



# SUSTAINABLE HOUSE DAY 2016

## VOLUNTEER GUIDELINES

Hello

Thank you for your interest in volunteering or organizing the volunteering for your designated location/event for Sustainable House Day 2016. The success of this event is reliant on volunteers across the country and we do highly value your contribution. Following is some information regarding various volunteering roles for both community groups and volunteers alike.

Thank you,

*Jodie North*

**On behalf of the Sustainable House Day team**

### **VOLUNTEERS**

We recommend for each house participating in SHD you would typically require approximately four people/volunteers onsite to manage the day. You will need to assess this recommendation dependent on the size of your property and the location of your sustainable features and plans for the day (i.e if you are conducting tours or not). However volunteers comprise typically of one to two householders, and two to three volunteers. You may be able to source your volunteers from:

- a local sustainability group
- friends
- family
- neighbours
- your council, or
- other interested members/business of the community.

We recommend that volunteers be arranged well before the event and that all volunteers are fully briefed of their tasks and expectations.

Following is a suggested outline of how you assign your volunteers during your onsite event:

#### **Lead group volunteer (if applicable)**

The lead group volunteers is required to oversee the houses / or houses (if you are managing more than one) and volunteers they have been allocated. It is the lead volunteer's responsibility to schedule volunteer positions to houses according to the needs of the house (busy, awkward location etc), and experience in previous events etc.

#### **Lead Home Volunteer**

One volunteer, usually from the local coordinator's community group or one of the homeowner will be the Lead Volunteer, taking responsibility that mandatory requirements are met. This includes:

- management of volunteers including briefing, allocation of task scheduling and breaks
- the recording of visitor details and tallying the total number of visitors
- ensuring hazards are minimized and safety requirements are adhered to, and
- the overall running of the event at the nominated house is managed efficiently.

The Lead Volunteer will be the key liaison for the nominated house and should be present on the day, for the full day. They will also be responsible for placing the SHD road signage as appropriate, and can assist with welcoming, car parking assistance, and directing visitors, as well as ensuring the Householder and volunteers get an occasional break!

#### **Lead guide**

One person, usually the householder, will be the lead guide, answering questions and conducting tours if there are guided tours. It is helpful if at least one other person is able to provide information, answer questions and conduct tours, to give the lead guide a break. The Householder should meet with the volunteers involved before the event, at their home, to make sure they have a clear idea of the information and features to be discussed, the tour route, and plan for the day according to the individual circumstances.

#### **Welcome Volunteers**

Welcome volunteers, an ideal position for a second householder or friends or family are responsible for welcoming visitors, taking visitor details, giving directions, handing out Household Information and other literature. The Welcome Volunteer could be a few volunteers who share the role over the day, provided there is a good handover in between.

#### **Sustainability Expert Volunteers**

You may wish to appoint or approach a sustainability expert to assist with your open house on the day. This may include architects, builders, tradesmen or environmental specialists who can be on hand to assist in conducting tours or assisting in answering sustainability questions within their field of knowledge.



### AN EXAMPLE OF TASKS TO BE COMPLETED:

Following is a listing of the tasks (but not limited to) that householders and volunteers can complete in the lead up to and on the day of your open house:

#### Tasks in the lead up to the event

Tasks in the lead up to the event that you may be able to allocate to volunteers can include:

- complete your house profile on the Sustainable House Day website
- placement of posters in the local community
- enlisting volunteers to assist on the day
- ensure all volunteers complete the volunteer registration form
- approaching local/sustainability experts to participate at your open house
- contacting local media to announce your open house
- conduct a risk assessment of your home and ensure any issues are addressed
- prepare your home and garden to enable you to open your home or conduct tours on the day
- print off and collect all appropriate documents from national management in relation to opening your home
- promote (and get your volunteers to as well) via your social network that you will be opening your home
- prepare any handout materials or signs on the day
- roster for volunteers

#### Tasks to be completed on the day

Other tasks for volunteers to undertake during the day include:

- set up of house including entry area with a dedicated sign in area and placement of handout materials
- placement and removal of outside signage
- conducting of tours
- continual risk assessment throughout the day to ensure safety is always maintained
- event updates on your personal and official SHD facebook and twitter accounts
- pack up

#### Have more questions?

If you have any questions regarding being or obtaining for Sustainable House Day, please contact the national SHD managers via: [shd@ata.org.au](mailto:shd@ata.org.au)

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