



Little BIG House Summer Hill Venue Guide



QUICK REFERENCE INFORMATION

These are the most frequently asked questions, hopefully this gets you up and running quickly!

- **Getting in**

Your code is unique to YOU and the TIME/DATE you booked. It will not work early.

It will be FOUR NUMBERS and will be emailed to you prior to your event.

Press just the numbers and look for the 'flash' of green light to enter (no hash needed).

- **Check the venue**

Check the venue for anything that looks out of place – excessive mess, damages, any broken equipment. If you notice anything, it's best to take a quick photo or video and email it to hello@littlebigfoundation.org. This ensures the issue isn't attributed to your booking and allows us to address it promptly.

- **The green exit button**

Once inside, there is a big green button near both doors – push it to unlock the door.

- **Getting online**

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

- **Emergencies**

In an emergency always dial 000 immediately and get yourself to safety.

The venue is operated by a volunteer Management Committee and is not supported outside of business hours (Monday to Friday 9am-5pm). However, in case of a significant issue our on-call number is 0451 155 145.

If you need to report something which is not time sensitive, please email: hello@littlebigfoundation.org.

- **Leaving**

Return all items to where they belong (furniture, brooms, wash and put away all mugs).

Clean up the venue to a standard you would want to find it.

Turn off the A/C (noting there are 3 different systems).

Turn off lights (noting upstairs, downstairs, toilets and outdoor lights. The Ground Floor bathroom is on a sensor).

Don't donate or leave anything (including food) without prior approval.

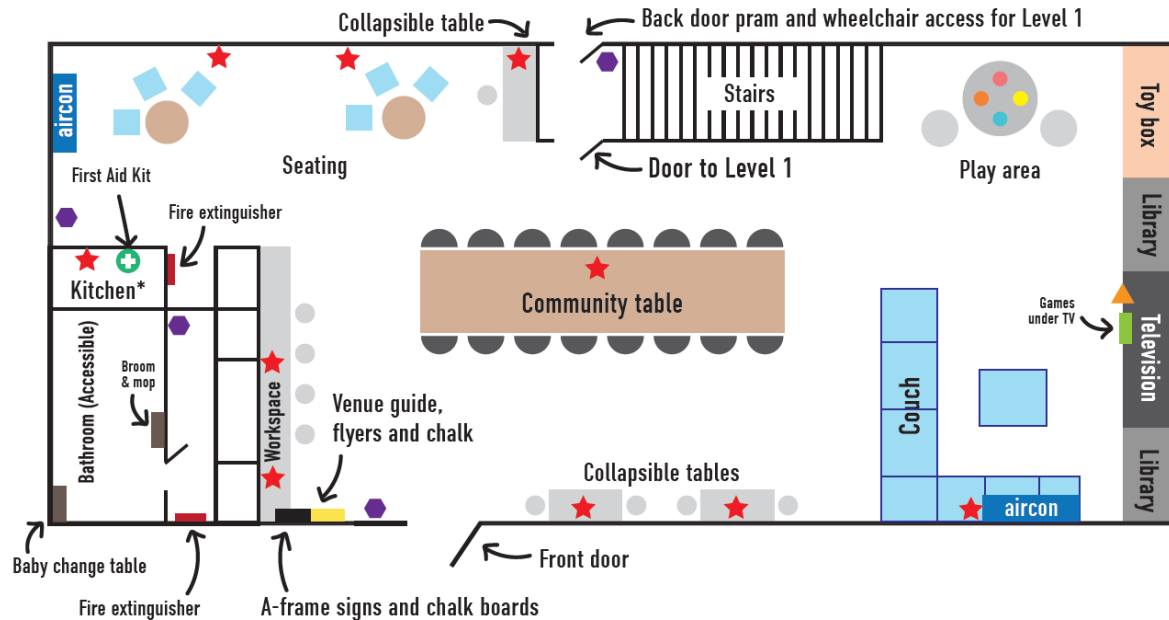
Bolt the secondary door, and pull the primary door shut tightly (give it a jiggle before you leave to make sure it is latched).

- **Referencing this document**

This guide is printed out in the venue in case you need to reference it. It's in a labelled black folder and there is one on each level.

VENUE MAP

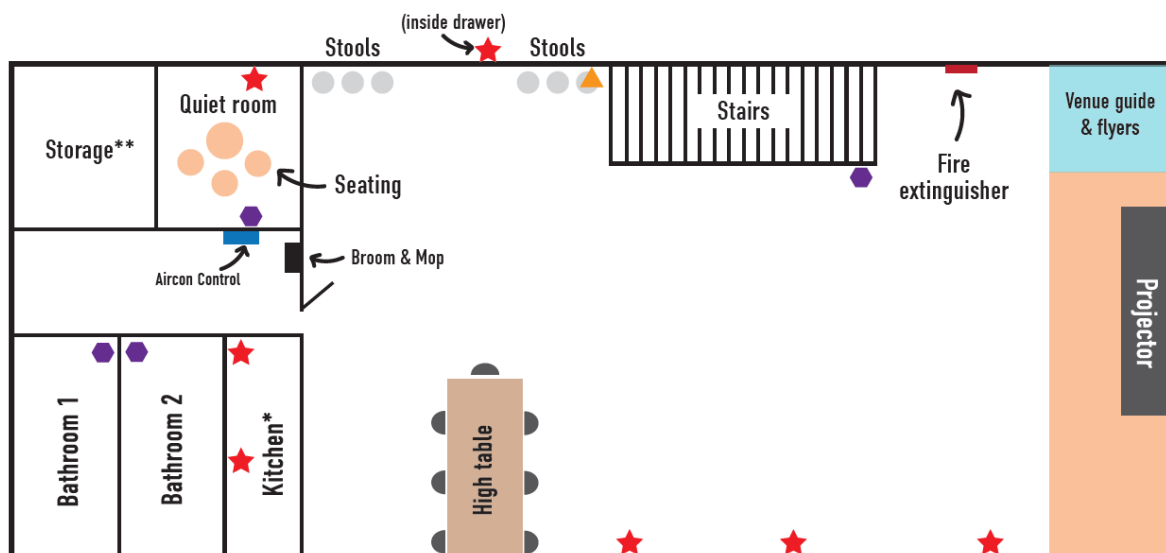
A little cheat sheet to help you find your way around — because even locals need a map sometimes!



