

## HOSPITALITY FOLLOW UP

### Who do we welcome?

- Everyone who comes through the door ✓✓
- People you know ✓✓
- Long term parishioners ✓
- Visitors/tourists ✓✓✓✓
- New parish members ✓✓✓✓
- Are we inviting people into ministries in parish?
- Strangers and those we don't know ✓✓✓✓✓
- Youth ✓
- Pre-Vatican people (who think it's wrong to talk in church)
- 3<sup>rd</sup> Reader to welcome the preside...
- People who tend to be loners/lost ✓✓
- Welcome children first ✓✓✓
- Disabled – mental and physical ✓
- Disadvantaged ✓
- Non catholics...
- Single people ✓
- Students
- Immigrants
- Newly baptised
- Bereaved
- Alternative lifestyles
- Returnees
- Families
- People who are frail

## What opportunities are there to welcome people?

- When Fr Teri invites people to greet one another ✓✓✓
- Sign of peace ✓✓✓
- After Mass – morning tea and conversation ✓✓✓✓✓
- Asking people to participate in parish activities ✓
- Anyway we can – Priests and parish community
- Play group
- Social events ✓ ✓✓✓
- Morning teas – walk around and offer food to people..✓✓
- Welcome nights ✓
- At the door ✓ ✓ ✓✓
- Youth mass weekly
- Children's liturgy ✓
- Formal (at door) and informal (outside church setting) welcoming
- Lenten programs
- Spirituality nights
- Sacramental programs ✓
- Rosters
- New parishioners – buddy system ?
- Arrive early and stay after – to chat ✓✓✓
- How do we welcome those who arrive late and leave early?
- How do we welcome those who are not ready to be welcomed?
- Sit in a different place ✓✓
- Make eye contact and smile ✓✓
- Ministries ✓✓
- Follow up younger families from Baptism/sacramental programs ✓
- RCIA follow up
- Funerals + those grieving ✓✓
- Name tags ✓✓
- Parish newsletter
- Emails ?

## Who welcomes?

- Everyone ✓✓✓✓
- Priests – identifying new comers before Mass ✓✓
- Parishioners – who is sitting next to you?
- Ushers
- Teams of welcomers ✓✓✓
- Welcome nights – teams of people from each part of the parish

**RESPONSES FROM PARISH GROUPS**  
**Community Groups – St Peter’s Coolum – Next Steps**

- 1. Baptisms** - Follow up/ Letter/ Gathering/ Visit / Invitation – to the family
  - 2. Social Gatherings** - eg: St Patrick’s Night ....; Make sure all are welcomed – singles, children, widows, Clergy, ...
  - 3. Transport:** Arrange/Provide a lift for those unable/reluctant to drive to ... Mass, functions, shopping, doctor, .... (Perhaps Care & Concern Ministry)?
  - 4. New parishioners:** After PP Welcome Night, more follow up required at Parish Level – e.g.letter from Parish Office advising them of the Parishioner living closest to them; .....
  - 5. St Peter’s Welcome Log:** Ensure all parishioners know where the Log is located; people may need to be updated/remindedperiodically. Encourage new parishioners to complete the details on it as they are welcomed.
  - 6. Welcomers:** One (or two) members at each entrance from the rostered Mass Team would seem to be sufficient; careful of overkill!
  - 7. Local Mass Times:** Coolum Mass times need to be displayed on/under the Church Sign out front in BIG PRINT as well as Coolum/Maroochydore Mass Times on the Church Noticeboard.
  - 8. Ushers:** Consider ushers for Easter & Christmas Masses.
  - 9. Notice Board:** Make it more attractive; Paint; Reorganise; Welcome sign; ....
  - 10. Scheduling of Parish Events/Functions:** Consider some during day &/or night (cf 3 above) if practicable – consider frail, infirm, workers, students, .... e.g. workshops; spirituality gatherings, ....
  - 11. Ministries:** Training people via Formation & Training workshops AND Group Commissioning at Mass is desirable; Using buddies and mentors to follow up/guide new volunteers seemed worthwhile from discussion.
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## BUDERIM

- Improve signage – drop off zone at entrance to church
  - Toilets need to be signed
  - Valet service to assist frail parishioners from the car at drop off zone
  - Ushers to assist seating of new and uncertain people
  - Maintenance committee to be formed to sort out the stuff in the meeting room and store room
  - Continued contact with families after baptism, reconciliation, confirmation and first communion. Make more effort to get to know these families. Need advance notice from parish office.
  - Newsletter – print is too small for some parishioners.
  - Have new parishioners names in the newsletter?
  - Priest could request volunteers for special ministries at Mass
  - Improve appearance of notice board
  - Names of newcomers to be passed on to welcome team in the church they attend.
  - Group is meeting again after Mass on 11<sup>th</sup> April
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## MAROOCHYDORE – 6pm Saturday Mass

- Car park lighting
  - Double the people on “cup of tea” duty so focus can be on hospitality
  - In newsletter – have something to indicate people are welcome to join the hospitality team
  - Approach people personally
  - Drop off point in driveway/covered area....good for people with a disability (gate to be opened) – ramp may be required
  - Invite people to assist in all areas, Christmas and Easter Mass goes ..find a way to make them welcome.
  - Music for children – create joyful atmosphere, special newsletter, maybe lolly bags eg.
  - Focus on helping people find seats when church is full
  - “visiting”? “No, new to parish”!!! take note and follow up (most important)
  - Blessing for events eg. Mothers/fathers day
  - Even though you meet groups, welcome others in that group.
  - Continually invite others into groups in the parish.
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## MAROOCHYDORE – 7am / 6pm Sunday Mass

- Engaging children more through a ‘Kids Liturgy’
- Make more of youth involvement in masses
- Increase frequency of after mass hospitality (and in case it means more work, we don’t necessarily need the food)
- A ‘missal’ like document is used in some parishes to show the order of proceedings, so that newcomers and infrequent attendees aren’t embarrassed by ‘stumbling’ through the ceremony