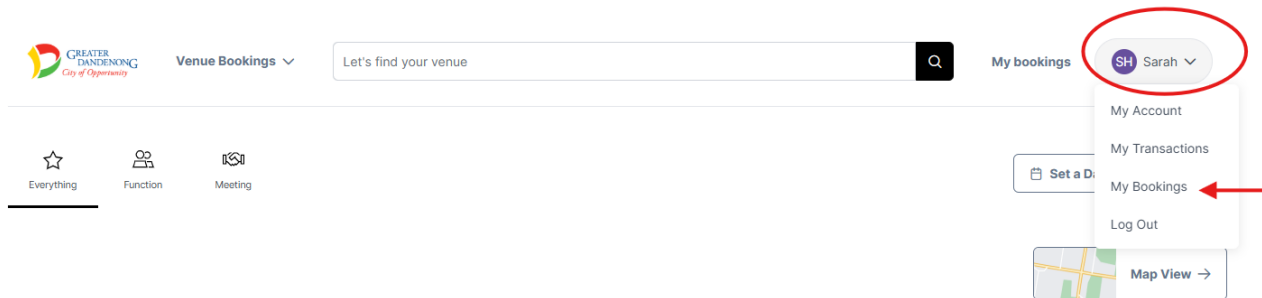
Learning how to Use Bookable

- Dandenong Civic Centre - Internal Meeting Rooms
- Starting Wednesday 19th March 2025
- Sarah Hill

10 | 15

Find your bookings and check their status

1. Open the Bookable portal (and log in if required)
2. Click on your name on the far right hand side and a drop down menu will appear



3. Go to My Bookings
 - a. This screen will show you all of your bookings to date, including name, venue, space and date
 - b. It will also show you if the booking is:
 - i. Tentative – for all external spaces not yet reviewed
 - ii. Confirmed – for internal spaces or reviewed and accepted external spaces

TEST Venue Bookings ▾ Let's find your venue 🔍 My bookings SH Sarah ▾

🏠 > My Account

My Bookings My Details My Transactions							
My Bookings							
						Outstanding : \$0.00	Add Payment
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
370	Learning how to Use B...	Dandenong Civic Centre - Internal Meeting Rooms	CEO Board Room	19/Mar/25	13/Mar/25	\$0.00	Tentative 
351	CCH Training	Dandenong Civic Centre - Internal Meeting Rooms	Meeting Room 3-S1	26/Mar/25	07/Mar/25	\$0.00	Confirmed 
330	Event Sarah's Legend...	Springvale Community Hub	Community Room 2 & 3 (combined)		19/Dec/24	\$0.00	Tentative 
328	Leadership meeting	Dandenong Civic Centre - Internal Meeting Rooms	Meeting Room 4-N3		17/Dec/24	\$0.00	Confirmed 
232	Dance Workshop	Dandenong Civic Centre	PLACEHOLDER Formal Meeting Room		31/Oct/24	\$0.00	Tentative 
230	Leadership Forum	Dandenong Civic Centre - Internal Meeting Rooms	Meeting Room 4-N2		31/Oct/24	\$0.00	Confirmed 
192	Leadership Forum	Dandenong Civic Centre	Function Room - Training Rooms 1, 2, Formal Meeting Room &		29/Oct/24	\$0.00	Tentative 

Cancel a Booking

1. Follow the procedures above to find and open your bookings tab
2. Click on the Booking Name to open the booking details

TEST Venue Bookings ▾ Let's find your venue My bookings  Sarah ▾

🏠 > My Account

My Bookings

My Details

My Transactions

My Bookings

Outstanding : \$0.00

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
370	<u>Learning how to Use B...</u>	Dandenong Civic Centre - Internal Meeting Rooms	CEO Board Room	19/Mar/25	13/Mar/25	\$0.00	Tentative 
351	<u>CCH Training</u>	Dandenong Civic Centre - Internal Meeting Rooms	Meeting Room 3-S1	26/Mar/25	07/Mar/25	\$0.00	Confirmed 

3. To cancel the booking proceed to the right hand side of the booking and click Cancel this booking.

🏠 > My Account > Bookings > Learning how to Use Bookable (#370)

Learning how to Use Bookable

 Tentative Booking #370

 Dandenong Civic Centre - Internal Meeting Rooms

 Starting Wednesday 19th March 2025 [Add to Calendar](#)

 Booked by Sarah Hill

Duplicate this booking and make another >

Download a copy of your booking confirmation >

Cancel this booking >

Manage your booking

Payment

Information

Dates

Contacts

Payment due

Fees	\$0.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$0.00
Paid	\$0.00
Payable now	\$0.00
Payable later	\$0.00

4. Click yes to confirm, cancel booking.

Cancel Booking

Are you sure you wish to cancel your booking?