GROUND FLOOR (Not to scale)

*Kitchen includes first aid, cleaning supplies, fridge, microwave, freezer, tea/coffee, plates, mugs, etc.

- ★ PowerPoints
- ⬢ Light switch
- ▲ HDMI Access Point (under TV)



Level 1 (Not to scale)

*Kitchen includes cleaning supplies, fridge, microwave, freezer, tea/coffee, plates, bowls, cutlery, mugs, dishwasher, glassware, rubbish bin

**Trestle tables & whiteboard

- ★ PowerPoints
- ⬢ Light switch
- ▲ HDMI Access Point

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1. WELCOME TO THE LITTLE BIG HOUSE!

In this document you will find all the information you need to have the best experience in the venue.

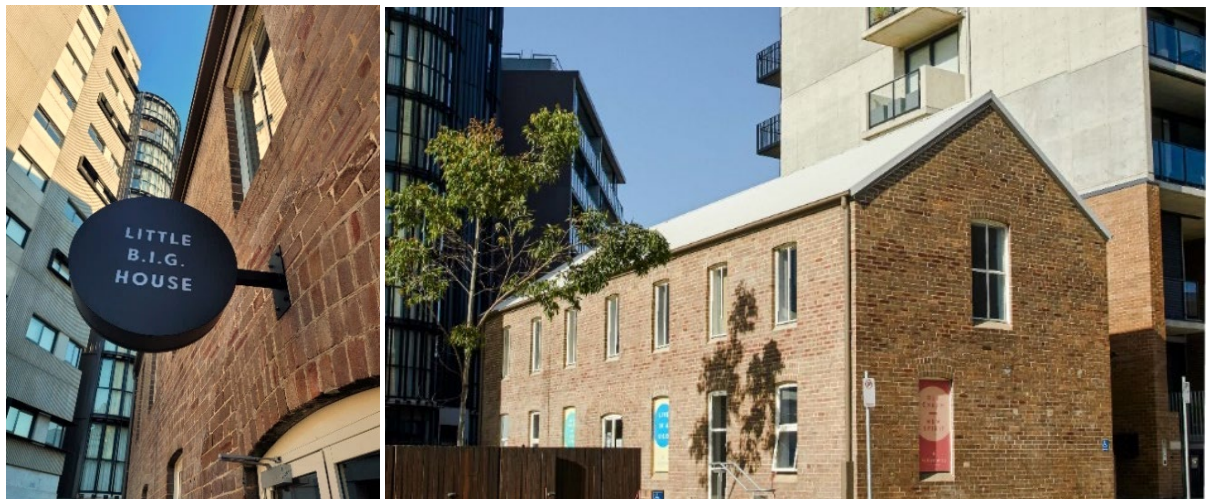
Acknowledgement of Country

The Little BIG House is built on Gadigal land, and we pay our respects to their elder's 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 which was prepared in conjunction with the Aboriginal Community Engagement Team at the Inner West Council:

I would like to acknowledge the traditional custodians of the land on which the Little BIG House stands, the Gadigal people of the Eora nation, and pay my respects to the Elders past, present and future. I also extend my respect to the Aboriginal and 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 connections and build community is a privilege and an honour.



A little bit about us

Here are a few things you might not have realised before booking our venue.

1. We are a not-for-profit

The Little BIG Foundation is a registered charity in Australia that focuses on reducing loneliness by creating spaces and programs for meaningful social connections. Our flagship initiative is the Little BIG House in Summer Hill.

Our principal activity is to promote the prevention or control of diseases (loneliness) in human beings as a Health Promotion Charity (HPC). We are registered with the Australian Charities and Not-for-profits commission (ACNC) in 2021, we have been approved for tax-deductible donations and are subjected to annual reporting and audits.

2. Our mission is to reduce loneliness through community

Did you know that 46% of Australians don't communicate with anyone outside their home? And yet endless research shows relationships and social connection feed healing and wellbeing. Loneliness is as bad for your health as smoking 15 cigarettes a day. We think knowing your neighbours and having a place connect is a critical step in disrupting this pattern, so we wanted to make it easier for great people to run community events that bring people together.

The idea was to build a community hub—a place where people of all ages and backgrounds could come together, share experiences, and build relationships.

Thus, the Little BIG House was created as the foundation's flagship project. It's not just a venue; it's a movement aimed at reducing loneliness and supporting well-being through shared activities, programs, and events.

As a Foundation, we do other things too – like run community building in CBD office buildings and support precinct-wide activation. Some of these are also NFP endeavours, and other generate income for this space.

3. We are volunteer-run!

Summer Hill Management Committee is a group of volunteers who assess incoming events suitability with our mission and space, coordinate training for volunteers and event hosts and keep the place humming. This means we don't have a venue manager/coordinator onsite at the Summer Hill Little BIG House – ever. So, every person who enters the spaces needs to be particular about how they care for the venue and leave the space ready for the next group. To date, we have never had to charge for damages because people take such good care of our space!

More about us at the end of this guide!



2. OPENING AND CLOSING

The first in and last out — like giving the house a friendly “good morning” and “good night.”

QUICK REFERENCE:

OPENING

- Use your unique keypad code to enter the venue.
- Set up the A-frame outside to tell people what is on.
- There are sandbags to keep the door open.

