



Little BIG House Summer Hill Venue Guide



WELCOME TO THE LITTLE BIG HOUSE!

WE'RE SO GLAD YOU COULD JOIN US 😊

The Little BIG House is a space where all locals are welcome to come and hang out, join a free event or host an activity that's good for the hood.

This is a place to get together. A welcoming, safe space where you can walk in to talk, meet, share stories and laugh, or sit and read a book.

This is YOUR space and you will find all the information you need to have the best time right here in this guide. There are also a few values and rules that we ask you to please respect to ensure this space can remain open for the whole community.

Acknowledgement of Country

The Little BIG House is built on Gadigal land, and we pay our respects to their elders past, present and emerging. If appropriate for your event or gathering, please remember to pay your respects to the traditional owners of the land.

We recommend the following:

I would like to acknowledge the traditional custodians of the land on which the Little BIG House stands on, the Gadigal people or the Eora nation, and pay my respects to the Elders past, present and future. I also extend my respect to the Aboriginal or Torres Strait Islander people who are here today.

Before this space was a community hub, it was land which held the memories, the traditions, and the culture of Australia's first people. To use this space today to gather, create connection and build community is a privilege and an honour.



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1. LITTLE BIG VALUES



1.1. LIVE HAPPIER, HEALTHIER, KINDER

“You cannot love your brother or sister across the world if you do not love your neighbour across the street” – Unknown.

We ask all volunteers and visitors to the Little BIG House to uphold our vision of a happier, healthier and kinder community. We each need to ‘live’ this in order to become it. By being kind to one another we can make a huge difference to our neighbourhood, our community and the world. Say ‘hi’ to the next person you meet, consider if your idea can help the community to be healthier, welcome all to your group and if you can help someone – go for it.

1.2. BE RESPECTFUL

“Unexpected kindness is the most powerful, least costly, and most underrated agent of human change” – Bob Kerry.

This is a space for people working on their novel, for children to play (and maybe sometimes cry) and neighbours to chat while the footy plays, for groups to meet and one-on-one connections to forge. Everyone is welcome and there’s lots of room to feel at home together in this beautiful, shared space.

Please respect others and their activities, don’t make too much noise, and make room for others to hang out too. Oh, and when things go wrong, give your neighbours the benefit of the doubt.

1.3. WELCOME EVERYONE

“We must not only learn to tolerate our differences. We must welcome them as the richness and diversity which can lead to true intelligence” – Albert Einstein.

The Little BIG House is everyone’s neighbourhood hub, open to all in the community to enjoy. We welcome everybody, no matter your background; whether you’re a vegemite fan or can’t stand the stuff; whether you prefer rugby over AFL. Whoever you are, come on inside and join in on the fun. We believe all people have a right to full inclusion as valued community members and we respect and encourage diversity of all forms – cultural, gender, age and thought diversity.

Welcome everyone inside and help us make this community the most connected and the happiest, healthiest, and kindest community there is.

1.4. LITTLE BIG ACTIONS

“Great things are done by a series of small things brought together” – Vincent Van Gogh.

A smile goes a long way. In fact, it can make a world of difference to someone’s day. Little moments of connection can have the biggest impact on how someone is feeling.

They all add up - helping us feel happier and more resilient - no matter what the world throws at us. Best of all, they’re easy. No planning needed.

Look out for one another, help out if you can and do the little thing that will put a smile on someone’s face.

