



## Guidelines for Volunteers Sustainable House Day (SHD)

Hello

Thank you for your interest in volunteering, or organising the volunteering, for your designated location/event for Sustainable House Day.

The success of this event is reliant on volunteers across the country - we highly value your contribution. The following two pages contain information regarding various volunteer roles for both community groups and individuals.

Thank you,

Damien Moyse  
Acting CEO  
Renew

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Leading in sustainability

# Volunteer Roles

Below are suggested roles for volunteers during your onsite event. The number of volunteers needed, naturally will depend on the size and style of the home.

## Lead Group Volunteer

The lead group volunteers is required to oversee the houses and volunteers in the assigned group. 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 home owners experience from previous events.

## Lead Home Volunteer

One volunteer, usually from the local coordinator's community group or one of the homeowners 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 the 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 answering sustainability questions within their field of knowledge. Generally located in one spot near the feature they specialise in.

## EXAMPLES OF TASKS:

Here are two lists of relevant tasks for householders and volunteers leading up to and on the day of your open house:

### 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 SHD website
- placement of posters in the local community (café's, schools, community centres, local shops etc.)
- 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, community newspapers relate are more likely to want to write a story about a local doing something for their community, rather than a national event. It is important to contact them as soon as possible as they often have the newspaper stories set out in advance.
- conduct a risk assessment of the 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

- house set up, including entry area with a dedicated sign 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, instagram and twitter accounts
- pack up, put your feet up and relax.

On behalf of the staff at the ATA and the visitors who will come to visit you and your house on the day **THANK YOU** for all the information and advice that you have given on the day.

### Have more questions?

If you have any questions, please email [shd@renew.org.au](mailto:shd@renew.org.au).