

Support Group Guidelines

Maintaining a safe and supportive environment



Arafmi runs a number of groups throughout Queensland to help provide support for families, kin and other unpaid carers of people experiencing mental ill-health.

The groups provide a supportive environment where people have the opportunity to talk about their experiences as a carer, explore alternative ways of coping, offer support to other group members or allow members to simply listen and take time to reflect.

To help ensure everyone in the group feels safe and supported, all members are asked to follow this set of group guidelines:

- All shared experiences are confidential and need to stay within the group
- Allow the person speaking to have their turn by not interrupting others
- Being respectful by not having private conversations while others are speaking
- Respect others opinions
- Be aware of imposing judgements on others
- Be open and supportive
- Be sensitive to other people's feelings
- Commit to maintaining a safe, non-threatening environment
- Take time out if necessary
- Refrain from using sexist, racist or abusive language when participating in the group and interacting with other members
- Be sensitive to the needs of new members
- Refrain from giving medical or legal advice. Members are encouraged to seek advice from qualified professionals and organisations e.g. for medical advice people can contact their GP/ Psychiatrist and for legal advice they could contact Legal Aid or a Community Legal Centre.
- We kindly ask that you attend without babies and young children unless the group is designed to cater for children's needs. This is for the comfort of other group members. If you would like support and require assistance with children please speak with the facilitator in advance to see how your needs can be met.
- Respect the need for the group to finish on time.

We thank you in advance for following these guidelines.

If you would like to discuss any of the above or share your feedback, please contact our Carer Support Team on 1300 554 660 or email carersupport@arafmi.com.au