

# Riverway Creative Hub

*Online Safety Induction V2.3*



Welcome to Citylibraries Townsville Online Induction. This document will inform you how to access the space, what's in the space, and who can access the space.

This document, along with the proceeding Citylibraries Terms and Conditions of Use and Citylibraries Creative Space Terms and Conditions of User documents must be read and acknowledged.

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## Definitions

**Bookable:** Online booking software used by Council, to allow Users to book access to Spaces.

**Booking PIN:** a 6-digit personal identification number provided to Users who make a successful booking in Bookable.

**Council:** Townsville City Council.

**Creative Hubs:** Citylibraries Riverway Creative Hub: MixHaus Makerspace, Digital Studio 1 and Digital Studio 2. Includes kitchenette, bathroom and resource room. Citylibraries Aitkenvale Creative Hub: Makerspace and Digital Studio.

**Equipment:** Hardware and tools provided by Council in the Creative Hubs.

**Extended Access:** Access to Creative Hubs outside of staffed Opening Hours.

**Inducted User:** A person who holds an active Townsville Citylibraries adult membership who has completed an Induction.

**Induction:** An annual process which informs Users of; booking and access process, overview of risks and mitigations, emergency evacuations, hazard and incident reporting, expected safe behaviors and these Terms and Conditions of Use.

**Resources:** Consumables provided by Council in the Creative Hubs.

**Visitor:** A person in a Creative Hub who has not completed an Induction. Visitors need to be accompanied and supervised by an Inducted User at all times.

## Who can access?

The only people permitted to use any equipment in the Riverway Creative Hub are Users who have completed this induction (valid for 12 months), have a Townsville Citylibraries membership, and have made a booking for their chosen equipment.

During Citylibraries opening hours, Inducted users are permitted to bring up to 3 visitors into the Riverway Creative Hub. Visitors can operate equipment during opening hours under the direct supervision of an Inducted User. Visitor safety and behaviour is the responsibility of the Inducted User.

During Extended Access Hours, only inducted users are permitted in the Riverway Creative Hub.

## How do you access?

Access is dependent on user verification status. To remain inducted, users must adhere to Townsville City Council induction requirements which include adherence to all Townsville City Council and Townsville City Libraries Terms and Conditions of use. Users must complete an induction every 12 months. To use the Riverway Creative Hub during Extended Access Hours you must be over 18 years of age and maintain Riverway Creative Hub Verified status. Those under 18 years of age are eligible to be present in the space and utilise equipment if the following conditions are met:

