

# Scouts Victoria

## Making Contact

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If you have a member who hasn't returned, someone should call them!

Who will contact the youth member?

- Options include the Unit Leader, Patrol Leader, Assistant Patrol Leader, their mentor, Section Leader or another youth member.
- Ideally the Scout should be contacted by someone who is well known to them and with whom they have a connection.
- Ask the Unit Council to organise who needs to be contacted and by who.

How to communicate?

- In our experience, a personal phone call works best.
- Or the Unit, Patrol or individual Scout could write a personal note.
- If appropriate, you could even organise a visit.

What to say?

The bottom line is "we want you back in our Unit because you're a valuable member and all your friends miss you!"

This guided script might help, particularly for members not used to talking on the phone. Remember this is only a guide! The other person might say something different! (Change the red text for your own information).

- Hi, my name is **Rod Byrnes**. I'm a Patrol Leader at **1st Scouts Victoria** Scouts. Could I please speak to **Robert**?
- Hi **Robert**, how are you?
- We've missed you at **Scouts** in the last few weeks, so I wanted to ring and check in. (Pause and hear what they say about why they haven't been attending.)
- Listen and acknowledge their reasons for not attending. Possible reasons could be:
  - It's been difficult to fit everything in, now that we're out of lock-down.
  - My parents haven't wanted me to attend.
  - School has been too busy.
  - I am (or my family is) immune compromised and we're worried about returning.
- If it's a reason about being too busy, you might follow up with:
  - Agreed. It's tough, but we're looking forward to having you back.
  - Our next activity is **our Christmas Break Up at the pool on Thursday night**.
  - We'd love to see you there, but if not we're hoping to have a **catch up BBQ in January** and then our first night back is on **February 1 2021**. Can I call you again then to check in?
- If it's a reason about COVID-19, you might follow up with:
  - We're following all the COVID safe rules, including hand hygiene, hall cleaning and contact information.  
Have you thought about contacting one of our Leaders to discuss your concerns?
  - Would you be interested in joining us for a virtual night instead?
- Thank them for the chat!
- Make sure they know they are welcome back.
- Report back to your Unit Council and Leaders so everyone knows the situation.
- If you said you would call again, or follow up in a different way, make sure you do.