

THE JOURNEY

New People/New Christian Ministry & Integration Process

Entry Points:

- Community Programs/Special Events (they have contact with Hillsong through various community activities but do not as yet attend the church)
 - Christmas Spectacular
 - CityCare Centres
 - Youth Services
 - Educate for Life Courses
- Visiting/Making a decision at Hillsong
- Studying at Hillsong International Leadership College

Involvement Levels:

C- Community – these are people who have been a part of an outreach community group but do not attend our church as yet.

NP – New Person - any new person who indicates they are interested in making Hillsong Church their home. A person may remain in this category for three months. If after this time, their involvement increases, they will be moved up to the appropriate category. If not, they will remain in this category for further follow-up, until connected.

NC – New Christian – any new person who makes a decision for Jesus and indicates that they are interested in making Hillsong Church their church home. We would like a person to remain in this category for three months. If after this time, they are actively involved, they will be moved up to the appropriate category. If not, they will remain in this category for further follow-up, until connected.

SA – Service Active – A person who attends one or more services a month

CG – Connect Group Active – a person who regularly attends a connect group but is not actively involved in serving in our church

MA – Ministry Active – a person who actively serves in a ministry – may or may not attend a connect group. We would still encourage anyone who is involved in ministry to also be involved in connect group.

L – Leadership – anyone in ministry who oversees others in ministry at the discretion of the department leader, includes connect group leaders

KT – Key Team – staff, volunteer ministry heads, elders

How It Works:

1. POINT OF CONTACT - A person comes in contact with Hillsong either through a community program or coming to church for the first time. They then attend church and connect with one of our team through one of these areas:

- **Welcome Lounge** – this lounge is open before and after the services for people who are new or visiting to come, enjoy a cup of coffee and some refreshments, and have a chat with some of our team, who will answer questions they may have and help them get more connected into the life of the church.
- **Connection/Meet & Greet Teams** – these are teams that mingle in the foyers and each of the sections in the auditoriums looking out for anyone who may be new or by themselves, with the aim of welcoming people, building relationship, and helping them get more connected into the life of church.
- **New Christian** – at the end of each service we have an altar call where anyone who doesn't already know Christ is given the opportunity to receive Him & to pray the sinner's prayer. While this is taking place, we have volunteers at the back of the building identifying the people who raise their hands. After people have prayed the prayer, our volunteers then go to those who have raised their hands and give them a New Testament copy of the Bible, along with a card so they can fill in their personal details. This enables our team to call them during the week to follow them up and to invite them to our "Discovering Christianity" course.

2. CONNECTION PATHWAYS

- **Call Teams** – the call teams are a small army of faithful volunteers who help pastor our New People and New Christians each week. This is done through a series of phone calls, as well as interactions on the weekends at our services. The purpose & desired outcome of these teams is that these teams help people get connected into Discovering Christianity, if they are new to Christianity, Connect Groups which are for everyone, or serving in some area of ministry.
- **Discovering Christianity** - is a 6 week short course our church has developed to help New Christians learn more about God, the Bible, and His plans for their lives. We hold the course directly after each of our weekend services, and also on Thursday nights at our city campus.
- **Connect Groups** – connect groups are a vital way in which people are able to get more connected into the life of our church. We offer connect groups across all age groups, as they provide intimate fellowship, support, and relationships.
- **Serving** – while not everyone is able to be involved during the week due to work & study commitments, they could possibly be involved in the weekends. Everyone can be part of a team, while they may not be leading; we believe that everyone has gifts and talents that will enrich the Church. Their area of involvement may not be face to face initially, but they will be able to serve somewhere in church and find the kind of friendships that will help them get established.
- **Welcome to Church After Parties** – we hold these afterparties once every 2-3 months after each of our weekend services. They run for approximately 1 hour and are an opportunity for anyone who is new to church in the last 6-12 months or wanting to get better connected to come along and meet the team from their service, including some of the connect group leaders.

3. TOOLS FOR CONNECTION

- **MyHillsong System** – we have an online system whereby the integration team is able to obtain the contact details for the people they are following up, and to make comments in regards to their contact with the person. This system also aids them in locating a connect group for people, or helping them find an area to volunteer.

- Calls are made a minimum of 4 times over 3 months, once within the first week, once after the 3rd week, once at 7 weeks and once at 12 weeks, in order to establish regular contact with the New Person or New Christian and facilitate connection into various areas of church life.
 - At our main campuses we have computers with this system in the foyers where people are able to come & update their details, register for courses, or making us aware that they are new to church.
- **Welcome Home Cards** - when someone speaks to one of our connection team or stops in the welcome lounge they get the opportunity to fill in a “welcome home card”. This card asks for the following information:
 - Name
 - Address
 - Contact Number
 - Age group
 - Service they attend (this is important so that the team who follow them up are the team they spoke to at the time of their decision)
 - If they are interested in a connect group, or volunteering there is a place for them to indicate this as well, enabling us to follow them up according to what they need
 - **Decision Cards** – whenever someone makes a decision in our services, one of our team approach them to give them a Bible and a card for them to fill out their personal details. This card asks for the following information:
 - Name
 - Address
 - Contact Number
 - Age group
 - Service they attend (this is important so that the team who follow them up are the team they spoke to at the time of their decision)