



The Big-Headed Bilby | FAQs

About

What ages is this program suitable for?

This program is suitable for children aged 3 and over under parental supervision. There will be crafting involved and a parent or guardian will need to use their messenger app to be involved.

How many characters do I have to make?

Between one and three characters. These characters include a Bilby (main character), Octopus and Echidna. The more characters you create the better and longer your movie is.

Can I create different characters to the ones you've told me?

You can get as creative and crafty as you'd like however we do recommend you stick to the animals and photograph them in the way we demonstrate otherwise they will not align with the story as well.

How long will it take?

The experience can be as long or as short as you'd like. You can create one to three characters, or you could even simply take a picture of your teddy bear if you wish. It all depends on how long you want to spend crafting with your kids and how many movies you would like to create.

How much does it cost?

Nothing! The Big-Headed Bilby experience is free through Facebook Messenger. All you have to do is source your own craft items and create your characters. If you need some craft items you can find them here:

<https://www.bigw.com.au/toys/arts-craft-stationery/kids-craft-supplies/c/6813113/>

What is The Big-Headed Bilby and how does it work?

We know you need to keep kids entertained these holidays, that's why we have created this experience housed in Facebook Messenger. If you are yet to download the app you can do so here: <fb.me/msggr>.



Once you have downloaded the app you can find the messenger experience through this www.thebigheadedbilby.com.au. After that, the messenger chatbot will take you on the journey from crafting your characters to star in your own personalised mini movie.

Can my child use this app on their own?

Facebook requires everyone to be at least 13 years old before they can create an account. Whilst this is a family experience, we recommend that you supervise your child whilst they use the app.

I have more than 3 children, how many times can I make the movie?

There is no limit to how many times you can make your own mini movie. The Big-Headed Bilby caters to all of your needs and is tailored to suit families of all sizes. All of your children will have the opportunity to craft their animals to star in their movies. Each movie will need to be made one at a time, so the correct characters end up in the right mini movie.

Technical Questions

How can I do this if I don't have Facebook Messenger?

Unfortunately, we only offer this experience through the Facebook Messenger app. You will need to download this.

How do I get Facebook Messenger?

You can download the mobile app, go to fb.me/msg or visit the app store on your phone or tablet. You can also download the Messenger desktop app at the Mac App Store or the Windows App Store. Messenger is compatible with iOS, Android, Windows Phone, desktop computers and some feature phones.

How do I find this experience online?

You can go to the Big Days at home hub here: <https://www.bigw.com.au/big-days-at-home>

How does the chatbot work?

The chatbot is housed in Facebook Messenger. It is designed to help you through the process of creating crafted animals by delivering inspiration and fun along the way to ultimately end up having them star in your own personalised mini movie.

Where will this video play?



Your mini movie will be sent right back to you, from here you have the opportunity to share it, whether that be on your social media pages or just privately to friends and family. Your mini movie will not be shared on by Facebook messenger, that is up to you.

How do I upload my images?

Once you take a photo of your crafted item(s), the messenger bot will direct you when to upload your image within the experience. The chatbot messenger app will take you step by step through the process.

Do I need to use a special camera to take my picture?

No, you can use any device that has a camera to take a picture of your crafted item(s). You can also use old images on your camera roll, all craft is welcome

What will the quality of my uploaded images be?

Your craft will be resized to fit within the characters' designated space. The bot will show you an example of your character in its scene as you go through the experience.

Can I take a picture of more than one crafted item at once?

No, we recommend that you only take a picture of one item that you crafted per image, as it will fill a singular character position within the film. You will have the opportunity further along to photograph your other craft items one at a time.

Why do my characters have to be 3D?

Your characters do not need to be 3D. Just make sure if it is a drawing it is cut out for the movie to understand where your character begins and ends.

Will I get to keep this video?

Once you create your movie, you can download it and keep it forever.

If I don't want to finish the process now, can I come back and continue later?

You can come back anytime to finish your process, we will be here waiting for you, you can even set a reminder within the bot experience of up to 72 hours.

How long will it take for my video to be rendered?

The rendering time for your movie will be approximately 15 minutes. Yes, we know this is quite long, however it takes time to create a masterpiece, so sit back, maybe make a cup of tea or tidy the craft mess and wait for your beautiful creation to come to life! Don't worry you'll receive a notification when your movie is ready.



How many times can I make a new movie?

You can make your own movie as many times as you like. Get ready for a day of crafting!

I've created the crafted item, now what?

Once you have created your crafted item, take a picture of it against a plain background that is as clear as possible. Then you can upload this on the messenger chatbot to get your character animated into the movie.

I've downloaded my video, now what?

Hooray! You've completed your craft video, now you can share this with your friends and family on Facebook, Instagram or any other social channel you use. Just follow the links at the end of your experience.

If you are lost just click the link here: <https://www.bigw.com.au/big-days-at-home> that will take you through to the BDAH hub.

My image won't upload, what do I do now?

Make sure you take a clear picture of your crafted item on a plain background. If it still continues to fail to upload, try checking your service provider as this app requires the internet to function.

What do I do if my messenger app freezes?

You will need to close down the messenger app and reopen it again.

I lost my movie and have to start over again, what do I do?

You should only lose your mini movie if you have deleted your Big headed bilby chat stream, or deactivated your facebook messenger account. If this is the case, you will have to re-upload your images again and create your mini movie. If you have already created your crafted items this will be a faster experience for you.

Can I go back and change one of the characters I have already uploaded?

Yes you can, but only when the bot asks you if you'd like to retake the image, once you confirm your character if you change your mind, you may have to begin again.

How do I create another mini movie?

Once you have created your mini movie and have completed the experience It will ask you if you'd like to start again or simply upload your next character for a shortcut to create another mini movie.



I don't like how my mini movie looks, can I go back and change it?

Yes you can start again, just type START AGAIN or select it in the navbar anytime throughout the experience and the bot will take you back to the beginning.

Once you have created your mini movie and have completed the experience It will ask you if you'd like to start again or simply upload your next character for a shortcut to create another mini movie.

How long will this be running for?

The Big-Headed Bilby will be running all year long.

Is there a link to the messenger bot?

www.thebigheadedbilby.com.au.

Safety and Security

Will any of my personal information be stored?

No.

Just your movie's Director's name and your characters name and images.

What we collect

Director Name

Character Names

Character Photos with backgrounds removed

IP Addresses (when visiting page)

Can I take a picture of my child instead of craft?

This experience is here to showcase the beautiful crafted items your children can make and we do not recommend taking photos of your children.

Other

What is 'Big Days at Home'?

We get it. It's not always easy juggling life and the endless effort of keeping the kids entertained. We know that every day's a big day so we've pulled together our favourite



ideas to help keep the little ones happy. From colouring in their favourite characters, to dancing, baking, crafting or learning. We provide all of this to make those big days at home a little easier.

Do you offer any other school holiday activities?

You can find plenty of other activities to make your school holidays the best they can be with your kids at home. Just follow the link here

<https://www.bigw.com.au/big-days-at-home>