2. SAFETY FIRST

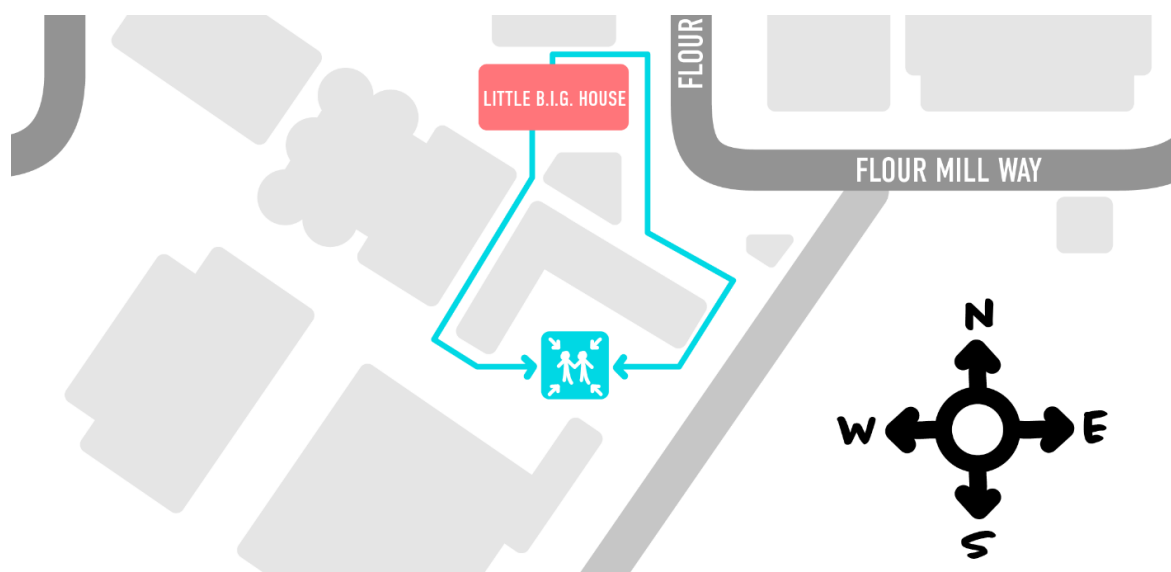


2.1. FIRE SAFETY PROTOCOL

If it's an emergency always dial 000 immediately and get yourself to safety.

The Little BIG House is fitted with smoke detectors. There are fire blankets and fire extinguishers (both ABE Dry Chemical Powder Fire Extinguishers and Co2 Extinguishers) throughout the venue.

Evacuation diagrams showing evacuation routes are located at the top of the stairs, and by both the back and front entrances. In case of an evacuation, leave everything behind and proceed immediately to the assembly area as indicated below.



2.2. FIRST AID

If it's an emergency always dial 000 immediately.

There is a first aid kit located in the ground floor kitchen. This first aid kit is regularly restocked, but if you notice anything missing, please contact the Little BIG House Team on hello@littlebigfoundation.org

2.3. BREAKAGES

Breakages happen, we know, it's just a part of life and don't worry we're not upset. Please just make sure to clean up afterwards as we don't want anyone getting hurt. You can find mops and brooms on the back doors of the bathrooms both upstairs and downstairs.

If there is a more substantial break or there's glass on the ground, please send us a quick text so we can make sure we organise adequate cleaning of the space. Our number is 0451 155 145.

If something belonging to the Little BIG house breaks, please let us know ASAP what happened on hello@littlebigfoundation.org - you won't be charged for minor breakages and we would rather know.

2.4. CCTV

CCTV is used throughout the Little BIG House to ensure the safety of our community. By entering the venue, you agree to being recorded.

