



# Quetzal

## GROUP AGREEMENT

To help create a safe, welcoming and supportive space for everyone, we ask all group members to follow these shared agreements

### 1. Confidentiality

What is shared in the room stays in the room.

Please respect the privacy of other group members by keeping their attendance, experiences and personal information within the group.

*The only exception is where staff may need to share safeguarding concerns or have a legal requirement to share information.*

### 2. Respect Emotional Safety

To help protect everyone's wellbeing, please avoid sharing detailed descriptions of abuse, trauma, self-harm or violence.

You are welcome to talk about the impact that trauma has had on your life, both in the past and how it continues to affect you now. However, please do not describe traumatic events or experiences in detail, as this can be distressing or triggering for other group members.

### 3. Believe People's Experiences

Each person's experience is important and valid.

We respect each person's experiences without challenging, dismissing, questioning or comparing them. Everyone's journey is different and deserves to be treated with respect.

### 4. Respect Different Experiences and Opinions

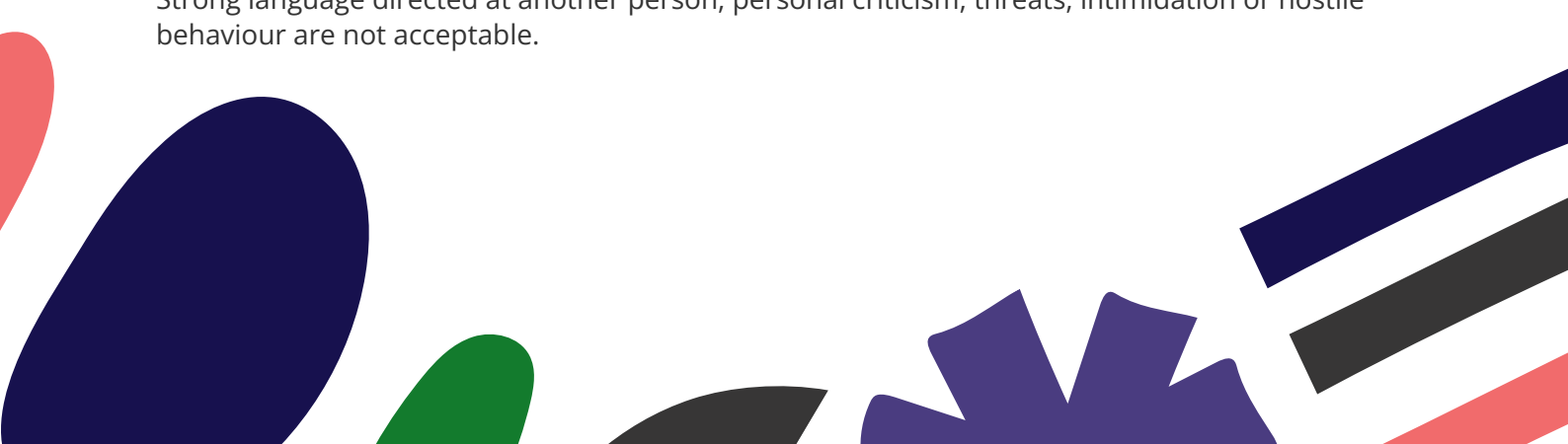
Everyone has a right to their own thoughts, feelings, experiences and opinions.

We may not always agree with one another, but we will listen respectfully and allow space for different perspectives without arguing, attacking or trying to convince others that they are wrong.

### 5. Use Respectful Language

Please speak to and about others with kindness and respect.

Strong language directed at another person, personal criticism, threats, intimidation or hostile behaviour are not acceptable.





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### 6. Respect Personal Boundaries

Everyone has different comfort levels and boundaries.

Please ask before offering physical contact such as a hug and respect a person's answer. Please respect people's privacy by avoiding direct questions about another person's experiences or trauma, and by being mindful of comments, questions or invitations that may make someone feel uncomfortable or unsafe.

### 7. Share the Space

We aim to ensure everyone has an opportunity to speak and be heard. Please avoid talking over others and allow everyone the opportunity to speak without interruption. If you wish to comment on something that has been shared, please do so with compassion, empathy and respect, being mindful that everyone is speaking from their own experiences.

### 8. Look After Yourself

You are encouraged to do what you need to feel safe and supported.

This may include taking a break, stepping out of the room, speaking to a Quetzal staff member, using visual tools provided to indicate that you need support or choosing not to share.

### 9. Support a Safe Group Environment

We all have a role in maintaining a safe and welcoming space.

If something feels uncomfortable, upsetting or unsafe, please speak to a Quetzal staff member, or use the visual tools provided to indicate that support is needed, so that appropriate support can be offered. We recognise that people may not always feel able to express this verbally.

### 10. Connecting Outside of the Group

We recognise that friendships and connections may naturally develop between group members, and some members may choose to have contact or meet outside of the drop-in. Any contact or relationships outside of the group are personal choices and are separate from Quetzal and the drop-in.

Please be mindful that not everyone will want contact outside of the group. Invitations to connect or meet should be made without pressure, and everyone should feel comfortable saying no or changing their mind without having to explain their reasons.

If you are unsure whether someone would welcome contact outside of the group, please respect their boundaries and allow them space to decide in their own time. Whatever someone decides, it should not affect their ability to feel comfortable, included and supported within the drop-in.

