



What is Twig?

Twig is our name for those pages of our website peersupportplus.org which you can access only after you Register as a Twig User.

Twig exists to enable people who engage with Peer Support Plus to participate in conversations conducted within private Twig Groups. This enables them to gain access to and contribute information about Peer Support Plus and our activities.

Twig Groups are not appropriate places for Taking Time to relate your thoughts and feelings, or Sharing your Lived Experience, with others. This is one of our Boundaries. We only allow Taking Time and Sharing while in-session, in The Room, at Support Groups which are safe, confidential spaces where our Group Work process is managed kindly by trained Facilitators.

Twig is powered by [BuddyPress](https://buddypress.org), a free open-source plugin to our website which is powered by [WordPress.org](https://wordpress.org) open-source software.

Why do we call it Twig?

The owls in our Logo share a branch. A Twig is a small branch, suggesting a personal space at Peer Support Plus from which each Peer, Volunteer, Member or Supporter can join in particular conversations called Twig Groups.

To 'Twig' is slang. It means: to notice; observe; 'get'; or comprehend something.

Twig Users

Anyone who can access our website can apply to Register as a Twig User. Twig Activity Notifications are sent to the Twig User's registered email address.

No Twig User gets automatic access to any Twig Group. Please read the Twig Group Description. If you believe you are eligible to join a Twig Group you can click to Request Membership. Your application can only be Accepted by one of the Twig Group's Administrators who are appointed by Peer Support Plus to moderate the Group. For example: your application will be Rejected if you apply to join the Volunteers Twig Group but you and Peer Support Plus have not yet finished signing up to a *Volunteer Relationship*¹.

By clicking to Register, you are promising that whenever you Log in to Twig you will respect our *Guidelines for Behaviour*¹ and accept that all relevant Peer Support Plus policies such as *Safeguarding Policy*¹ and *Privacy Policy*¹ apply to all your interactions with other Twig Users.

If you encounter anything that feels unsafe or concerning please use *Incident Report*¹ to tell us about it.

Participation in some Twig Groups may, due to the sensitivities of their subject or members, be by Invite only. For example: Board of Trustees.

Peer Support Plus may, at its discretion at any time, restrict the scope of a User's Twig access to Groups and/or information; or remove a User's ability to Log in.

A Twig User can click to Leave any Twig Group at any time.

A Twig User can click a request asking Peer Support Plus to Export their personal information to their Twig User Registered email address.

A Twig User can Delete their own Twig User account at any time.

Features

In the interests of safety, we choose to make only some BuddyPress features available to Twig Users. These features are configured by Peer Support Plus. For examples:

- Twig Users are unable to create new Groups. Every new Twig Group must be created by our website administrator.
- All posts within a Twig Group can be seen by all members of that Twig Group.
- Twig Users are unable to conduct private conversations with other Users.
- Twig Users are unable to Friend or Follow other Twig Users.

Personal Information

In the interests of safety, please do not share with other Twig Users your personal information such as home or postal address, telephone number or email address.

When you Register as a Twig User please identify yourself using only your preferred Name, meaning the name you prefer to be called when participating in a Peer Support Group – for examples Sally P or Joe B. Including the first letter of your surname means other Twig Users and Peer Support Plus administrators won't confuse you with other Twig Users called Sally or Joe.

Twig allows each Twig User to upload their own Avatar and Cover Image. If you choose to do this please ensure the images you upload do not personally identify you or others, and could not offend anyone anywhere. This is one of our Boundaries.

Notes¹ available on our website peersupportplus.org

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