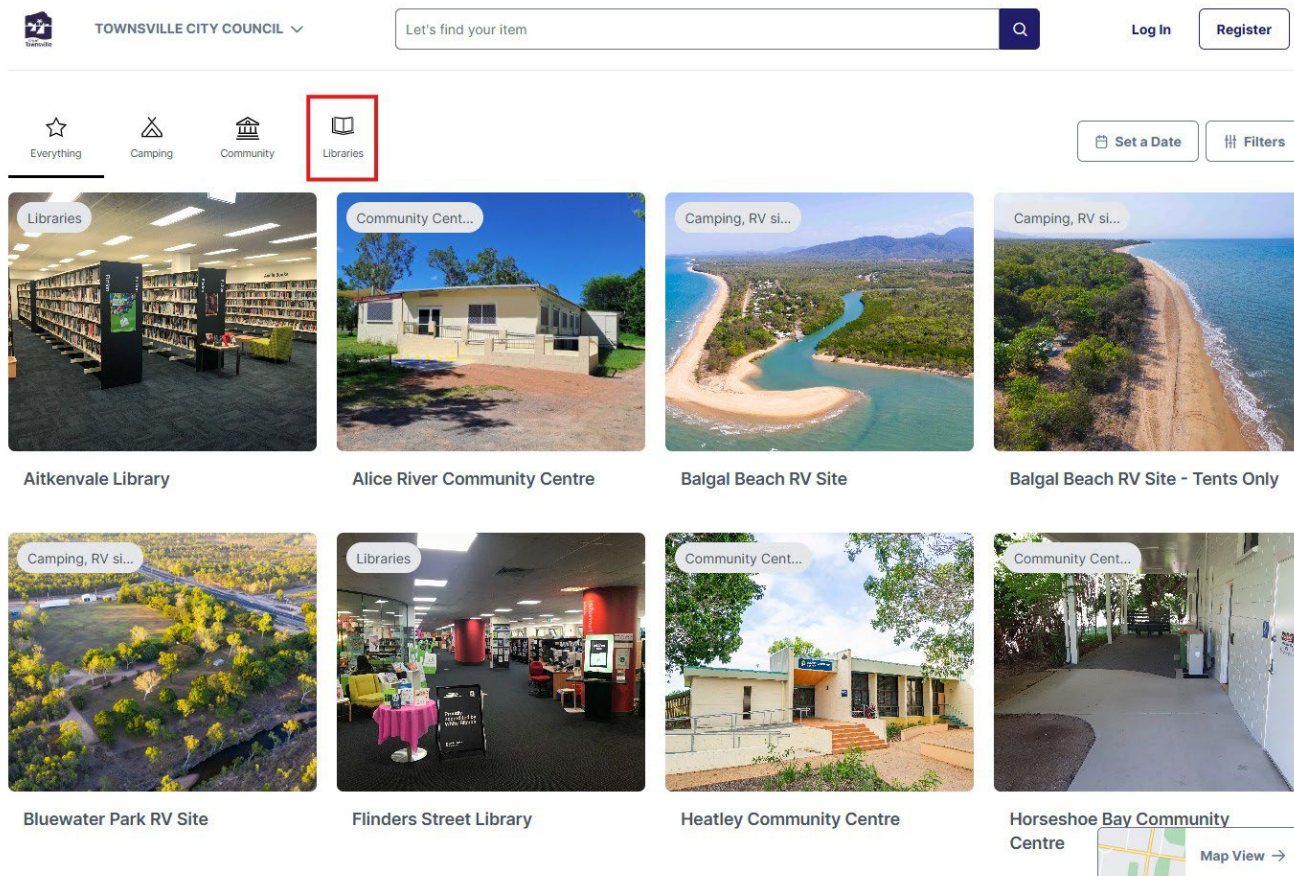
- An inducted adult makes a successful booking via Townsville City Council's online booking system, Bookable.
- Inducted Adult supervises the under 18 user(s)

All access is controlled by Townsville City Council's booking system, Bookable. To make a booking, simply log in to Bookable, select Libraries, select Citylibraries Riverway, and expand to see our wonderful pieces of equipment in the Riverway Creative Hub.

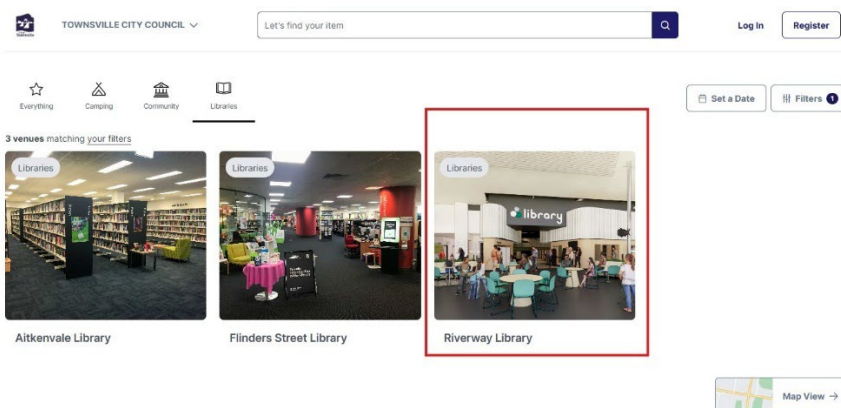
# Bookable

Here are the steps to making your first Booking

1. Head to [townsville.bookable.net.au](http://townsville.bookable.net.au)
2. Click on the Libraries Icon



3. Click on Riverway



- Find the equipment you want to book and click Book It in the Green Box on the right side of the screen (If you'd like to book more than one piece of equipment, see Step 6)

Home > Riverway Library



## Riverway Library

Citylibraries Riverway is a modern library set on the banks of the beautiful Ross River. It offers traditional library services augmented by business spaces, creative spaces, children and youth spaces. Excellent!

To see all fees and charges for Council facilities: [Fees & Charges - Townsville City Council](#). If your project, activity, or event could make you or your organisation money for capital gain, you must select 'commercial' purpose when booking.

