

ORANGE SKY SHIFT ATTENDANCE

Thanks for joining us out on a shift! We're excited to show you a snapshot of what Orange Sky volunteers do each day across over 350 shifts per week in Australia and New Zealand.

All Orange Sky volunteers and employees undergo training prior to attending shifts. Your host will be your go-to person who has been trained in all areas of van operation and safety.



HOW WE TALK

For most people, homelessness is a temporary experience and not a definitive label. We prefer to say '**people experiencing homelessness**' or 'people doing it tough' instead of 'homeless people'.

We also steer clear of words like client, customer and consumer. The people who use our services are '**friends**' or 'friends on the street'.

SAFETY ON SHIFT

We take safety pretty seriously! Make sure you're wearing comfortable, appropriate clothes and enclosed footwear. If you've been provided with an Orange Sky t-shirt, please wear it. Be sure to bring sunglasses and a hat if required.

- In the event of an emergency, each shift location has two safe places. Your host and volunteer team can explain where these safe places are.
- If you find yourself in a difficult situation, our safe word is '**Daphne**'. This signals to other volunteers you feel uncomfortable, and necessary action will be taken.
- For your personal safety, please refrain from handling clothes and materials belonging to our friends on shift.

PHOTOGRAPHY

We ask that you don't take any photos on shift unless you have prior approval. If the images are for social media or will be shared online, written consent must be obtained.

GENUINE CONVERSATION

We love a good chat – that's why we bring six orange chairs to every one of our shifts! We always try to engage in genuine and non-judgemental conversation and avoid pushing our own beliefs or discussing politics.

Our friends and volunteers come from a variety of backgrounds, so make sure you have a yarn with as many people as you can!

BOUNDARIES

Providing conversation and support to people experiencing homelessness often raises some challenges. Clear boundaries are important to protect ourselves and our friends, and to foster healthy connections.

- **Physical contact** – hugs, holding hands, kissing and linking arms should be avoided. Try a friendly wave or an elbow bump instead!
- **Relationships** – the role of Orange Sky is to provide free laundry, warm showers and genuine conversation to friends while on shift. While it can be hard to say no if you're asked, we don't provide any support or engage in relationships with friends outside of shift. We also don't offer any favours, lend money or provide goods and substances to friends.

ONE LAST THING!

Remember you are there to observe, and get a feel for what we do across 350+ shifts each week. Stay only as long as you feel comfortable, and share your experience with others to help spark conversations around homelessness.