CLOSING

- Return all items to where they belong (refer to the floor plan at the start of this document)
- Clean up if needed (cleaning supplies available)
- Turn off the A/C (noting there are 3 different systems)
- Turn off lights (noting we have outdoor lights, Ground floor and Level one lights and lights in the toilets on level 1)
- Pull the door shut tightly (give it a jiggle before you leave)

Opening

- 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 four-digit code (make sure you hear a beep when you push each number). The light on the keypad FLASH GREEN (not stay green) meaning you've unlocked the door. Now open the door and away you go. It will lock automatically so prop the door open with a sandbag.
- Your code is unique to you – don't give it to anyone. You're responsible for what happens in the venue when it is used.



Our keypad – same front and back

1. Press the digits of the 4 number code firmly.
2. Wait for the 'beep' and the light to flash green (it won't stay green, it's just a flash).
3. Turn the handle and enter.

Trouble shooting your door code

If you're having trouble, it's most likely one of these three things:

- You have arrived early – the code will work at the exact start time you booked. If you're one minute early, it won't yet work. Just wait.
- You tried too many times in a row – if you've made a mistake entering the code on the first try, please wait for the 'beep' before trying again. It might take 30 seconds.
- The door might need a jiggle – if the person before you didn't latch it properly it might be struggling to unlock. Jiggle the door to make sure it's fully shut, wait 30 seconds and try again, OR walk around and try the back door. The code is the same.

A-frames, sandbags & 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 placing it outside.

TOP TIP:

If you are hosting a private event, we HIGHLY encourage you to still use the chalkboard. Write "Welcome to Timmy's Birthday Party" or similar.

Our community loves this space and sometimes you may find that people outside of your event wander in. Please kindly advise us what is happening today (especially if you have a private booking), point them on the noticeboard to see what events are publicly available and always be friendly.



Front entrance



Back entrance (accessible)

Closing

This is a shared space, so please make sure to clean up after your event. It is likely someone is coming as close as 15 minutes after you.

CLEANING UP

- Wipe down any surfaces that have been used.
- Mop or sweep floors as necessary (found on the backs of the bathroom doors on both floors).
- Put everything away where you find it including all furniture in its original spot and kitchen items washed and put away.
- Empty the dishwasher – please don't use it if you don't have time to empty it (just hand wash and dry your dishes). Please don't leave the dishwasher running. If you do, our cleaners charge us extra time to unstack and this cost will be passed on to you.

Where to find the supplies



Brooms and mops are available on the backs of the bathroom doors on both levels.

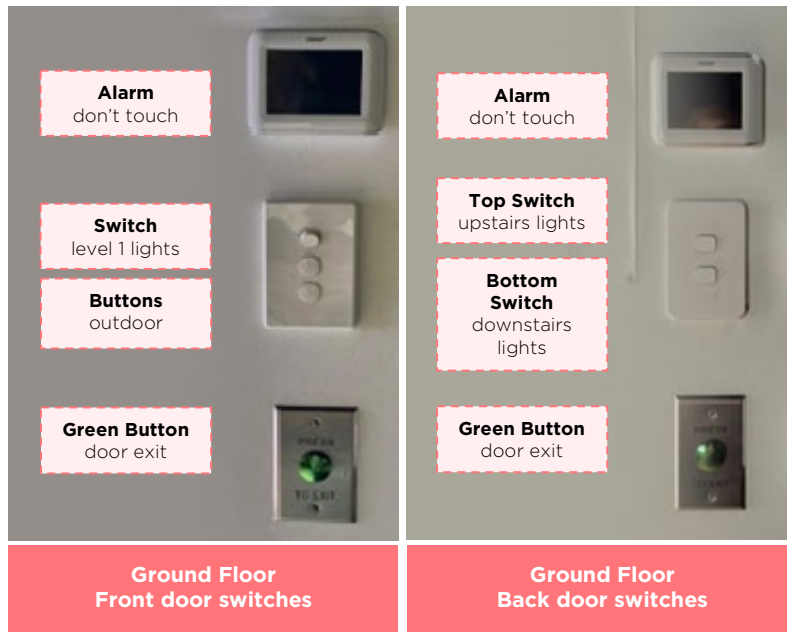


Spray and wipe, hand soap, extra toilet paper, fresh towels, new sponges etc are available in the cleaning cupboard on the Ground Floor. Please leave dirty towel in the blue bucket.

