



Support.  
Belonging.  
Empowerment.

## APS Adult Member Agreement

APS aims to provide safe, welcoming and inclusive sessions for autistic adults. To help us support you and ensure sessions run smoothly, please read and adhere to the following the guidance below.

### 1. Your Membership Information

To help us plan sessions safely and support you well, we ask all new adult members to:

- Complete your personal information within 7 days of joining APS. This includes emergency contact details, accessibility needs, communication preferences, and any adjustments that help you feel safe and included.

Providing this information early helps us make sure activities are appropriate, safe, and accessible for you.

### 2. Your Responsibilities at APS Activities

APS staff are here to welcome you, run activities and sessions safely, and support the group. Members are asked to:

- Treat other members and staff with respect and kindness
- Follow staff instructions designed to keep everyone safe
- Let us know if you need help, feel worried, or something isn't going well
- Engage in sessions in a way that feels comfortable for you

**APS staff do not provide personal care or constant 1:1 support.**

### 3. Additional Information for Certain Activities

For some sessions (e.g., wellbeing courses, community outings, independent living skill sessions), we may ask you to complete an Additional Information Form that covers:

- Any reasonable adjustments you need
- Sensory or anxiety considerations
- Triggers or things that are difficult for you
- Strategies that help you feel calm, safe, and included
- Any practical risks we should be aware of (e.g., health or mobility concerns)

This helps us ensure the session is safe, supportive, and accessible.

- **Collection and Use of Personal Information**

The information we request is essential for us to provide safe and appropriate support. This may include health, behavioural, communication, and support needs information.

This information is collected on the basis that it is:

- Necessary to deliver our services safely and effectively
- Used only for the purpose of supporting your engagement and wellbeing

Because of this, you cannot opt out of providing essential information where it is required for safeguarding, care planning, or service delivery.

### 4. Members Who Require 1:1 Support

We want all adults to take part safely and be adequately supported.

If you need close support to participate, the following options are available:

- You attend with a Personal Assistant (PA)
- You attend with a trusted person who supports you
- A PA can wait on site if you only require support in specific situations (e.g., transitions, anxiety spikes)

**APS staff cannot provide 1:1 support due to staffing levels and charity funding limitations.**

## 5. If You Cannot Attend a Booked Session

APS sessions require staff planning, preparation time, venue hire, and materials. When members do not attend without telling us, this can:

- Waste limited charity resources
- Prevent another adult from accessing a space
- Impact staffing ratios and session safety
- Make it harder for us to plan future activities

We understand that unexpected things happen, anxiety, overwhelm, illness, transport issues, last minute changes. All we ask is that you let us know as soon as possible if you cannot attend.

If absences happen regularly without communication, we may:

- Check in to see if there are any barriers we can support you with
- Help explore alternative sessions or adjustments
- Review future bookings to ensure fairness for all members

Our aim is always to **support you.**

## 6. If You Have a Concern or Something Feels Wrong

1. Please speak to the staff at the session
2. If the concern is not resolved, contact:

**Chloe Carter – Operational Manager**

 [chloe.carter@autismpracticalsupport.org.uk](mailto:chloe.carter@autismpracticalsupport.org.uk)

 0344 850 8607

We will always listen and try to resolve things quickly and supportively.

## 7. Community Values

To keep APS activities safe and positive for everyone, we ask all adult members to:

- Respect others' boundaries, choices, and communication styles
- Be mindful of sensory needs (your own and others')
- Use kind, inclusive and non-judgemental language
- Keep personal information shared within the group confidential
- Seek support from staff if you feel overwhelmed or unsure what to do
- Take breaks whenever you need them, this is always okay

## 8. Agreement

By taking part in APS activities, you are agreeing to:

- Provide accurate information to help us support you
- Communicate if you cannot attend
- Attend with a Personal Assistant if needed
- Follow guidance to maintain a safe and supportive environment
- Treat other members and staff with respect

APS will always work with you to ensure your experience is positive and accessible.

## Communications and Marketing – Your Choice (Opt-Out)

We may also use contact details to send:

- Service updates
- Newsletters and general information
- Events and opportunities

You can opt out of these non-essential communications at any time by:

- Contacting the office directly
- Using unsubscribe options in emails (where applicable)

**Opting out of communications will not affect your access to services.**