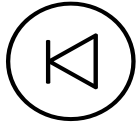


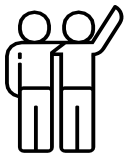


Preparations...



- Decide who will be attending (two or three only). Ensure there is gender representation.
- Find out if you will require a translator. If so, talk to them about the first meeting procedure.
- Agree on a time for the visit. It could be their allocated temporary accommodation or a public space. Make the meeting time between main meals and prayer times.
- Decide on your "welcome gift basket" - fruit, nuts etc. Something for the children.

Smile, Smile, Smile...



- Greet everyone. Try to remember names.
- Ask if they have already adopted a "short name". Offer your preferred short name if you have one.
- Respond to the offer of a handshake. Do not lead with one. Seating - keep gender in mind.
- If you are offered refreshments, lead with "small talk" till all the adult members of the family are in the discussion circle.

Listen carefully!



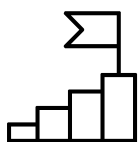
- Ask about their impressions of their community and Australia in general. Listen to the telling of the story of their journey to Australia with compassion if they choose to share this with you.
- Acknowledge their underlying emotions - grief, shock, bewilderment and trauma. Don't try to take notes. Just take time to listen.

Who are you?



- Describe who you are and how you can help. Keep it very simple. Explain the concept of "wrap around" volunteer services.
- Emphasise the group - not just the reps present today. Have a photo of your group to share.
- Talk about the "Planning Meeting" that will follow shortly.
- Talk about the on-arrival Govt services being provided. Confirm contact names etc.

Quick Wins!



- Ask the group about "immediate needs" that they may require to help them in the next week or so.
- Help them prioritise their needs by asking about essentials - linen, bathroom/kitchen items, cleaning equipment etc.
- Make it very clear that you will be sourcing some of their requests from the community in the form of "gifts".

Goodbye / Follow-up!



- Keep the meeting to one hour or less (especially if you are using a translator)
- Say your "goodbyes" and, confirm contact arrangements and set times when you will next meet
- Debrief immediately as a group to prepare notes to share with your group.