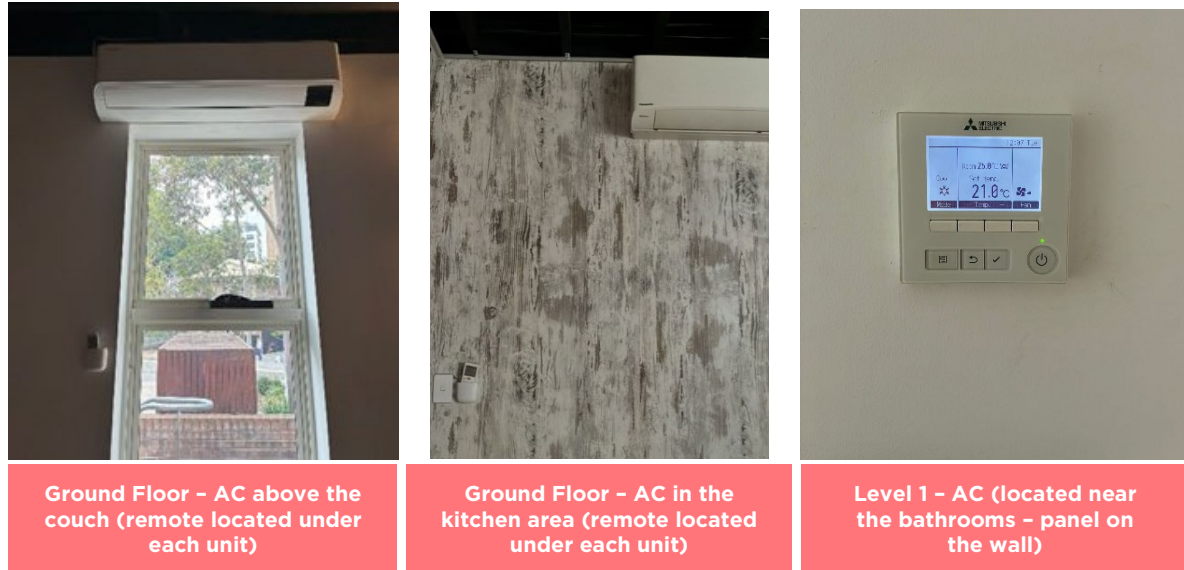
TURN EVERYTHING OFF

- Close all windows.
- Make sure that all lights and air conditioning/heaters are turned off.
- REMEMBER: Check the lights are off in the bathrooms upstairs (the ground floor bathroom is on a sensor).

LIGHTS



AIRCONDITIONING



Lock Up

- Bolt the secondary door first.
- Allow the primary door to close (it locks automatically).
- Double check its latched in.



Secondary door bolt needs to be latched in. If it isn't the main door will not lock correctly.

TOP TIP:

The door locks behind you and your unique code only works during your set time. Once you close the door at the end of your event, you won't be able to get back in. Make sure you have enough time to clean up and leave in your booking time.

3. HOW THINGS WORK

All the behind-the-scenes magic that keeps the Little BIG House humming along.

QUICK REFERENCE:

FACILITIES

- Everybody is responsible for the space, so please help us keep it clean and tidy. There should be nothing on surfaces when you leave (i.e. wash, dry and put away your dishes, pack toys back into the toy box and please don't donate without prior approval).
- Do not leave ANY ITEMS in the fridge or freezer or leave excessive rubbish. You may be charged if we need to send someone in to remove this for you.

MOVING FURNITURE

- Feel free to rearrange things to make the most of the space for your event – use the venue map as a guide to reset everything to its original place.
- Please do not move big central dining table on the ground floor - it's a bit fragile due to the length and costly to call in helpers to reset it if it's in the wrong spot.

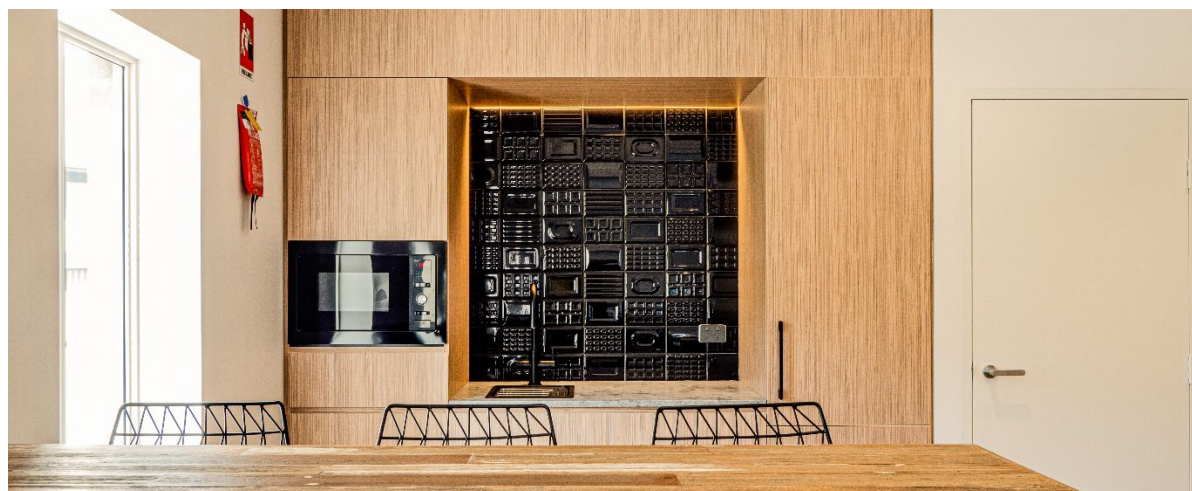
TECHNOLOGY

- We have some great stuff — feel free to use it! There are instructions in this document.
- CCTV is used throughout the Little BIG House. By entering the venue, you agree to being recorded and you agree to notify your guests that they are being recorded.

VENUE CHECK-IN

- Every visit matters — and so does every check-in. Sign yourself and your guests in every time. There are multiple QR codes in the venue for your ease.

FACILITIES



HELP YOURSELF

The kitchen is stocked with the basics. 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 (and sometimes things break) so pop in on an open day before your event to check quantities. With so many users, sometimes things wander to new homes. Please help them find their way back again if this happens.

HOT WATER

There is no hot water direct from the tap. We know it's strange. It's complex and expensive to fix and we don't want to put the rates up on you. There is a kettle for hot water.

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 (upstairs only).

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 cleaning cupboard on the ground floor 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.

FRIDGE AND FREEZER

Please make use of the fridge and freezer during your event, but please DO NOT leave anything behind. I know you might feel like you're kindly donating, but people tend not to eat things if they don't know where they have come from. We then need to send in a cleaner to sort out stinky past-it-use-by food.

