



Volunteer Roles

The Australian Homelessness Conference 2026 will be held in Darwin on 7-8 October at the Darwin Convention Centre. We are looking for enthusiastic volunteers to join our team in making this conference one to remember; there are several opportunities available.

About the Australian Homelessness Conference 2026

The Australian Homelessness Conference is Australia's largest homelessness conference, bringing together all sectors addressing homelessness in Australia to share new ideas, best practices, and opportunities for system reform.

The program is shaped by sector leaders and features the latest research, leading policy ideas, and best practice examples of homelessness service provision in Australia and internationally.

ROLES

About the roles

The Session Assistant role is an excellent opportunity to gain the first-hand perspectives from housing and community service sector leaders, policy makers, researchers and more while working in the sessions. We

For those studying event management, our Concurrent Session Event Volunteer role is a great opportunity to gain hands-on behind the scenes experience, assisting with volunteer and speaker liaison.

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With a variety of roles to get involved with, we look forward to having you join our team 7-8 October at the Darwin Convention Centre.

To apply, please click on the following link to complete the application form no later than Sunday 6 September 2026: [APPLICATION FORM](#)

Session Assistant

OVERVIEW:

Assist with execution of concurrent and/or plenary sessions by ushering attendees into the room, assisting them with any questions relating to the location of facilities, assist with use of the conference app and assist with microphone running during the Q&A section of the session.

DUTIES:

- Arrive at allocated room **30 minutes** before beginning of session.
- Introduce yourself to the AHURI team member or Concurrent Session Event Volunteer managing the session setup.
- Liaise with the AHURI team member or Concurrent Session Event Volunteer as to when the door will open. At least one volunteer per door will be required to use the conference app to scan people coming through the door.
- Stand outside door to answer any questions from attendees waiting to enter. Engage with those waiting as to whether they have the conference app loaded and if not, assist them to access it.
- As delegates arrive, direct them to empty seats (usually to the front, where they are less likely to sit) and encourage them to fill from the centre (unless they have mobility issues). No delegates are to sit on the floor.
- Check delegate name tags to ensure only people who are entitled to attend session e.g. exhibitors do not have access to sessions.
- Ensure you know where the 'How to use the app' flyers are to pass onto any delegates who have queries regarding the conference app.
- Ensure you know where the microphones are for Q&A and liaise with the AHURI team member or Concurrent Session Event Volunteer as to which part of the room you will cover if part of your role.
- When doing microphone running ensure that you keep eye contact with facilitator as well as audience for where questions are coming from and cleaning microphone after delegate has asked a question. Do not hand the microphone over until the facilitator has indicated to do so.
- During the presentation(s), usher any late comers to vacant seats.
- Microphone runner Q&A - work with other volunteer to move microphones to attendees who raise hands. Ensure you are eye contact with the facilitator in relation to who is going to be asking a question, they will guide you.
- Assist AHURI staff as directed.



Signage and Directional Assistant

OVERVIEW: Assist delegates with directions to sessions, break areas, bathrooms and speakers to the Speakers' Prep Room or the room where they are presenting.

DUTIES:

- Arrive at venue for the briefing session where tasks for the day will be allocated.
- Stand in allocated area to be ready to assist delegates with the location of rooms and if a room has multiple entries (most likely the plenary room) direct them to a door that has less traffic and encourage people to move forward and into centre of the room.
- Encourage people to move to sessions following breaks in the program e.g. after lunch getting to the next session.
- Know where the Quiet Space is located to be able to direct people there.
- Assist delegates with directional questions, such as locations of sessions, break areas and facilities.
- Be aware of where there may be designated assessable seating for people with special needs.
- Assist delegates with general enquiries.
- Assist AHURI staff as directed.

Note: *This role is likely to be done in conjunction with one of the other roles, such as Session Assistant.*



Information Desk and Registration Attendants

OVERVIEW: Assist with answering delegate questions at the Information Desk and assisting with people checking into the conference.

DUTIES:

- Arrive at Information/registration desk **15 minutes** prior to allocated volunteer shift time.
- Review the FAQ document and be familiar with answers or at least where to find them.
- If you do not know the answer to a question, please ask an AHURI Events team member.
- Answer directional questions such as location of any rooms being used, timings, location of facilities at Darwin Convention Centre.
- If required, direct speakers to the Speaker Prep Room.
- If required, direct people to the Quiet Space.
- Registration attendants assist people with using the self-check-in kiosks to print name tag and collect lanyard and Pocket Program if they want one.
- Assist delegates with accessing the conference app.
- Alert the Conference Manager to questions repeatedly raised that can point to an improvement (i.e. directional signage, etc)
- Assist AHURI Event staff as directed.

Note: *This role may be done in conjunction with one of the other roles.*

Concurrent Session Event Volunteer

OVERVIEW: Assist with the coordination of allocated concurrent sessions, including speaker coordination, liaising with AV technicians and supervision of session volunteers.

DUTIES:

- Arrive at allocated rooms at least **30 minutes** before beginning of the session.
- Introduce yourself to the AV technicians and ensure all is okay for the session – check the session briefing document for what should be in the room.
- Check the session briefing document for a session sponsor. If there is a sponsor, locate the pull up banner and place where stated in the session brief document. Also correct that holding slide being displayed. If the banner or slide is wrong use the walkie talkie to advise AHURI Events the issue – what session, what room and what is missing.
- Greet speakers and facilitators and coordinate them getting ready for the session such as introducing to AV technicians for microphones.
- Ensure volunteers are at the doors and understand their role.
- Know where the microphones are for the audience Q&A portion of the session and direct the Session Volunteers as to which part of the room they will be covering and ensure they are aware of their role: keep eye contact with facilitator as well as audience for where questions are coming from and cleaning microphone after delegate has asked a question.
- Where required, assist delegates with any technical questions relating to the conference app.
- Usher delegates to seats making sure the front seats are filled up first.
- Assist AHURI Event staff as directed.

Note: *This role is ideal for a person studying Events Management/Coordination or is highly organised with strong attention to detail.*

AHURI EVENT CONTACT:

Susannah Murray
Conference and Events Coordinator
susannah.murray@ahuri.edu.au
03 9660 2303