



*Therefore welcome one another as Christ has welcomed you,
for the glory of God” Romans 15:7*

Frequently Asked Questions

1. Is the community member expecting my call?

Yes. The Salvos Assessment Line (SAL)/E- Plus Local/Moneycare Case Worker or other Salvation Army expressions has told the Community Member (CM) about The Welcome Project (TWP), and they have given permission to be contacted by their local Salvation Army.

2. I do not know much about refugees and people seeking asylum, or cross-cultural engagement, will I receive training to help me engage safely with these groups?

Yes, part of your training to be a Welcomer includes cultural competency and refugee and asylum seeker awareness.

3. What do I say to them?

You simply introduce yourself and ask them if they'd like to catch up over a coffee somewhere. Explain you're here to support and help them to settle into their local community.

Script example (You can say it word by word or in your own words. Keep it simple):

“My name is I am from the local Salvation Army. I'm giving you a call because you have said yes to be contacted by the local Salvation Army. Would you like to have coffee together? I'd like to meet you and see if I can help you with anything.”

4. Where should I meet with them?

It's important they feel comfortable when you first meet with them. They would have already been to your Corps/Center for their financial assistance, so the first place to meet could be there or a local coffee shop.

5. Do I use my own finances for the activities I engage CM in, for example buying coffee or lunch?

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No, you are not expected to pay. Please note though that some people may not have the finances to pay for themselves.

6. Will they be expecting more financial help from me?

No. If they are located in NSW, ACT and QLD have not already received financial support through SAL, they can call 1300 371 288. If they are in other States/Territory, they can come to a local Salvos for assistance. If they are in NSW and in need of additional financial support, you can email SAL Case Worker: salcaseworksupport@salvationarmy.org.au. They do not need to call SAL again (only in NSW).

7. What if they don't speak any English?

If they don't speak English, you will be told what language they do speak. It would be up to you to organize someone who can speak their language to contact them. You can also use free online Google Translate. However, if you don't know of anyone or feel the communication is too difficult to continue with the relationship, then please contact TWP Coordinator to discuss.

8. What if they don't want to be followed up?

If they don't want any more follow up, just let them know you're there if they need you for any future support. Please let TWP Coordinator know as well.

9. What if they want to re-engage with me later and I am no longer available?

Please contact TWP Coordinator.

10. How often should I meet with them?

Flexibility around your personal responsibilities and commitments, so you can meet them: weekly, fortnightly, or monthly. You can also call them on the phone regularly to check on them.

11. How do I deepen my connection with the community member?

It's all about time spent and time listening. The more you get to know someone, the more time spent, and stories shared, the deeper the relationship. Be yourself, don't be afraid to also share your own story and pray for those opportunities that God wants to give you. When you open yourself up, and allow God to show up, he'll give you His words to speak and strength to follow through.

12. What if someone discloses something sensitive or confidential to me or if I suspect they are in danger?

As a friend to a new migrant, you do not take on the role or responsibility as a counsellor or case worker. If you are a Corps Officer (or someone who is trained in this area), you can choose to assist them if you are able to.

If you are not trained in this field, you will need to pass on the necessary information to your Corps Officer or Ministry Leader. Make the person aware. You are required to share the information in this way.

13. Can I offer a prayer or a Bible, even though they are from a different faith?

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Yes, you can. However, you need to be sensitive and respectful to the response given.

If the response is no, you respect their decision and move on with the conversation.

If the response is yes, pray as you are led. You could ask if they have any specific prayer request. Ask if they would like to have a Bible to take away, don't assume they want it. They may never see or looked through a Bible before, so be mindful. You may need to explain it and show them how to use it.

Remember, you are trying to build a relationship.

14. How long should I commit to volunteering in the Program? What if I am unable to continue my connection with my new friend?

We expect Welcomers to commit to a minimum of 12 months. This timeframe allows CMs to receive continuous support and to develop a stable, meaningful, trusting, and sustainable relationship with you and the Salvation Army.

However, you are able to leave the program at any time. We understand situations or circumstances can change. We ask, before you stop your connection to contact TWP Coordinator (Audrey Takavarasha - audrey.takavarasha@salvationarmy.org.au). At that time, a proper handover can be done to ensure continual follow up with the CMs. If your circumstances change again, please make contact to recommence with the program.

15. Who can I talk to for support if I have challenges or questions along the way?

Please feel free to contact TWP Coordinator for any questions or queries you may have. If they are unable to help you, they will direct you to the right person or agency who can.

Sharing stories and experiences with others in the program can also be a way of additional support and encouragement. TWP Coordinator will be able to link you in with others who are part of the program.