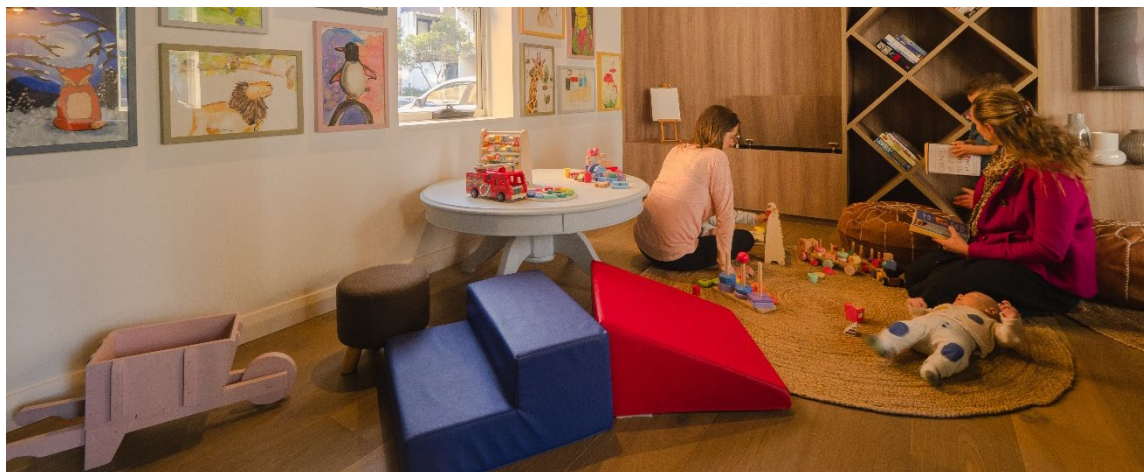
BINS

You will find bins under the sink for you to dispose of any incidental rubbish. Bins are not emptied every day so please take any food waste or smelly items with you.

Excessive and bulky waste cannot be left in the venue (boxes/party supplies). Please take it home.

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.

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 time connecting. There are plenty of toys to go around (there is a toy box in the back corner), and the lower section of the bookshelf is stocked with children's books.

Please tidy up afterwards and put all the toys and books back in the toy box.

Please don't donate toys without checking with the Little BIG Team first.

TOP TIP:

There are baby changing facilities in the ground floor bathroom.

COMMUNITY LIBRARY

Our Community Library is a cosy, ever-evolving collection of books donated by locals for locals. You're welcome to borrow, swap, or contribute but please do not dump large volumes of books.

Instead, donate a book and take a book in return.

Books can be added to two places.



Little BIG House Community Library



Outdoor Street Library

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 and let us know so we can plan for its replacement. Please explain what happened and provide photos to hello@littlebigfoundation.org.

4. AIR CONDITIONING

You will find upstairs and downstairs air conditioning; to help keep you cool in summer and cosy in winter.

TOP TIP:

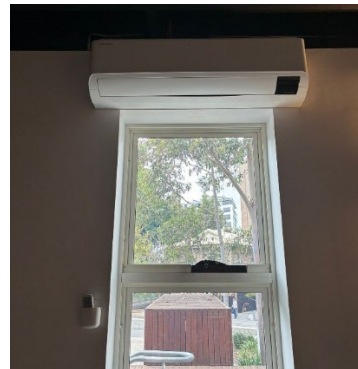
We generally find that 22 degrees is a great temperature for everyone to relax at.

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.

You cannot open the windows upstairs for safety reasons.

Downstairs air conditioning

- There are two air conditioning systems downstairs that have remote controls:



Panasonic Air conditioning by the kitchen

Samsung Air conditioning by the couches

- Point the control at the air conditioning and press it on.
- Select the temperature or click 'mode' to change if you want it to heat or cool the venue.
- Return the remote to its holder.
- Remember to turn it off afterwards!

Upstairs air conditioning

- The control system is on the wall outside the bathrooms (in the hallway to the bathrooms).



**Air conditioning by the
upstairs bathrooms**

- Simply press the button on 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!

5. MOVING FURNITURE

Make your event your own and rearrange things. Almost everything can be rearranged if you reset it (please refer to the venue map). The couch is modular and very light.

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

Additionally, some temporary set-up items you can use are:



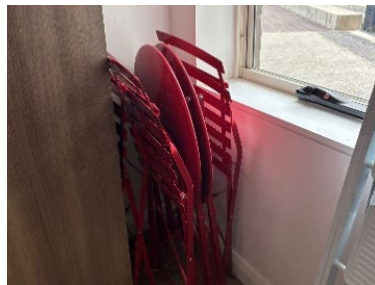
These cushioned stools are for use during your events.



There are trestle tables in this cupboard. Level 1 storeroom.



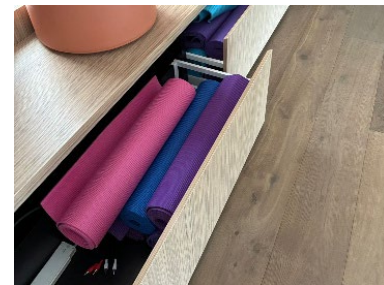
Extra chairs with backs. Level 1 storeroom



Red tables and chairs. Ground Floor storeroom.



Step ladder. Ground floor storeroom.



Yoga mats. Level one draws under the window.

IMPORTANT:

- Please do not try to move the big dining table! It is heavy, custom made with joints in the timber beneath the copper top. This means it has a fragile joint that you cannot see and could damage by dragging and/or not supporting the right section.

If you move the table, we need to call 4 handymen out to move it back and will pass on the cost or their time.

- Please do not stand on chairs. They will break. Please use the step ladder provided.

6. TECHNOLOGY

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 and you agree to notify your guests that they are being recorded.

