



Service User Policy: Individual Needs

Introduction

STAR has a number of service user policies that help us do our job in a way which is fair. This policy is about individual needs.

Every person has different needs. These are known as “individual needs.” This policy helps STAR meet the individual needs of the people we work with.

How we make sure our work helps people to meet their individual needs

STAR provides individual advocacy support to people with intellectual disability and their family members. We also do “systemic advocacy” - this means we advocate to government and services about things that are happening in the wider community which affect large numbers of people with an intellectual disability and to find solutions to make things better for everyone.

We make sure there is plenty of time to talk with people about their request for advocacy support. We will make sure you have enough time to think, talk and ask questions.

We will provide information in a way that you would like. This could be in big print or in a video or voice recording and we will also explain it to you.

We will encourage you to tell us about any age, gender, or cultural issues which may need to be taken into account in planning your advocacy actions.

We can provide you with information about your rights and responsibilities and encourage and support you to advocate for yourself or your family member.

We recognise that everybody has a right to a support person of their choice. If at any point you want to involve a support person when talking with STAR you can do this.

We will be mindful of any potential conflict of interest for STAR in providing you with advocacy. If we do identify any potential conflict of interest we will let you know about this and how we will deal with this. If necessary, we will arrange referral to another worker or advocacy service.

When working with parents or other family members we will give clear and consistent messages about the importance of the participation of the person

with a disability where possible and that their best interests and needs are the goal of the advocacy support.

We will identify any potential conflict of interest between a family member involved in the advocacy and the individual needs of the person with a disability. Where such conflicts are identified STAR will seek to deal with this transparently and by putting the needs of the person with a disability first.

We will talk with you about the different ways we can work on your issue. We will help you consider both the possible risks and benefits of advocacy actions. We will give you as much information as we can to help you make a choice about what to do. We will only take advocacy actions with your consent.

We will let you know if there are other groups which can work on your issue and support you to make sure they understand your needs and any breaches of your rights.

We will keep a written record of the work we do with you and the outcomes which we will keep private.

We will ask the people we work with how well we did this and encourage their feedback to improve our advocacy support.

Complaints

If you are not happy with the work we are doing or how we are doing it, you can make a complaint. We will give you information about how to make a complaint and also let you know about other groups or organisations that can help you make a complaint.

We can inform you about self-advocacy groups that may be able to continue to help you develop your self-advocacy skills to meet your own needs and those of people with a disability more generally.

Related documents

- Your Rights & Responsibilities policy
- Privacy, Confidentiality & Dignity policy
- Vulnerable People policy
- Who can use STAR policy
- Complaints policy
- Compliments, Complaints & Feedback form

Last reviewed: 2016 (updated 2022)