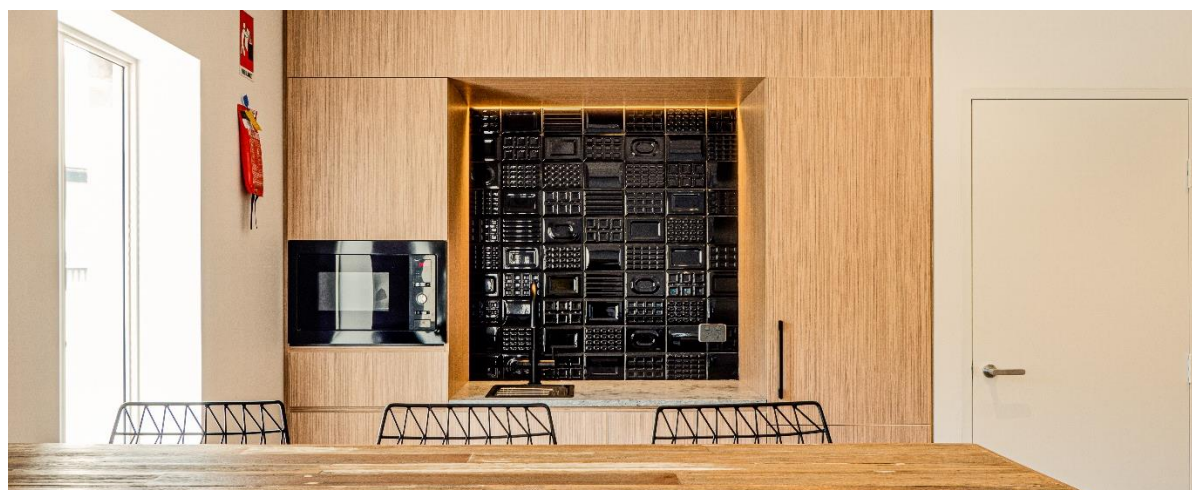
2.5. KEEPING KIDS AND OTHER GUESTS SAFE

Parents, caregivers, and responsible adults – your kids are your responsibility. As a private hirer, any guest is your responsibility. We have designed the space to be as safe as possible but please always keep an eye out. No one under the age of 18 should be in the venue unsupervised. If you have booked the whole venue, there should be an adult supervising children in both spaces at all times. If you bring any third-party suppliers into the venue (caterers or children's entertainers please seek approval from the Little BIG Team first on hello@littlebigfoundation.org).

3. HOW THINGS WORK



3.1. COMMUNAL KITCHEN



Here is the short version: help yourself, but there isn't anyone to clean up after you!

Help yourself

The kitchen is fully stocked with everything you need to keep you going throughout the day. All the cupboards are labelled to help you easily find what you're looking for such as mugs, cutlery, plates, bowls, and glasses. We don't have an endless supply so pop in on an open day before your event to check quantities. There's a Zip Tap for hot (boiling) or cold water – careful, the hot water is hot. To change to hot water push the button on the left so it goes red, then push the handle backwards.

There is no hot water direct from the tap. We know it's strange. It's complex and expensive to fix.

Cleaning the kitchen

Everybody is responsible for the kitchen, so please help us keep it clean and tidy. Please put away anything you use – **this means washing up, drying, and returning what you've used to its correct place in the cupboards OR unstacking the dishwasher.** We get charged a fee when the cleaner unstacks the dishwasher and we will have to pass that along to you. Extra cleaning supplies can be found in the tall cupboard by the kitchen on the ground floor (code 1398) if needed.

Microwave

There's a microwave available so you can heat up that yummy home-cooked meal when you get a bit peckish or need to heat a baby's bottle. The microwave is for everyone to use, so please make sure you always wipe the microwave after use.

Bins

You will find bins under the sink for you to dispose of any rubbish. At the Little BIG House we value our environment and want to divert as much as possible from landfill. Make sure you're popping anything that can be recycled into the recycling bin and putting the rest into the general bin. If you can reuse that Tupperware, or take your food scraps home to compost them, we encourage you to do this. Excessive waste from private event cannot be left in the venue. Please take it with you.

3.2. ACCESSING THE INTERNET

To help you with your research, playing your favourite song, or sending a kind message to your neighbour we've set up a way to get you on the internet. Please refrain from doing anything dodgy on there, we don't want any issues.

WIFI Network Name	Password
BIG WIFI	BIG2021LBH
BIG WIFI-5G	BIG2021LBH

3.3. USING THE TV



Keep it family friendly.

