



## Garden Owners Guidelines

We are delighted that you will be opening your garden with Open Gardens WA (OGWA)

OGWA is a not-for-profit local volunteer association and our goal is to promote the enjoyment and benefits of gardens and gardening, to share gardening knowledge and facilitate connecting local neighbourhoods and communities. At the same time, we provide opportunities for garden owners to raise funds for a charity of their choice.

We help ensure that your open garden runs smoothly and is a memorable and enjoyable experience. We provide a liaison person from the time of selection right through to your opening event.

If you lose our contact details, please visit the **Contact Us** page on our website [www.opengardenswa.org](http://www.opengardenswa.org).

### 1. Assistance to ensure your opening runs smoothly

- Comprehensive marketing and publicity
- Volunteers to help welcome visitors and collect entry fees at the garden gate
- Equipment and signage
- Public Liability and Volunteer Protection Insurance
- A timeline to help you prepare in the lead-up to your opening

### 2. OGWA arranges the following marketing and promotion

- Media releases to print media and radio stations
- Emails to our members
- Promotion of the calendar of events to gardening groups
- Publicity on social media, Facebook and Instagram
- A page about your open garden on our website
- A professionally designed flyer that you can print and/or email to share

### 3. Our suggestions for you to help promote your open garden:

- Contact your local newspaper. They are more likely to feature it if a local resident contacts them.
- Ask your local nursery, community garden and garden clubs to put up a flyer or email their member list
- Friends, family and work colleagues should all hear about your big event – ask them to forward your email, or distribute printed flyers and to share and promote it on their own Facebook and Instagram posts
- Ask for inclusion in your local Shire and local MP's newsletter – invite them for a photo shoot so they can use it in their social media
- Consider places in your local area where you could arrange for your flyer to be displayed – library, supermarket community notices, gym/recreation centres and coffee shops.
- Re - Multiple Gardens. During our peak season, there are often two or more gardens open at the same time. Mutual publicity benefits everyone, so we ask that you consider this in your publicity activities. Cross promotion will help boost visitors at both gardens.

#### 4. Equipment Provided for your Open Garden

- **Road signs** -You will be supplied with roster signage to place at major intersections leading to your garden.
- **Garden entrance signage**— banners will be set up on the first day by our volunteer team.
- **A small marquee**, table and chairs will be delivered ready to set up on the first day for the Garden Entry Gate. In the week before your open garden you will be contacted to arrange a time convenient to you. We ask that if possible, you arrange to erect the Marquee ready for the volunteers' arrival at 9.30am. If the marquee is set up on the verge, it may be necessary to bring it inside the garden overnight for security.
- **Garden Gate Kit**, which includes a secure box that has everything the OGWA volunteers need for setting up and operating the entry gate. Visitors can pay by card but processing payments relies on a good wifi signal. We ask you to **please charge** the mobile phone and Square payment equipment each night. All equipment will be collected by OGWA in the week following your opening.

#### 5. Catering:

- We do not provide catering for morning/afternoon teas but greatly encourage you to call on friends and family or local organisations to take on this role. Having refreshments whilst sitting in a garden is a wonderful experience – and a huge boost to fund-raising for your charity of choice.
- If you are arranging or providing refreshments for sale, compliance with your local Shire Council's health and safety regulations is necessary.
- We can offer you the use of catering equipment, such as an urn and cups.

#### 6. Toilet Access

- If you have an external toilet, please signpost it clearly. We ask that OGWA volunteers have access to a toilet. If a toilet is not available for visitors, please tell the Gate Volunteers the location of the nearest public toilets so they can advise visitors.
- Note: OGWA does not usually cover the cost of providing portable toilets.

#### 7. Cash and Banking Arrangements

As part of the Gate Kit, we provide a cash box with a cash float of \$160 in small notes and coins and a wooden box with a 'Square' device and phone in it.

- Please plug in the square device and phone to charge it overnight
- Please place the cash box in a safe place overnight and return it to the gate in the morning.
- A volunteer from Open Gardens WA will manage the banking of the cash. After deducting the initial float, the cash and any funds collected through credit card payments will be calculated, and you will receive your portion as per your preferred banking arrangements. Please email your banking details to [info@opengardenswa.org](mailto:info@opengardenswa.org) All funds raised from refreshments and plant sales are yours to donate to your charity of choice.
- Where multiple gardens are opened as a single event, banking arrangements will be agreed with you in advance.

#### 8. Hazard signage

If there are potential hazards such as beehives, tripping hazards, ponds or other risks in the garden, please display a sign at the entrance to warn visitors of potential dangers for children.

## 9. Insurance Cover

We arrange insurance cover for Public Liability, Personal Accident (including volunteers) and Cash-In-Transit for our gardens on their designated open days with OGWA. The key aspects for you to note are listed below.

- Personal Accident Cover for Voluntary Workers is provided on your open days. This covers only volunteers aged 12 to 85, and includes cover for any unpaid helpers, including anyone you invite to run a stall for a charity. The liability cover indemnifies the garden owner against claims in the event of an accident. If you become aware of any incident—no matter how minor—that may give rise to a claim, please take the name and address of the person and ask a Gate Volunteer to assist with filling in an Incident Report Form that is provided in the Gate Kit.
- The liability policy covers the standard activities of an open garden day, including the provision of food and other stalls. The policy does not include activities associated with rides on farm or domestic vehicles, animals, pony or model train rides, jumping castles and other hired amusements, or power tools. Please check with OGWA if you are considering a non-standard garden activity.
- The insurance also covers neighbouring properties that are used (with your permission) for overflow parking.

# TIMELINE GUIDE

## 8 WEEKS OUT

- Write your 'Garden Notes' to be posted on the OGWA website and email them : [info@opengardenswa.org](mailto:info@opengardenswa.org)  
This can be about the history of your garden, its design, or the plantings. You might like to print and place copies at the garden gate for people to read while they walk around your garden.
- If you are having additional activities, make arrangements about their requirements. If there are any circumstances you feel are unusual in relation to insurance, contact your Selector
- Consider how you will manage garden access, parking and toilet access if applicable
- Advise immediate neighbours of your forthcoming opening

## 3 WEEKS OUT

- Note the best locations for placing your road signs
- Identify where to set up for any other activities or stalls
- Distribute flyers or other local publicity and follow up on promotional opportunities
- 2 to 3 weeks in advance, you will be contacted by OGWA about delivery of the equipment

## 1 WEEK OUT

- Consider putting a sign outside your garden to promote the upcoming opening
- If relevant, confirm arrangements with your charity and other participants
- Print copies of your garden notes for visitors to read as they stroll through your garden
- During this week, mow and water lawns ready for the weekend.

## 1 DAY OUT

- Establish some 'rules of entry' with family regarding access to the house.eg If catering is provided, please remind your family that the kitchen will be busy.  
Sweep paths, store tools and place signs for toilet, water or other hazards if applicable.

## YOUR OPENING WEEKEND

- Please erect the marquee and put out directional road signs by 9am (OGWA volunteers arrive 9:30).
- Secure your home, collect your name badges from the OGWA Gate volunteers and be ready to mingle with your visitors and enjoy your special event!
- Put out the complimentary Visitor's Book for people to write in. This could be near the exit or in the area where refreshments are served. Enjoy the feedback at the end of day!

Thank you again for sharing your garden with Open Gardens WA.  
We trust you will have a wonderful experience.