

# INDUCTION

## Gloves

When handling food make sure you are wearing gloves. If your gloves become contaminated replace them. If you want to eat, take your gloves off and replace them when serving again

## Safety

We have a duty of care to make sure it is a safe working environment. If you see something that may be a hazard, use your initiative to make the environment safer. If in doubt report it to a supervisor.

## Aggression

Our clients can have varied reactions so in case of any escalations, if you cannot ease the situation, remove yourself from the situation and report any behaviour that makes you feel unsafe to a team leader.

## Engagement

The main aim is not feeding people, it is providing community interaction, dignity and respect. We are not in a hurry to serve, but rather we want to spend the time to get to know people's names and a little about them.

**Remember we are all here to have and promote a good time!**

# CONFLICT ACTION PLAN

## Take a moment

Take a deep breath. When we are confronted with something we can make quick decisions without thinking. Allow yourself the chance to breathe.

## Is there harm?

Am I or someone else in physical harm? If yes consult the OzHarvest security guard now. Once security is there, consult a team leader

## Calm and listen

Not in physical harm? Kindly ask the person in a soft, calm voice to tell you what is their problem. Don't be defensive – these problems and insults aren't about you, they are the result of trauma we do not know about. The best thing you can do is listen, non-judgmentally. Most people just need to feel heard.

## Delegate

"I am sorry you are feeling this way, I am not the best person for your situation but if you could wait to the side here I will get my manager who can help you." Your job here today is not fix the issue, but ensure the person they are in safe hands.

## Look after yourself

Confrontations can feel bad – take some time for yourself, make a cup of tea, there is no weakness in looking after yourself. Ask a manager for help if you need to debrief.