WIFI

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

Using the TV

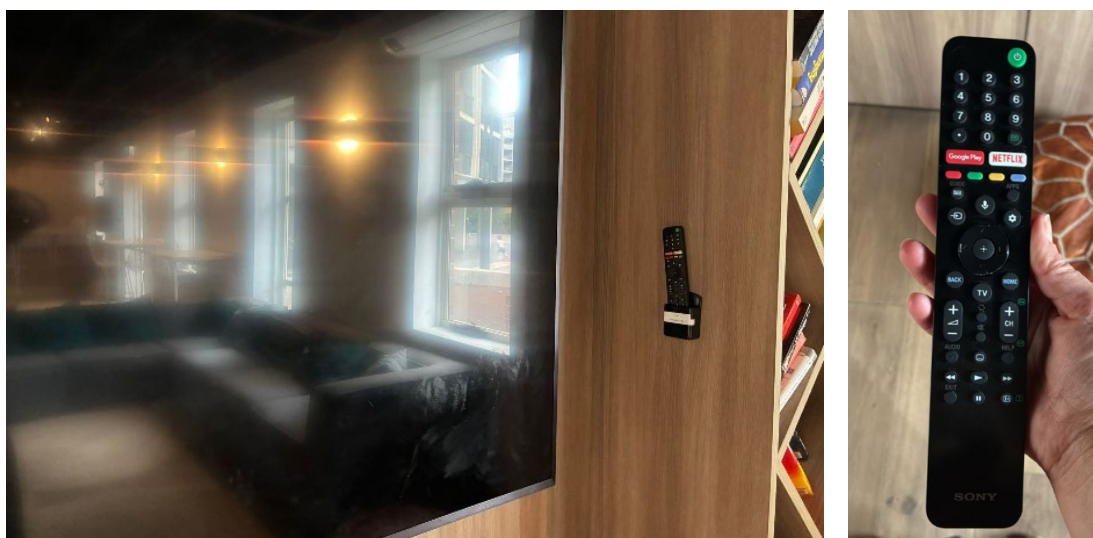
We are hoping that you'll be so busy talking to one another that you won't want to watch the TV, but then again, who doesn't love a chilled afternoon, kicking back on the couch with a game of footy or tennis on in the background? That is connection too! It's a smart TV and intuitive.

The TV remote control

The remote control is in the holder adjacent to the TV – please return it here after use.

All you need to do is point it at the TV and press the 'power 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.

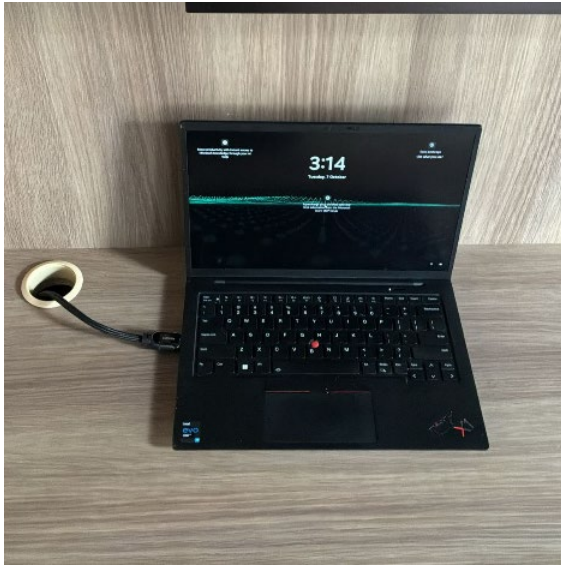


TV remote control holder is to the right of the TV.
The green button on the top right turns it on.
The HOME button gets you to the smart TV features (Spotify etc)
IN INPUT button navigates you to inputs (like a computer plugged into the HDMI) – see the next section.

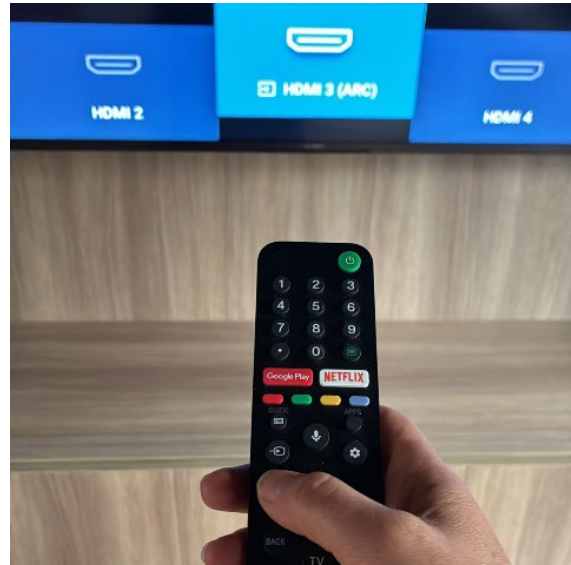
Connecting a laptop to the TV (Ground Floor)

You can easily connect a laptop to the TV using the following methods:

VIA THE HDMI PORT:



Plug the laptop to the HDMI port which is on the left side of the TV poking out of a hole in the TV unit.



Turn TV on (green button in the top right corner)
Navigate to HDMI 3 (ARC) using the 'input' button on the TV remote control.



VIA APPLE AIRPLAY:



Turn tv on (green button in the top right corner).

Navigate to airplay using the 'input' button on the tv remote control.



Follow the prompts on screen and your device

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 premium account.

Please keep it PG so the next person doesn't get inappropriate recommendations.

OUR SPOTIFY DETAILS:

Login: hello@littlebigfoundation.org

Password: littlebig

If you're using any Little BIG accounts (Sportify or YouTube) please just keep it PG. Recommendations get displayed to the next user.

