



R E P O R T	TO	PLANNING AND FINANCE COMMITTEE
	FROM	CHRIS HALE ECONOMIC DEVELOPMENT OFFICER
	FILE REF	06 502 999 – 00197495.rtf
	DATE	06 JULY 2004
	SUBJECT	AMBASSADOR TRIAL PROGRAMME

In our community we have a number of people who have either retired and have some free time who would like to be involved with well managed organisations and are happy to do so as a volunteer. We also have a number of organisations who are crying out for good volunteers and for a number of reasons are unable to attract them.

Recognising this waste of resource and the needs of our community, I have held discussions with Lyn Shaw who was responsible for setting up Air New Zealand's volunteer programme. This programme has 150 volunteers who provide a range of services to travellers at the Auckland International and Domestic Terminals. These volunteers have received training in customer service, health and safety, working as a volunteer, workplace issues, relevant equipment etc.

A draft programme has been viewed by myself and the Chief Executive and we consider the programme has good potential.

I would like to arrange a trial using the Waihi Information Centre and the Goldfields Railway, as two organisations that provide a community service and an important tourism attraction respectively to run the programme.

This would involve not only the "training of the volunteers" but also the training of the organisation to be able to provide a rewarding experience for the volunteers and so get real buy in from the volunteers and in return an excellent service.

A budget for this proposal which includes:

- An assessment of the organisations seeking Volunteers
- Identifying volunteer tasks
- Assessing current training and materials
- Developing position descriptions
- Preparing a Volunteer Orientation Guide
- Preparing a Code of Conduct
- Scheduling Volunteer Rights and Responsibilities
- Interviewing prospective volunteers
- Providing Volunteer Training as identified above
- Providing the link and monitoring

requires some 80 hours work and is costed at \$25 ph. Together with an allowance for materials of \$250, a total of \$2250 is required.

RECOMMENDATION

The report be received and that \$2250 be approved from the Economic Development budget to trial the Ambassador programme.

Chris Hale
Economic Development Officer