

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 250 service locations 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. To get the most from your experience today, we've put together some quick tips:

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'.

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 high-five, 'fist-bump' or handshake 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.

Safety

We take safety pretty seriously! Make sure you're wearing comfortable, appropriate clothes and enclosed footwear. We'll provide you with an Orange Sky shirt (and a hoodie for those cooler months!). Remember you'll be outside - 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 will 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 someone will come and help.

Genuine Conversation

We love a good chat - that's why we carry six orange chairs in every one of our vans! 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 get around and say g'day to as many people as you can!



We ask that you don't take any photos on shift unless it has been approved by your host. If the images are for use on social media or will be shared online, written consent must be obtained.