

HASLER system for resolving conflict

Situation

Response

No conflict

→ **Hazard reduction**

The Bread of Life routine is a proven way of peacefully providing food for the day and food for eternity for the Marginalised of Surry Hills. We all understand and respect the routine—change it only after careful consideration.

Conflict may be likely

(e.g. someone is starting to get angry, two people are having a disagreement, someone is upset about something or someone)?

→ **Anticipate the conflict and act soon**

Have an appropriate team member sit with the angry person and listen to them, try to separate the two people arguing or even sit with them and get them talking sensibly, find out what or who is upsetting the person and see if you can change it, if the person they are upset with is you or another team member, leave! Return again another Sunday, things will likely be better.

Conflict has arisen but it is localised

→ **Separate those in conflict from the other Companions**

Remove as much furniture of potential weapons as is safe. Remember, even at this stage, other Companions can be the most effective managers of Conflict.

Conflict has escalated to others

→ **Leave the building and evacuate others too**

Lock yourself in the kitchen or women's/disabled toilet if necessary.

Conflict is out of hand

→ **Emergency call 000**

As required or whenever requested.

After the conflict

→ **Resolve and review**

Resolve any outstanding issues by providing necessary follow-up with emergency services, disciplining individuals who offend, pastoral follow up of those affected. Review the HASLER process with stake-holders and implement any changes necessary. Pray for peace.