



Thank you for your enquiry to Norwood Commercial Kitchen - Frequently Asked Questions:

Access to NCK for a tour:

Please see our NCK [virtual tour](#)! Due to resource restraints, we refer our customers to the virtual tour in the first instance, and when they have well-developed business plans and are closer to making a booking, we will organize a tour on-site. An induction will be provided.

Equipment:

Ovens

- UNOX 5-tray Combi Oven (self-cleaning)
- MOFFAT Turbofan (4 bakery size tray capacity) – designed for bakery applications but can be used for any cooking
- Gas oven (900mm)

Large Processing/Cooking Equipment

- [50L Bratt pan](#)
- 6 gas burners
- Planetary mixer

Other

- Blast Chiller/Freezer (including bakery setting)
- Commercial dishwasher
- Walk-in coolroom
- Freezer (domestic) storage on day of cooking
- Cleaning chemicals and food grade sanitizer
- (BYO dishwashing detergent for washing dishes in the sink)
- Some gastronorm GN1/1 trays (which fit the UNOX oven), bakery trays (which fit the Moffat oven), silver bowls and utensils
- Approx 15 meters of stainless steel benches
- Microwave, kettle.



Can I bring my own equipment?

Benchtop equipment (e.g. fryer, food processor) can be used in the kitchen. Please consult with us for any other equipment. Please bring your own utensils, bowls, chopping boards, knives, dishwashing detergents, cleaning cloths and tea towels etc.

Can I store items in the kitchen?

Storage (at no additional charge) is available in the coolroom in association with a rental event e.g. drop off ingredients on Thursday, cook at NCK on Friday, collect items Saturday morning.

Long-term and regular customers may utilize the shelves in our storage area. We recommend that these are stored in locked storage tubs (e.g. Bunnings tubs + a padlock).

How do I book NCK, what days are available and what is the cost?

There is booking availability on most days although Friday & Saturdays are the busiest times. You will have the kitchen exclusively during your booked time. If there is any overlap with bookings, it will be done with the permission of both parties. Other customers may enter the premises to drop off / pick up.

Email us (hello@norwoodcommercialkitchen.com.au) with your booking request. Bookings are confirmed after payment is made.

Casual bookings: ad hoc

Regular bookings: regular time will be blocked in the schedule (eg every Thursday, 5-8pm)

Other: we are happy to make an individual arrangement on hours

Cost is approx. **\$45ph +GST for a casual booking, with 1-3 cooks in the kitchen.**

We have a 3hr minimum booking time and a \$200 (refundable) bond. This cost is inclusive of utilities, cleaning chemicals, equipment use etc. Please contact us to further discuss costs for your business/project.



Can my customers pickup food from NCK during my booking time?

Yes, this model works well!

How do I get access to the kitchen?

After payment of the bond, we will provide access to the kitchen. The kitchen can be booked/accessed 24/7.

Do I have to clean the kitchen?

Customers must clean all areas used in the kitchen, including sweeping and mopping the floors and leave the kitchen in a state suitable for the next rental booking. Cleaning is to be completed within the rental period.

Other important things to know!

- You can advertise your business or have signage on the front gate – it is a highly trafficked street due to schools and Norwood retail precinct. Costs to have a corflute sign made are <\$50 and NCK does not charge regular customers for advertising space.
- Business types that are a good fit for our kitchen
 - ready-to-eat meals
 - market-sellers (e.g. health foods, bakery, specialty items)
 - caterers
 - cooking classes
- NCK allows you to try out your business idea for a **LOW INVESTMENT!** We want to see you be successful so please use our kitchen to trial your product/business idea before investing in expensive equipment or hire-contracts. We are happy to support you in any way that we can!
- Please respect our kitchen space and other renters in the kitchen. We run this kitchen on a cost-neutral basis and aim to continue to keep our rental rates as low as possible. Adhering to the requirements of the kitchen allows us to do this.



What do I need to start my business?

There are no requirements (other than paying your invoice) for booking NCK however the following information may be helpful:

It is important to complete a [Notification of Food Business](#). This is free and can potentially save you \$\$\$ due to a fine. This will also connect you with an Environmental Health Officer at the council who will advise you if you need to complete a Food Safety Supervisor qualification and answer any other questions.

You may need to get insurance. You can also register your business and get an ABN.

Georgie is a food scientist who specializes in label compliance – if you have any questions about nutrition information panels, statement of ingredients, allergens and anything else, please don't hesitate to ask.