Use Guidelines

We are hoping that you'll be so busy talking to one another that you won't want to watch the TV, but then again, who doesn't love a chilled afternoon, kicking back on the couch with a game of footy or tennis on in the background? You can watch other things too, maybe the kids need some Disney quiet time... please just keep it PG.

The TV might be auto playing the latest community videos or photos which are suitable for everyone's eyes. If so, please check with the volunteer before changing it. Otherwise, the TV is for everyone to use, so please share the remote (and keep it safe).

Streaming Services

The TV already has a range of streaming services installed. Log into your personal account on these applications to watch your show, just **make sure to log out afterwards!** You can also play your tunes through Spotify on the TV, which is already logged into a Little BIG House account.

Our Spotify details*:

Login: hello@littlebigfoundation.org

Password: littlebig

**It's a free account so it will play ads*

The Remote Control

The remote control is located on the cabinet below the TV – but it can wander so you might have to look around for it. All you need to do is point it at the TV and press the on button and voila! You'll find yourself on the home page and you can select which application you want to use. We do not have free-to-air TV so if you want to watch a channel click on that channel's app (e.g. ABC view).

Please do not download any applications to the TV without prior approval from the Little BIG House Team. If you think there is something missing, please email hello@littlebigfoundation.org

3.4. AIR CONDITIONING

You will find an upstairs and downstairs air conditioning, to help keep you cool in summer and cosy in winter. We generally find that 22 degrees is a great temperature for everyone to relax at. If you do need to change the temperature, please follow the instructions below – just be mindful of others in the space and keep it at a temperature that's comfy for everyone and consider the environment – let's not use the air conditioning excessively, why not open the window instead for some fresh air. Remotes on the downstairs level can wander around the room – please keep them near the unit they control and in an obvious spot.

Downstairs air conditioning

- There are two air conditioning systems downstairs:
 - One by the kitchen – the control is on the kitchen benchtop
 - One by the TV – the control is on the shelf under the TV
- Point the control at the air conditioning and press on.
- Select the temperature or click 'mode' to change if you want it to heat or cool the venue
- Remember to turn it off afterwards!

Upstairs air conditioning

- The control system is on the wall outside the bathrooms.
- Simply press the on button to turn the system on.
- You can then adjust it to the desired temperature.
- Please note that this system does not make a loud noise so you may think it's not on, but believe us it will be doing its job.
- Remember to turn it off afterwards!

4. OTHER BITS AND BOBS



4.1. CHILDREN'S PLAY AREA



You will find a range of toys and books to keep your little ones entertained while you enjoy that well deserved catch-up and cup of coffee. There are plenty of toys to go around (there is a toy box in the back corner), so let's make sure that everyone can join in the fun.

Please tidy up afterwards and put all the toys and books back where you found them. Please don't donate toys without checking with the Little BIG Team first.

There are baby changing facilities in the ground floor bathroom.

4.2. MOVING FURNITURE



Not a problem if you need to add an extra chair to your corner so your friend can join the catch-up, please just put it back where you found it afterwards. There are lots of photos in this guide if you forgot where you found something.

There are plenty of stools upstairs for you to pull out and use. They're the colourful ones stored along the wall. Grab one and set it up where you need it. There are also trestle tables stored in the cupboard in the small room upstairs if you need some more table space.

Always be careful if moving furniture around so as not to get hurt.

Please do not try to move the big dining table or the shuffleboard! Both are very heavy, custom made for their locations and assembled on site. If you move these items we will charge \$100 for their

4.3. PETS

Pets are welcome in the Little BIG House as long as they are not a nuisance or disturbing the other users of the space. Please be mindful if others are allergic or feel uncomfortable around animals and take your pet outside if required.

We've decked out this neighbourhood hub pretty nicely if you ask us, so please help us protect it and don't let your pet jump on any of the furniture. Why not bring their own bed along with you so they have somewhere to cosy up while you get on with that next chapter of your novel?