Using the projector screen (Level 1)



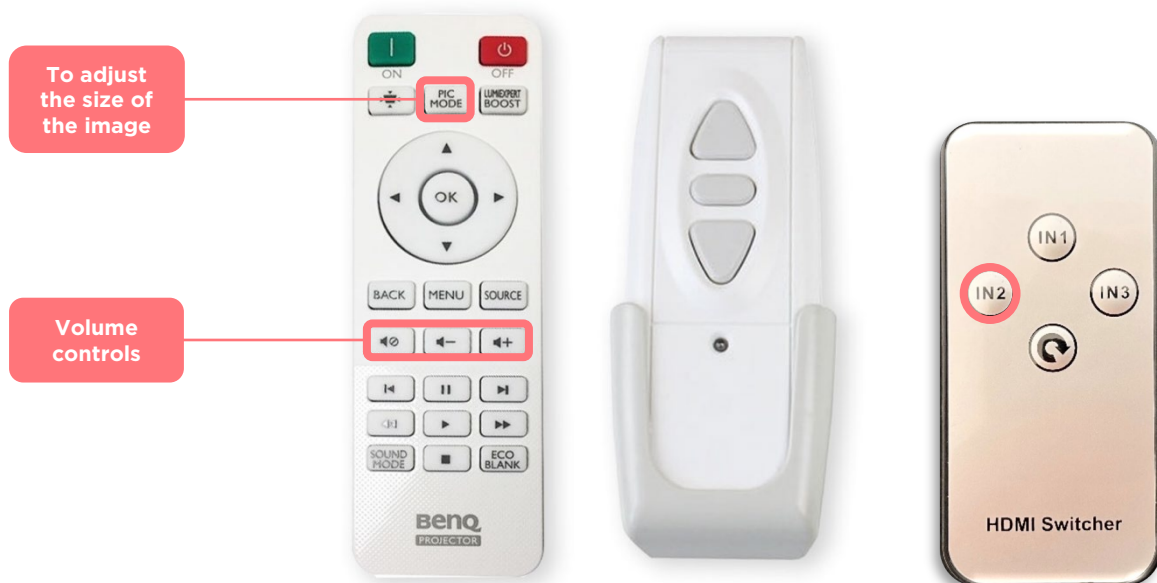
We want to help you wow your audience during your presentation, so we've installed a wicked projector and screen on level 1. It's simple to set up, just follow the below steps:

- 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 in the cupboard on the left in the small room upstairs.



- **The ALL WHITE remote (in the middle) controls the projector:**

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.

Point this remote at the projector in the ceiling.

- **The BENQ remote (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 turning off the projector and unplug the HDMI cable from your computer.

Point this remote at the projector in the ceiling

- **The HDMI SWITCHER (right) selects the correct HDMI channel for your laptop:**

Select "IN2" – NOTE it may take up to 30 seconds to register.

Point this remote at the receiver inside the cupboard (the little black dot stuck to the wall)

TROUBLE SHOOTING

- Click between IND2 and IND 3
- Unplug and re-plug the HDMI cable
- Make sure your laptop display is set to "duplicate"
- Turn your laptop off and on again 😊

TOP TIP:

It's highly likely you don't need to complete the last step if the person before you hasn't changed the HDMI type.

7. VENUE CHECK-INS

A tiny tap that keeps our community safe, connected, and counted.

Venue Sign in

Every visit matters — and so does every check-in.

When you arrive at the venue (or host an event or as a participant), please check in using the QR code displayed near the entrance and encourage all guests to do the same. It only takes a moment and helps us keep our community safe, supported, and sustainable.

Your check-in helps us:

- Meet insurance requirements – for safety and liability reasons, we must know who's on-site at any given time. If we have no record of you or your guest using the venue, our insurer may not cover you in the event of an accident.
- Respond to emergencies – in case of evacuation or incident, we can ensure everyone is accounted for.
- Track community participation – every check-in contributes to our social impact reporting and helps secure ongoing funding for free and low-cost programs.
- Keep the space open and accessible – accurate usage data helps us demonstrate the value of the venue to our partners and maintain community access.

REMINDER:

As an event host or hirer, it is your responsibility to make sure everyone has checked in to the venue.

Checking in is quick, easy — and essential for keeping the Little BIG House safe, insured, and thriving. There are posters and QR codes everywhere 😊



Please scan the QR code and check yourself and your guests into the venue – every time!

8. OTHER POLICIES

Keeps the good vibes rolling smoothly.

Accessibility

Accessibility is a priority, though as a heritage building, it does have some limitations. The ground floor is accessible via a ramp at the rear, and it includes a disabled bathroom.

Level 1 does not have ramp or lift access, only a wide staircase with handrails on both sides.

There are two ambulant bathrooms on Level 1.

Noise

We are amongst a residential development. Please be mindful of our neighbours if using the deck area during your event and coming/going.

If you are playing music, we suggest closing the windows and if your event spills outside into the park and plaza, please know that noise travels up to the apartments very easily (and much louder than you would think).

The Little BIG House is not soundproof, and you will hear noise from events happening on the other level. Please be respectful of others but know that this is not a quiet venue.

Outdoor space

The plaza area, park, playground and BBQ area do not belong to Little BIG. We cannot book them for you.

Pets

Pets are welcome in the Little BIG House if 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 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.

Lost property

Lost property can be left under the entrance table on the ground floor. The Little BIG Foundation cannot be held responsible for anything left in the venue. The lost property will be disposed of periodically and without notice.

9. SAFETY INFORMATION

Because looking out for each other is what community's all about – please read carefully.

QUICK REFERENCE:

- In an emergency, always dial 000 immediately and move to safety.
- Our fire alarm sounds but doesn't alert the fire brigade. Please call them.
- Fire extinguishers and fire blankets are located throughout venue.
- A first aid kit is available under the sink in the Ground Floor kitchen.
- An adult must supervise children in all spaces. Please do not leave children unattended upstairs.

Fire Safety

FIRE RISK

- Our venue has a very low fire risk, but please always remain cautious.
- Please ensure we keep the doorways, walkways and bathroom access clear of clutter to allow for an unobstructed exit in an emergency.
- Any items stored at the Little BIG House require prior approval to avoid venue cluttering.

