



## SETTING BOUNDARIES

### How to build trust in client relationships

CSA survivors have had their boundaries trampled at a formative age so that safety and trust are a constant challenge for them in any relationship.

Support workers need to set **clear, consistent and respectful boundaries** with clients to help rebuild trust and give them a sense of control over their own experiences.

#### PHYSICAL

Unclear physical boundaries can cause your client to feel unsafe, pressured or overwhelmed. It can feel like you are mimicking the abuse and trigger a trauma response.

- ✓ *Respect personal space and never EVER touch without consent.*
- ✓ *Do not stand over them or approach from behind.*
- ✓ *Uphold dignity at all times.*

#### PROFESSIONAL

- ✓ *Stick to your role and avoid personal relationships with clients.*
- ✓ *Don't provide details of your life circumstances and don't talk about your problems.*
- ✓ *Role-model healthy boundaries.*
- ✓ *No social media connections*
- ✓ *Follow policies on gifts.*

#### PERSONAL

It is critical that we prioritise our own self-care as support workers and understand our own personal and emotional boundaries.

- ✓ *Set emotional limits*
- ✓ *Avoid burnout*
- ✓ *Seek supervision when needed*
- ✓ *Work within scheduled hours.*
- ✓ *Don't share personal contact details.*

#### ETHICAL & LEGAL

- ✓ *Maintain confidentiality and report concerns as required*
- ✓ *Don't talk to your clients about other clients or workers.*

#### FINANCIAL

- ✓ *No borrowing, lending, or mishandling client money.*
- ✓ *Full transparency.*



Trauma-informed care is all about understanding, empathising and incorporating our clients' adverse experiences into the way we work.