[Read more](#)

[Book It](#)

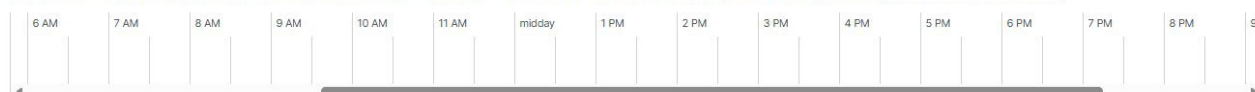
Find Availability  [Filters 1](#) [Clear filters](#) Day Week Month

Key: ● Selected ● Conflict ○ Available ○ Unavailable (Closed, Booked or in the Past) ○ Unavailable (Planned Closure or Requires Lead Time)

### 3D Printer - Prusa MK4 - Bruiser

Up to 5 people Air Conditioning Chairs/Seating Free Wifi [View all 10 facilities](#)

3D Printer in the Mixhaus Makerspace at Citylibraries Riverway. Please note: you must complete a MixHaus Makerspace Induction sess... [Read more about the space](#)



[Book It >](#)

### 3D Printer - Prusa MK4 - Roar

Up to 5 people Air Conditioning Chairs/Seating Free Wifi [View all 10 facilities](#)

3D Printer in the Mixhaus Makerspace at Citylibraries Riverway. Please note: you must complete a MixHaus Makerspace Induction ses... [Read more about the space](#)

[Book It >](#)

- Fill out your booking information and select Non-Commercial Project under Purpose of Booking

1

Find

2

Refine

3

Confirm & Checkout

## Booking Information

Name of Booking (150 characters)

Purpose of Booking

Number of People Attending

Your Booking Account

**Account required** This Item requires you to [log in](#) or [register](#) to proceed

### New Booking

### Notes from the Booking Team

As a **registered user** you can completely manage your bookings in the system, including making changes or reviewing your booking history. Easy access and completely contact free. [Click here to register now.](#)

If you choose to book as a **Guest** only, anytime you need to check details or make a change you will need to contact us

[Read the full instructions](#)

- To add multiple pieces of equipment to your booking, select Add another highlighted in the green box.

### Booking Items

Filter: Select Bookable Options

Thursday 20/08/2026 Add a Date Create a Series

**Booking summary for Thursday 20/08/2026**

On 20/08/2026

You are booking

3D Printer - Prusa MK4 - Bruiser from 10 AM : 00 to 2 PM : 00

Add another

Availability calendar for Thursday 20th August 2026 Day Week Month

- TIP:** You can manage your booking anytime in your Bookable account. If you can't attend a booking, please cancel your booking or adjust the time to ensure other users can utilise the space and equipment.

## New Booking

📅 Starting Thursday 20th August 2026

📖 Riverway Library

### Notes from the Booking Team

As a **registered user** you can completely manage your bookings in the system, including making changes or reviewing your booking history. Easy access and completely contact free. [Click here](#) to register now.

If you choose to book as a **Guest** only, anytime you need to check details or make a change you will need to contact us

[Read the full instructions](#)

8. Scroll Down and confirm your booking

[Continue to Pricing & Confirmation >](#)

9. Log in to your account

## Log In



It's great to see you again! Let's get you authenticated.

**Need an account?** [Register for one now](#)

Email

[Log in with Email](#)

## 10. Confirm your booking details and click Complete Booking highlighted in the Green Box

### Booking Breakdown

Bookable Item	From	To	Unit	# of Units	Unit price	Total	Issues
Friday 26th June 2026							
3D Printer - Prusa MK4 - Bruiser	12:00 AM	01:00 AM	Hours	1	\$0.00	\$0.00	\$0.00

### 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](#)

### Subscribe Others to Booking Notifications

[Add Contact](#)

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

**Complete Booking** >

Now you should receive a text with your Booking Access PIN number as well as an Email with your booking details.

## When can you access?

Riverway Creative Hub is now available with Extended Access Hours, make the space available 24 hours a day 7 days per week. The hours of access may be affected by scheduled and unscheduled closures. Townsville Citylibraries may restrict access when required.

## What can you access?

You can access a range of traditional equipment such as Sewing Machines and an Overlocker to emerging technology such as 3D Printers, Laser Cutters/Etchers, a 3D Scanner as well as suite of CriCut equipment. All basic tools and consumables are provided; however you are welcome to bring your own consumables should you want something specific.

To find out exactly what equipment we have available, please head to our website:

[www.townsville.qld.gov.au/facilities-and-recreation/libraries](http://www.townsville.qld.gov.au/facilities-and-recreation/libraries)

## Where can you access?

MixHaus Makerspace, Digital Studio 1 and Digital Studio 2. Included in these spaces are toilet/changeroom facilities as well as boiling/cold water, a fridge and a kitchen sink.