We reserve the right to ask you to remove your animal from the venue if we deem it to be causing any disturbance.

5. SETTING UP FOR EVENTS



5.1. ACCESSING THE SPACE

Keypad instructions

To get into the Little BIG House you will need to use your unique code that will have been sent to you via email prior to your event. If you can't find your code or it's not working, please call us on 0451 155 145.

There is a keypad on the front and back door and your code will work on both. All you need to do is key in your code (make sure you hear a beep when you push each number) and the light on the keypad will turn to green meaning you've made it in. Now open the door and away you go.

When you leave, just make sure the door is properly shut behind you and it will lock automatically.

5.2. WHERE TO FIND EVERYTHING

We've set up the Little BIG House with the basics of what you might need to ensure a successful event. Here's where you can find everything:

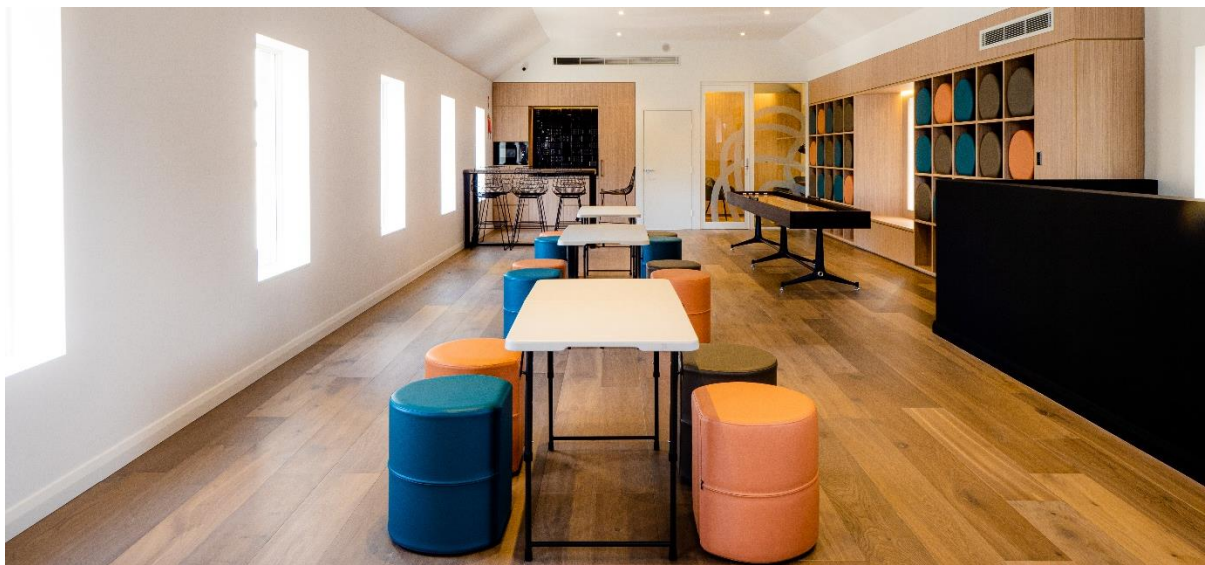
Water glasses, wine glasses, plates, cutlery

They are in the tall cupboard close to the kitchen on the ground floor. You will be sent the code to access these supplies before your event. Please make sure to pop everything back afterwards and close the cupboard.

- There are also water glasses, wine glasses, plates and cutlery in the upstairs kitchen if you're hosting your get-together on level 1. There's a dishwasher here if you have too much to wash by hand. **Please make sure you have had time to run the dishwasher before leaving the space so that you can empty it and put everything away. If in doubt, handwashing might be faster for you.**

Extra furniture

There are trestle tables stored in the cupboards in the small room on level 1. Feel free to get these out for your event if needed and please pop them back afterwards. You will also find plenty of colourful stools for your guests to sit on – they're in the little pigeonholes on level one.



