

1. Why is your campaign focused on connection, instead of laundry and showers?

Over the past five years, Orange Sky has supported people doing it tough by providing access to free laundry, warm showers, but most importantly - a place for connection and genuine conversation. Our mission is to *positively connect communities* and it's important we are there for our friends to provide consistency, reassurance and connection at this difficult time.

2. How will my donation support people experiencing homelessness?

Now more than ever, our friends need connection and support from the community. Your donation will support us as we continue to innovate and develop new ways to help people experiencing homelessness in a COVID-19 world. We also expect to see an increased demand for our services, both during the pandemic and when it's over, so your support is necessary to ensure the continued delivery of our service.

3. Why do you need funding if most of your services have paused?

Our team is committed to innovating and finding new ways to support and connect our friends on the street. We know that every day might look different in this COVID-19 world, and the way we operate our service will continue to evolve, but what remains the same is the reason *why* we do it and *who* we do it for. We've been developing a new community response service model that can operate in a COVID-19 world to help our friends. Our mission is to positively

connect communities and with your support, we will continue to find ways to do that during this pandemic.

4. Why are you starting your services back up and how they are safer?

If you've followed our journey over the past five years, you'll know that innovation is in our DNA and COVID-19 will not stop us from supporting our friends on the street. We've been following advice from the government and working closely with relevant authorities to develop new operational procedures that include increased health and safety measures and the use of personal protective equipment.

After a successful trial shift in Brisbane on Thursday 2 March, our team is working incredibly hard to roll this revised service model out in as many locations as possible across the country. It's just one of the ideas our community is developing to make sure the conversation doesn't stop.

5. Why are your remote services operating but not your metropolitan and regional services?

Our remote services are currently operational as there have been no reported cases of COVID-19 in these locations. We work closely with local government agencies to ensure the health and safety of our teams and the community members who use our service.

6. When do you expect your regular laundry and shower services to recommence?

Orange Sky is fully committed to flattening the curve and following all government advice and directives. The health and well-being of our friends, volunteers, service provider partners, supporters and staff is paramount.

As we look for innovative ways to deliver our service during this unprecedented time, we continue to be reminded that our friends need us now, more than ever. We are unsure how long it will be before our service returns to normal, but we are doing all we can to continue connection with our community's most vulnerable during this time.

7. What services are available to people experiencing homelessness during COVID-19/now?

There are a number of service providers who have been able to continue supporting our friends, albeit in revised ways (e.g. providing takeaway food rather than eat in meals). We are in regular consultation with these services to understand the changing landscape and to help prepare for Orange Sky's return to service.

The best place to look for the most up to date information on services across the community is Ask Izzy:

www.askizzy.org.au.

7. Can I donate goods to Orange Sky to distribute like clothes and blankets etc?

As we focus on recommencing more shifts Orange Sky is not accepting any physical donations at this time. It is important to remember to donate responsibility at this time with many charities are running at a lower capacity. Bedding, books and DVDs are in demand and the follow charities can take donations:

- Vinnies
- Salvos
- The Smith Family