



Welcome to the Upper Hunter Program

Volunteer Ambassador Guidelines

What does it mean to be a Volunteer Ambassador for the Welcome to Upper Hunter program?

There are many new residents that relocate to the towns, villages & rural areas of the Upper Hunter Shire each year. The Upper Hunter Shire Council has put a program in place to try and identify these people and make their transition to our area as comfortable and welcoming as possible.

A Volunteer Ambassador is a very important part of this program. The volunteers help by meeting with new residents and their families, providing a friendly face, source of local information and a connection into the local community. When a new resident relocates to our area, they may know very little about where they are and what is available for them to do. A volunteer ambassador helps them to 'get their bearings', makes them feel more at home and guides them in the right direction.

The program

Step One – Identifying the Resident through various avenues including Council, Real Estate agents, schools, solicitors and major employers. These organisations will be able to provide the new resident with a welcome pack or directs them to Council's website (www.upperhunter.nsw.gov.au) or office.

Step Two – Welcome Packs containing local tourism brochures and general information will be provided to the new resident. The pack also contains a registration form that new residents are encouraged to fill out and return to Council. This form asks questions about their work, housing, family as well as whether they would like to meet with a volunteer ambassador.

Step Three – New Residents to fill out & return registration form to Council. Once the form has been returned the new Residents will be issued with a Business Incentive Program card to promote them to shop in local businesses.

Step Four - This is where the role of the Volunteer Ambassador begins!

The volunteer Ambassador and the new resident

Each volunteer will provide their preferred method of contact to the Welcome to Upper Hunter coordinator, Tess Hynes. Once a registration form has been submitted identifying that they would like to meet with a volunteer ambassador, the Council will send out information to the Volunteer Ambassador contact database.

A volunteer ambassador will respond to Council, letting Council know if they are able to contact the new resident. An appropriately matched volunteer ambassador will be given the contact details for the new resident and be asked to make contact with them.

In contacting the new resident you can make a time to suit both parties to meet at the town's local Visitor Information Centre.

The meeting

Meeting the new resident needs to take place in the closest Visitor Information Centre as it is a safe, public space with access to VIC staff, local brochures and information, which may assist in your discussion with the new resident.

Volunteers and the new residents will be provided with a complimentary tea or coffee.

What is your role as a volunteer ambassador?

- You will be provided with a T-Shirt, cap & badge and will be expected to wear these items to the meeting
- Become familiar with local activities, events, community organisations, natural & built attractions, local facilities and services. Be familiar with how to access information about these.
- Respond to the needs of the new resident & their family as best you can for the period of the meeting
- Be familiar with Council's website www.upperhunter.nsw.gov.au
- Have respect for local and personal information
- Talk positively; avoid any negativity or strong personal opinions in conversation. You are there to assist the new resident.
- Make a log of your meeting and activities at the end of the meeting

What is not a part of your role as a volunteer ambassador

- To purchase goods and services on behalf of the new resident
- Drive them to local attractions, facilities and services. You may wish to do so, however this is your choice and outside the parameters of the role as a volunteer ambassador.
- To maintain further contact with the new residents or arrange subsequent meetings

How often will I need to volunteer?

It is not certain exactly how often or how many hours you will put into this role, however we believe it will be minimal, possibly three meetings per year. It is hoped there will be a large pool of ambassadors throughout the towns to reduce individual work loads but if you would like to be involved on a more regular basis please inform the coordinator of this.

Committee Meetings

The Welcome to Upper Hunter Committee meets approximately four times per year. Volunteer ambassadors are most welcome to attend these meetings and provide input. There will be volunteer ambassador meetings held as necessary.

Please contact Upper Hunter Shire Council's Manager of Economic Development & Tourism, Sean Constable on 6540 1135 to apply to be a volunteer ambassador or for more information.