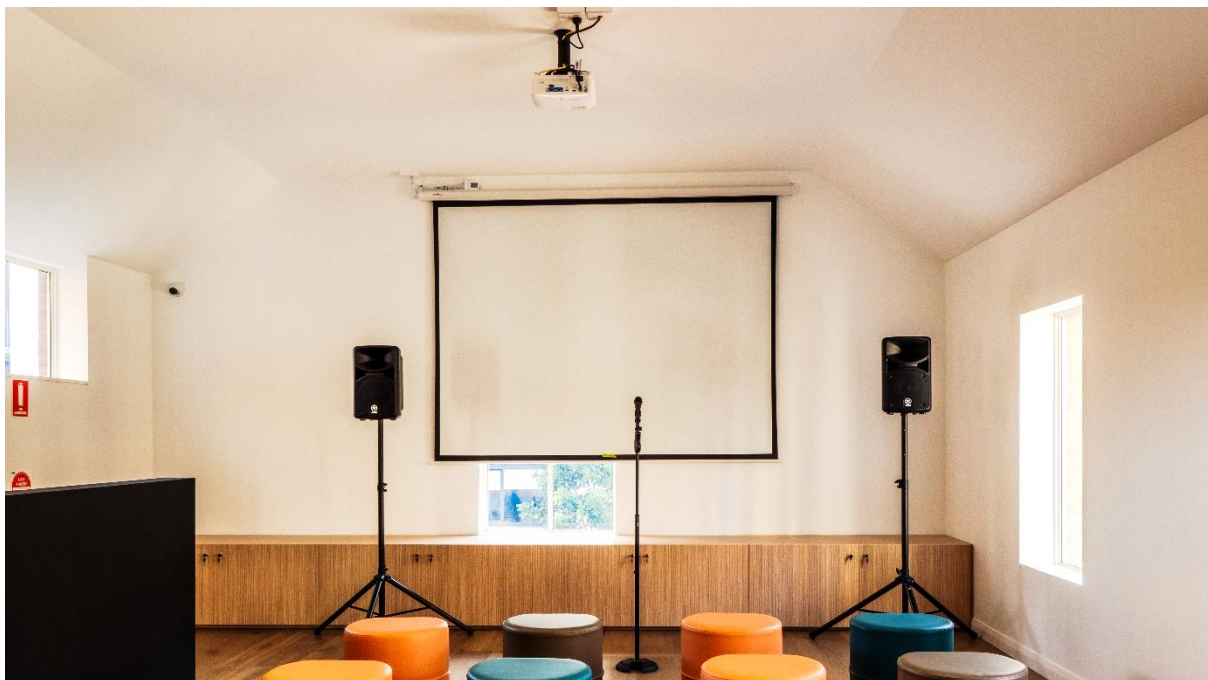
Cleaning supplies

This is a shared space, so please make sure to clean up after your event. There are brooms and mops in the bathrooms on both levels to pick up all those crumbs and plenty of dish cloths to wipe the surfaces, and extra cleaning supplies in the tall cupboard by the kitchen on the ground floor (code 1398) if needed. Please put everything back where you found it.

A-Frames & Chalk

A-frames can be found next to the console table by the front door of the Little BIG House. Chalk will be in the drawer closest to the front door. Feel free to use these to advertise your event by making a sign on the chalkboard A-frame and sticking the sign out the front door for any passersby to see.