All users will be given an auto-generated PIN upon booking completion giving you access to all of the above facilities.

- MixHaus Makerspace users will be given an auto generated PIN with each valid bookings giving users access to the Creative Hub Library rear entry door and the MixHaus Makerspace.
- Digital Studio Users will be given an auto generated PIN with each valid bookings giving users access to the Creative Hub Library rear entry door, the Digital Studio related to their booking (either Digital Studio 1 or Digital Studio 2, or both if both Studios were booked), and MixHaus Makerspace.
  - o The reason users who book Digital Studio ½ get access to MixHaus Makerspace is because that is where the toilet/changeroom facilities, boiling/cold water, kitchen sink and fridge are.

## What is in each Space besides the equipment?

### Digital Studio 1

- Padded production desk
- 5x chairs
- 1x production desk with PC
- 6x USB charge outlets
- 1 dual power point

### Digital Studio 2

- Padded production desk
- 3x Chairs
- 1x Production desk with PC
- 3x USB charge outlets
- 1x dual power point

Please note, there are no consumables provided for the Digital Studio Spaces. All rubbish must be taken with you during Extended Hours Access.

Both Studios are sound resistant for professional use.

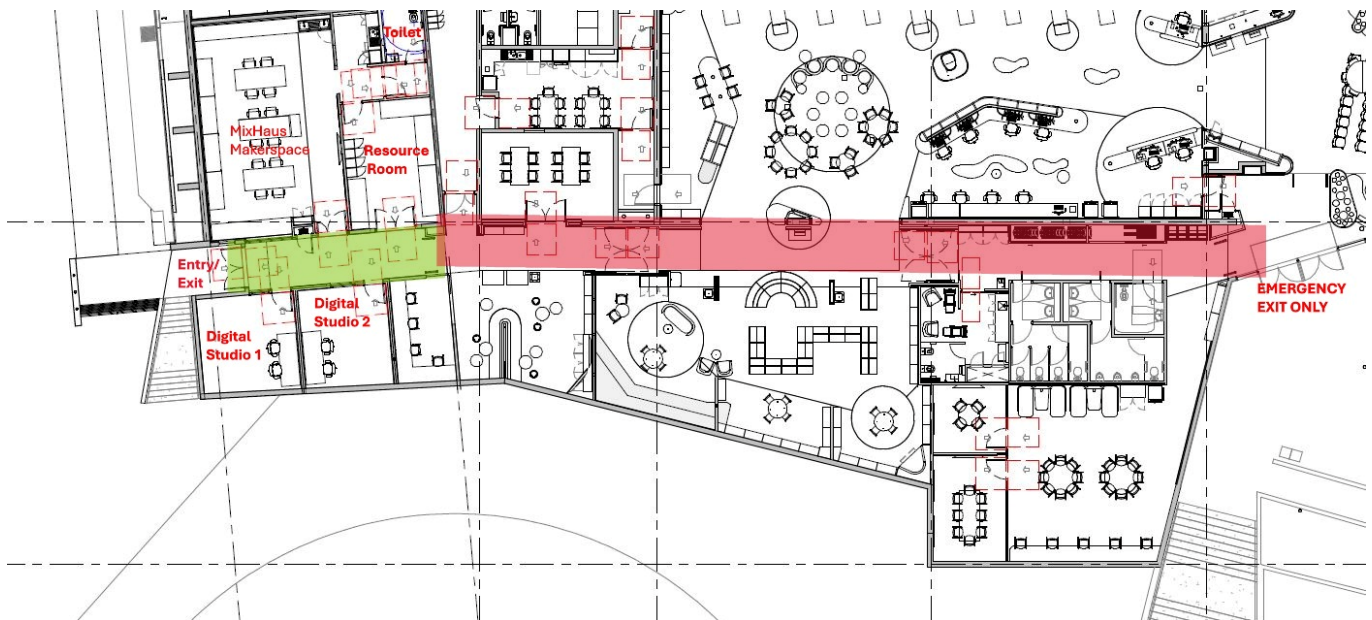
### MixHaus Makerspace

- 1x Consumables cupboard which houses: **(Pictured Below)**
  - o 3D Printer filament: PLA and PETG
  - o Laser Cutter plywood: New sheets and offcuts
- Multiple Dual power outlets
- 4x PCs for project design
- 2x sinks
- Toilet and changeroom
- 1x Fridge

- All required PPE
- Essential Safety Documentation for each machine



## MAP of accessible area during Extended Access Hours



**Green Zone:** Pathway to MixHaus Makerspace, Toilet, Digital Studio 1 and Digital 2

**Red Zone:** NO ACCESS. Emergency Exit Only.



These glass doors are to remain closed during Extended Access Hours. Only if required in an emergency should you enter the library space to use an alternate Emergency Exit via these doors.