5. The booking will now show as Cancelled

Learning how to Use Bookable

 Cancelled by Applicant Booking #370

 Dandenong Civic Centre - Internal Meeting Rooms

 Starting Wednesday 19th March 2025

 Booked by Sarah Hill

Duplicate this booking and make another >

Download a copy of your booking confirmation >

Modify a booking

1. Follow the procedures above to find and open your bookings tab
2. Click on the Booking Name to open the booking details
3. Scroll down the page to find the booking information, here you can update the number of people attending, description or special requirements.
 - a. Please note that if the function is on Level 2 or in Community Facilities, this functionality will be closed off approximately 4 days prior to the function.
 - b. For any changes within a 4 day period please email bookings@cgd.vic.gov.au for them to adjust the booking.
4. To edit the date, time or space click the Edit Button the Booking Date section

Booking Information

Number of People Attending

4

Description (1000 characters)

You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)

Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

Update Booking Information

Booking dates

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
▼ Wednesday 26th March 2025								
Meeting Room 3-S1	04:00 PM	05:00 PM	Hours	1	\$0.00	\$0.00	\$0.00	Edit Checklist

5. This will bring up a pop up screen to enable a range of edits

6. **To change the date of the booking**, you need to click the date at the top of the screen on the left hand side. This will update the room details towards the bottom of the screen to ensure the room is available on the new date requested.

Booking : 27 March 2025 Thursday

Date: 27/03/2025  Attendees: 4 

Bonds Current \$ New \$ Change \$ Payable/Refundable
No bonds.

Additions Current \$ New \$ Change \$ Payable/Refundable
No additions.

Item	Date	Before	From	To	After	Units
Meeting Room 3-S1	27/03/2025		4 PM : 00	5 PM : 00		

Add Bookable Item 

CEO Board Room

6am 7am 8am 9am 10am 11am  midday 1pm 2pm 3pm 4pm

Level 5 Lunch Room

7. **To change the time of the booking** – click the times in the middle of the booking screen and amend here.

No additions.

Item	Date	Before	From	To	After	Units
Meeting Room 3-S1	27/03/2025		4 PM : 00	5 PM : 00		

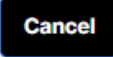
Add Bookable Item 

8. **To change the space** is a little more complicated.
- a. First you need Add Bookable Item

No bonds.

Additions Current \$ New \$ Change \$ Payable/Refundable
No additions.

Item	Date	Before	From	To	After	Units
Meeting Room 3-S1	26/03/2025		4 PM : 00	5 PM : 00		

Add Bookable Item 

- b. Then you need to select the new room under Item field, it will automatically populate the same times and date as the original booking.
- c. It will also open the room down further to ensure it is not booked.
- d. Then you need to click Cancel on the old booking room

Item	Date	Before	From	To	After	Units
Meeting Room 4-S1	26/03/2025		4 PM : 00	5 PM : 00		Remove
Meeting Room 3-S1	26/03/2025		4 PM : 00	5 PM : 00		Cancel

9. You will then need to scroll down and click Save.
10. On returning to the main booking screen it will show the original space as cancelled and the new space on your booking.

Booking dates								
Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
Wednesday 26th March 2025								Edit
Meeting Room 3-S1	04:00 PM	05:00 PM	Hours	1	\$0.00	\$0.00	\$0.00	Checklist
Meeting Room 4-N1	04:00 PM	05:00 PM	Hours	1	\$0.00	\$0.00	\$0.00	Cancelled

Welcome Feedback

As this system is a new venue hire system for Bookable, we welcome your feedback on both the system and this how to guide.

Please send any feedback to bookings@cgd.vic.gov.au.