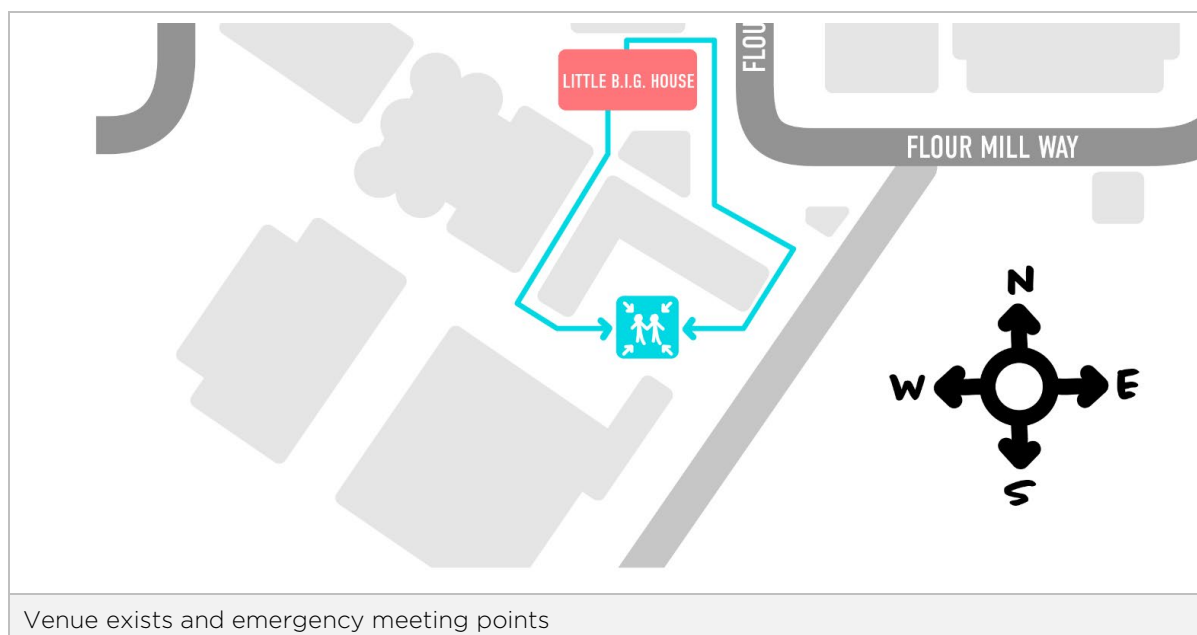
IMPORTANT:

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

In the event of a fire alarm going off, you can expect...

You'll hear a "Beep Beep" followed by a "Woop Woop" alarm tone. At this point:

- Evacuate the building via your nearest exit.
- Upstairs users: Use the stairs and exit through the back door. If stairs are blocked, a fire extinguisher and fire blanket are located at the top of the stairs.
 - Downstairs users: Use your closest exit.
- Meet in the central plaza area (image below).
- Call 000 to contact the Fire Brigade.
- Contact a member of the Little BIG House team once safe.



EMERGENCY EXITS & DOOR OPERATION

- Press the green button to exit normally.
- In an emergency, if the door doesn't open, use the emergency door release button (image below).

IMPORTANT:

Please notify the LBH team if you use the emergency release button – it must be reset professionally, and the door cannot be locked until this is done.



Left – green button to exit the venue

Right – emergency exit button

PREVENTING A FALSE ALARM

We have highly sensitive smoke detectors that work on an image-basis. This means they are detecting changes in the physical environment that look like smoke.

Some potential examples that cause false alarms are candle smoke too close to the detectors (consider using battery operated candles or consider the placement of any cakes carefully), any items used to perfume the air that create visible vapor/smoke (incense/diffusers/excessive deodorant use), fog machines, extreme changes in the lighting (spot lights) or excessive dust.

ALARMS IN NEARBY BUILDINGS

From time to time, you may hear alarms coming from nearby apartment or office buildings. These alarms are not connected to the Little BIG House and do not require you to evacuate our venue. However, please exercise reasonable caution. If you see signs of smoke or danger, or if you're unsure, it's always safest to err on the side of caution.

First Aid

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.



First Aid kit location. Ground floor.

Keeping kids and other guests safe

Parents, caregivers, and responsible adults – babies, children and young people are your responsibility while in the Little BIG House.

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 always be an adult supervising child in both spaces.

If you bring any third-party suppliers into the venue like caterers or children entertainers please seek approval from the Little BIG Team first on hello@littlebigfoundation.org.

Issues and feedback

We really hope there aren't any issues, but should you need to report an issue, please email it to hello@littlebigfoundation.org.

If something breaks or isn't working, we will much rather hear about it from you than have the next person in the space report it to us. Unless we can attribute damaged to a prior user via CCTV, damages will be passed on the last person in the space. So please let us know if something is not right. Reports should be accompanied by relevant documentation and evidence of the issue at hand.

If everything was great – please tell us that as well! The good things often go unnoticed, and a little compliment goes a long way. Especially for our small team and countless volunteers that make this space possible.

Incident & Accident Report Form

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.

After completing this form, please ALSO email hello@littlebigfoundation.org and notify us directly.



10. LITTLE BIG CONTACT DETAILS

About us

The Little BIG Foundation is on a 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. Whether you live in the apartment next door or work in an office building with a shared lobby, all the little 'hellos' add up to the BIG things in life.

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 are withdrawing from community groups and participating less in civic activities. We even say hi at the letterboxes or in the lifts less frequently than we used to.

In 2021 we launched our first community space, the Summer Hill Little BIG House, in a master planned residential community, and in 2022 we launched little BIG ideas in five office communities in Sydney, Canberra, Brisbane and Perth.



Contact details

During business hours (9am to 5pm AEST) - 02 9220 7005

Emergencies out of hours - 0451 155 145

Email - hello@littlebigfoundation.org

This document was updated October 2025. For the most up to date information, please refer to our website FAQ: <https://littlebigfoundation.org/faq/>



LITTLE MOMENTS BIG SMILES

littlebigfoundation.org