


Liberate Communications Guide for Everyone

This guide is for everyone involved with Liberate, whether you're attending groups or helping to run them. We all need to try and follow these principles.



This guide is about how we communicate, making sure we do it in the best possible way. It's important because good communication helps everyone feel welcome, heard, and safe.

Privacy and Confidentiality

If you attend our groups or clubs we ask everyone to keep discussions and everyone's personal information private. That means we don't share what people say or their identity with anyone else unless they say it's okay. Please be very aware about 'Outing' others.

What about Triggering Topics?

Sometimes, talking about certain things can make people upset because of things that happened to them in the past. We need to be careful about this and think about how our words might affect others.

Communications Principles

Everyone has the right to speak and be heard, this means making sure that we give everyone time and space to speak in group sessions. Listening can be as important and helpful as talking.

We ask everyone to be supportive, polite, respectful to each other and to make sure they include everyone in the conversation.

What if Poor Communication Happens?

If someone is interrupted, we should let them finish talking but also be aware if you have been speaking for a long time that we need to give time for others to talk.

If it looks like someone feels left out, we need to find ways to make sure everyone feels included and gets a chance to speak if they wish.

There are some simple solutions to help which we encourage especially within our support groups. These include raising a hand to talk, avoiding interruption, or passing around an object to indicate whose turn it is to speak

Whatsapp Groups

If you wish to be added to a Whatsapp group, please ask during the relevant activity or you can contact hello@liberate.gg or message us via our social media accounts.

When using Whatsapp, we should remember to be respectful and only talk about what the group is meant for.

Also, watch out for scams and be careful about sharing personal information.

Please do not personal message anyone unless they have specifically given you permission to do that. Do not share anyone's personal contact details.

What is said in the groups stays in the group. Please do not screenshot, show or share any information from any support groups you are members of.

Please be conscious of what time you send messages i.e late at night or early in the morning, or when you are in a different time zone.

If you are concerned about any posts in a WhatsApp group please report that to the CEO or Trustees.

Try to keep your contributions short and to the point. Essays are hard to read on a phone.

Be conscious if you are always the first person to reply in a group. Sometimes it can put quieter members off commenting or engaging in a group if one person (or a small number of people) dominate the conversation.

Be aware of offering unsolicited advice. Sometimes people want support, not advice.

Thanks

Remember, good communication makes everyone feel good and included!

Liberate is always trying to improve our groups and services, so if you have any ideas or feedback, let us know!

Anybody who attends activities coordinated by Liberate should complete the [Service User Consent Form](#).