

Anything & Everything

Phone Script



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.
- 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 Welcome back night at the pool on Thursday night**.
- We'd love to see you there, but if not I can send you our term 1 program.
- 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.