

Safe Word

The most important thing at Orange Sky is making sure our volunteers and friends are safe on shift. If you feel unsafe and need assistance you can use Orange Sky's safe word – **Daphne** to subtly ask for help or to alert the team. Simply work **Daphne** into a conversation. Some examples include "Hey Dave, have you seen Daphne?" or "Hey is that Daphne over there?". Be sure to discuss the safe word with your team during the pre-start huddle before the start of the shift to determine how best to use it.

Safe Places

Every shift has **two** safe places. Safe places are just that, safe places that the team can retreat to and regroup in the event of an emergency or incident occurring on-site or and the van.

- The first safe place is with your service provider.
- The second is somewhere away from your service provider, this might be a local cafe or nearby business.

If you're new to volunteering or attending a shift for the first time please ask your Team Leader where the safe places are. If the risk escalates then the team should begin to initiate the **TARP** and leave the van where it is and go to the first safe place. If going to the first safe place will put the team in danger, then go to your second safe place. Work through the **TARP** levels in the following order:

Trigger Action Response Plan (TARP)

LEVEL	TRIGGER	EXAMPLES	ACTION
Alert	Awareness of a situation that could affect the safety of team members or others on shift.	Volunteers observe/experience aggression/violence on shift e.g. raised voices, annoyance, unwanted physical contact.	1. Use the safe word to notify team members 2. Help the aggressor modify their behaviour if safe to do so. Refer to the resources below. 3. Maintain awareness of the situation 4. Stay close to other team members.
Commit	The threat has increased & it's possible it may affect team members or others.	Volunteers observe/experience signs of aggression/violence on shift or nearby, e.g., verbal threats, physical gestures	1. Stay calm 2. Move away from the aggressor 3. Remain with other team members (do not get isolated) 4. Notify the Service Providers (if safe to do so) 5. Maintain awareness of the situation.
Evacuate	The situation has escalated to a point where the threat is thought to be imminent and/or has occurred.	Volunteers observe/experience aggressive/violent behaviour on shift or nearby that makes one or more volunteers feel unsafe	1. The team must leave the van and go to a safe place 2. Call Police on 000 (AUS) or 111 (NZ).

STEPS TO HELP MODIFY BEHAVIOUR

Say to the friend something like **"We'd really like to sit down and chat, but it's hard to talk to you when you're calling us those names, do you think you can stop saying those things so we can have a chat?"** Refer to the Standards of Behaviour poster

If their behaviour doesn't improve, you could respectfully say something like, **"We're just here to do [the washing, showers etc.] and have a chat. Perhaps you'd like to come back and have a better conversation with us another time?"**

If the behaviour continues, then you could say something like, **"This kind of behaviour isn't acceptable on shift, and it's making us feel uncomfortable, unfortunately, you're going to have to leave"**. Reference the Standards of Behaviour again if safe to do so.

This guide should be read in conjunction with the following resources:

- *Guide to Preventing Aggression on Shift*