5.3. USING THE PROJECTOR SCREEN

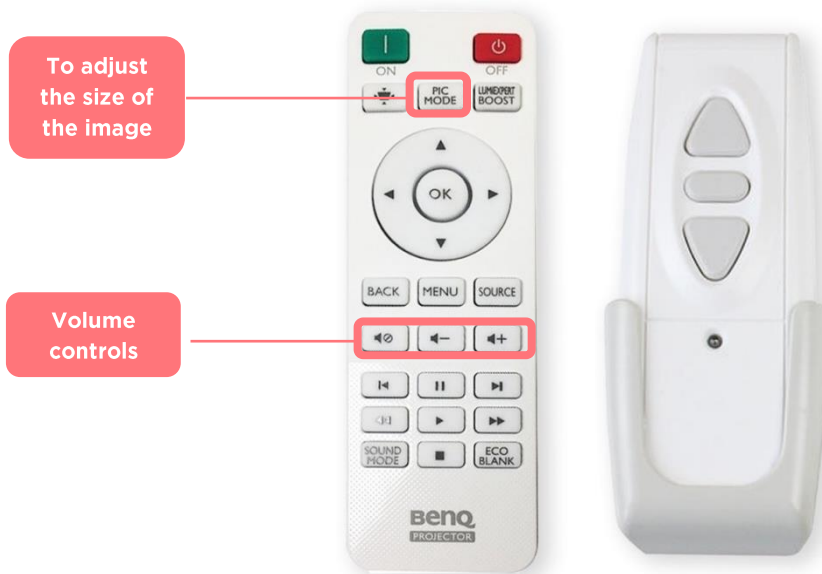


We want to help you wow your audience during your presentation, so we've installed a wicked projector and screen on level 1. It's pretty simple to set up, just follow the below steps:

- Remove the stool from the third pigeonhole from the ground in the row on the right. Inside you'll find a hidden HDMI cable. Connect this cable to your laptop to project onto the screen.

The projector works best with PC computers, so bring along a PC (maybe borrow one from a friend if you're on Mac). The Little BIG House is a community venue therefore we do not offer on the day IT support. Pop in before your event to check everything works with your computer.

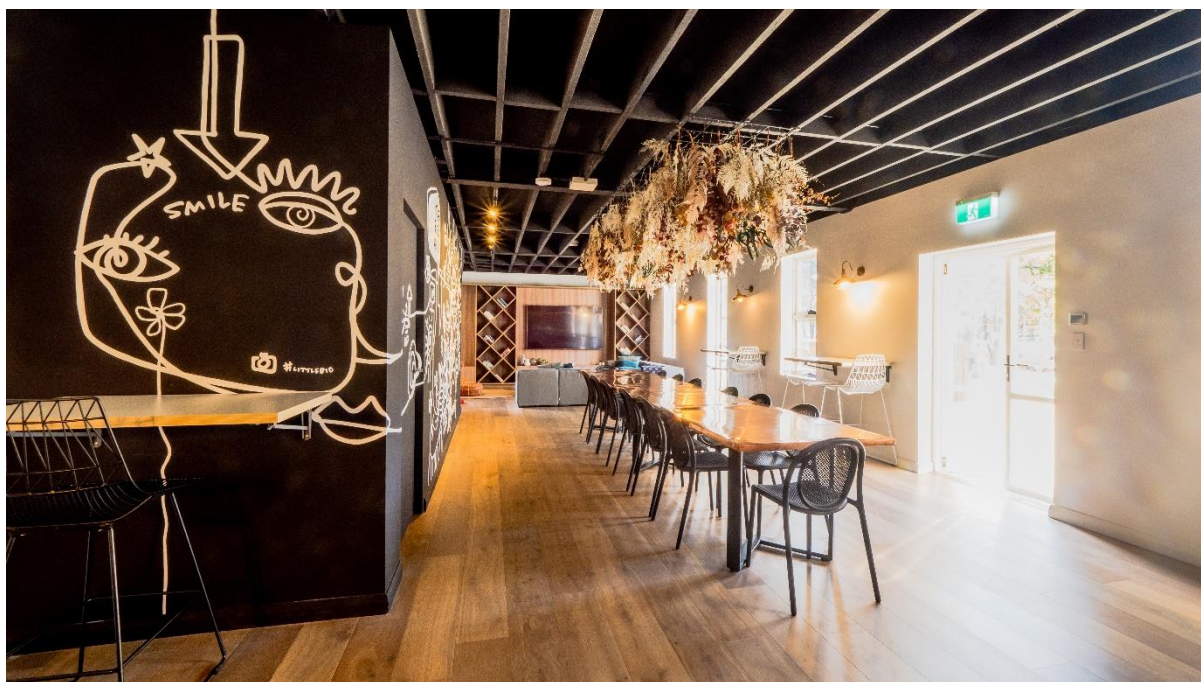
- If your laptop needs charging, there is a power point in the second pigeonhole from the right on the bottom row.
- **The remote controls are located in the cupboard on the left in the small room upstairs.**



