

Compassionate Communities

Handbook

of Ideas for new community member

'Welcome Pack'



**Compassionate
Communities SA**

Program of Palliative Care SA

*We are inclusive. We celebrate multiple approaches and points of view.
When we say palliative care is everybody's business, no matter their age, we mean everybody.*

Acknowledgements

Our organisation acknowledges the Traditional Custodians of the lands and seas on which we live and work, and pays respect to Elders - past, present and emerging.

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About This Ideas Handbook



Purpose

A small gesture can go a long way. A thoughtfully prepared welcome pack helps new residents feel connected, valued and supported from the moment they arrive. This handbook outlines ideas on what to include in your council's community welcome gift pack, promoting a sense of belonging and encouraging neighbourly connection.

Why This Matters?

Reducing social isolation, strengthening neighbourhood ties and promoting compassionate living benefits everyone.

When people feel welcomed, they're more likely to engage, participate and support each other, especially in times of need.



Suggested Contents of the 'Welcome Pack'

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1

Welcome Letter

- A warm message from the council.
 - A brief introduction to the values of your community.
 - Highlight your region’s reputation for being inclusive and supportive.
-

2

Information on How to Stay Connected

- List of local newsletters, social media pages and community noticeboards.
 - Details on how to sign up for event updates, volunteering opportunities or local groups.
-

3

Handy Hints from Locals

- Include a short “top tips” sheet featuring advice or friendly suggestions from current community members (e.g., best coffee spots, walking paths, recycling tips, social media groups, market days). Consider making this across different age groups.
-

4

Tea Bag or Coffee Sachet or voucher for a local cafe

- A simple, symbolic invitation to “share a cuppa” with a neighbour.
- Include a tag with a message like: “Take a moment to say hello – sometimes a cup of tea is the start of something wonderful.”

5

Compassionate Communities Message

- Acknowledge that your council values and supports people in all chapters of life.
- Include a statement encouraging kindness, community care and particularly support for those facing serious illness, caregiving, dying or grief.
- Briefly mention council-led initiatives or partners that support compassionate communities.

6

Encouragement to Ask for Help and Accept Help

- A small magnet with a quote reminding them that you can always ask for help and don't be afraid to accept help.
- Remind them that everyone needs help sometimes, even if you have a family living near.

7

Resource List

- Contact details for local health services, community centres and mental health support.
- Highlight opportunities for volunteering or contributing to local causes.

Distribution Ideas

- **Local Volunteers:** Engage community volunteers, neighbourhood groups or service clubs to help deliver welcome packs personally.
- **Real Estate Agents:** Partner with local agents or property managers to distribute the packs when people move into new homes or rentals.
- **Community Hubs:** Make packs available at libraries, neighbourhood centres or new resident info sessions.

Don't forget: Environmentally Friendly Packaging

- Use recyclable, compostable or reusable packaging wherever possible (e.g., kraft paper bags, cardboard folders, jute pouches).
- Avoid single-use plastics or unnecessary printing.
- Align the pack with your council's existing environmental policy and sustainability goals.

Stay Connected



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Compassionate Communities are groups of people and places where everybody recognises that we all have a role to play in supporting each other in times of serious illness, dying, death, grief and caregiving.

Residents of Compassionate Communities recognise that care for one another at times of crisis and loss is not simply a task solely for health and social services but is everyone's business. Everyone is ready, willing and confident to support each other in emotional and practical ways.

About our Compassionate Communities SA (CCSA) program:

- We host Compassionate Community Conversations
- We manage the:
 - Compassionate Communities Charter SA project
 - Nurturing Compassionate Communities in SA projects
- We deliver public education programs – Last Aid, PalliLEARN and TLC
- We act as a source of guidance on policy formation at local, regional, national and international levels
- We create community awareness initiatives that promote and develop an understanding about compassionate communities
- We host a SA Death Literacy Working Group

and more...

**Keeping LOVE, LAUGHTER and FRIENDSHIP
central to people's lives in the last chapter of life**

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We strive to create a community where members say: ***“everybody has a role to play in supporting each other in times of serious illness, dying, death and grief. We are ready, willing and confident to have conversations about living, dying and grieving well and to support each other in emotional and practical ways.”***

Palliative Care South Australia’s mission