## Your Responsibilities

### Access, Safety and Conduct

- Wear fully enclosed shoes in all Makerspace spaces.
- Use all required Personal Protective Equipment (PPE) as directed by the online induction, safety documentation, signage, and Council staff.
- Follow all Townsville City Council and Citylibraries staff instructions.
- Take reasonable care for your own health and safety, and ensure your actions do not adversely affect others.
- Comply, so far as reasonably able, with all Work Health and Safety Act 2011 (s29) obligations.
- Complete a mandatory online safety induction every 12 months to maintain inducted status.
- Adhere to all Townsville City Council and Citylibraries policies, procedures, and safety requirements.

## Emergency and Medical Information

- Townsville City Council and Citylibraries do not accept responsibility for medical episodes induced by pre-existing conditions.
- First aid kits, AED, evacuation signage, and emergency contact information are provided and covered in the induction.
- During Opening Hours: report emergencies to staff and call 000.
- During Extended Access Hours:
  - Inducted users are responsible for self-evacuation.
  - Exit via the nearest unobstructed emergency exit (green running person signage).
  - Once evacuated, contact 000.

## Equipment, Bookings and Use

- Only use equipment and spaces you have successfully booked.
- Do not share your Booking PIN or allow unauthorised access.
- Citylibraries does not provide supervision or instruction for equipment use.
- Read and follow all Equipment Instruction posters before use.
- Always wear PPE required for the equipment being used.
- Do not attempt to repair equipment under any circumstances.
- Report all equipment or space faults, hazards, near misses, and incidents promptly.
- Leave all equipment and workspaces clean, safe, and tidy.

## Behaviour and Acceptable Use

- Treat staff and other users with respect and courtesy at all times.
- Anti-social behaviour must be reported to staff during opening hours.
  - If you feel unsafe during Extended Access Hours, contact 000.
- Other users may share the space during opening and extended access hours—plan bookings accordingly.
- Smoking or vaping is strictly prohibited.
- You must not access material that is offensive or inappropriate for a public space, including pornography.
- You must not use equipment or resources in ways that infringe intellectual property rights.
- The space must not be used for mass production or commercial activity. Prototyping is permitted.
- Drinks must have a lid or cap. No food is permitted near equipment.

## Personal Property and Projects

- Take all work, materials, and personal belongings (including storage devices) with you when leaving.

- Council accepts no responsibility for loss, damage, or theft of personal items, materials, or projects.
- Any intellectual property you create remains your own, and you are responsible for its protection.

## Reporting Channels

- During Opening Hours:  
Report equipment faults, malfunctions, near misses, and accidents to library staff immediately.
- During Extended Access Hours (24/7):  
Report all equipment faults, near misses, and accidents via email to [libraryexperiences@townsville.qld.gov.au](mailto:libraryexperiences@townsville.qld.gov.au)
- In any emergency: call 000.

## Enforcement

Failure to act responsibly or comply with these conditions may result in restricted or suspended access to spaces and equipment.

-

## First Aid Kit, Fire Blanket and Interior Fire Extinguisher location

Located in the kitchenette area in MixHaus Makerspace



## Exterior Fire Extinguisher location

Located in the Hallway behind the picture door between Digital Studio 1 and MixHaus Makerspace



## AED Location

Located in the hallway between Digital Studio 1 and to the right of the MixHaus Makerspace entry door



## MAP of exits.



## 4 Safety Prompts

We have 4 safety prompts when working in Riverway Creative Hub

- 1. Check the environment for potential hazards - anti-social behaviour, lighting, other users' space.
- 2. Check the equipment for potential hazards - messy work area, malfunctions, inoperable equipment.
- 3. Check yourself for potential hazards - loose clothing, fatigue, competency, confidence.
- 4. Check with staff (if you are unsure about anything).

The Riverway Precinct, including Riverway Creative Hub, is monitored 24/7 by CCTV and Precinct Security.

## Related Documents

You must read and agree to the below:

Townsville Citylibraries Creative Space Terms and Conditions of use

Townsville Citylibraries Terms and Conditions of Entry