- The remote on the left controls the projector:
 - Click the green 'ON' button to turn on the projector. It will automatically show your laptop screen.
 - If you need to alter the size of the screen projected press the button that says 'PIC MODE'.
 - If you are showing a video the sound will come out of the projector – make sure the volume on your computer is turned up to the maximum, you can then also increase the volume using this remote.
 - Click the red 'OFF' button when you have finished to turn off the projector and unplug the HDMI cable from your computer.
- The remote on the right controls the projector screen:
 - Press and hold the down arrow to lower the screen.
 - Press and hold the up arrow when you've finished to put the screen away.

6. OPENING AND CLOSING CHECKLIST





Here are a few things to remember if you're the first one in or the last one out of the space. If you have any issues, please call the Little BIG House Team on 0451 155 145.

OPENING UP

- Use your unique keypad code to enter the venue.
- Turn on lights, open windows or adjust the AC, put some music on – make yourself at home.
- If you're opening up the venue for the day, then please prop the front door open with the A-frame so others can access the space. Chalk in the console table drawer by the front door.

CLOSING UP

- Put everything away where you found it including all furniture and kitchen items (this included anything in the dishwasher).
- Make sure that all lights and AC/heaters are turned off (including the bathrooms upstairs – ground floor bathroom is on a sensor) – we don't want to waste any electricity.
- Close all windows.
- Wipe down any surfaces that have been used – let's keep our space germ free and safe for all. Mop or sweep floors as necessary (found in bathrooms on both floors).
- Make sure all doors are properly shut behind you, then head off to enjoy the rest of your day.

7. ISSUES

8. ABOUT US

9. CONTACT DETAILS



Issues

We really hope there aren't any issues, but should you need to report an issue, please email it to hello@littlebigfoundation.org. We would much rather hear about it from you than have the next person in the space report it to us.

Complaints should be accompanied by relevant documentation and evidence of the issue at hand.

About us

The Summer Hill's Little BIG House is operated by the Little B.I.G. Foundation. We're on a lifelong mission to inspire joy and empower a true sense of belonging in communities by creating opportunities for neighbours to get to know each other better.

The Little BIG Foundation strives to counter loneliness with every little meaningful moment we create. Australia's loneliness epidemic is coming to a tipping point. Nearly half of Australians don't have neighbours they can call on for help.

We do so by fostering a deep and personal connection to community through a shared community hub, providing a program of events that bring people together and co-sponsoring social interest groups and community-led events.



Contact details

During business hours (8am to 5pm AEST) – 02 9220 7005

Emergencies out of hours – 0451 155 145

Email – hello@littlebigfoundation.org

If you're interested in hosting an event for the community in our space, we want to hear from you! Head over to our website and fill in an enquiry form – <https://littlebigfoundation.org/#contact>

Incident & Accident Report Form

Remember, in case of emergencies, please always call 000

Should you need to report an accident or incident that occurs at the Little BIG House. Please scan the below code and fill in the online form.



If you are unable to scan the above code, please use the printed forms located in the draw of the entrance table. Please put your completed form in the Little BIG House letterbox located behind the building and notify the team on hello@littlebigfoundation.org

This document was updated 24/01/2023



LITTLE MOMENTS B.I.G. SMILES

littlebigfoundation.org