

Service User Policy: Vulnerable People

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 vulnerable people.

Who is a Vulnerable Adult?

Vulnerable adults are defined as people who may be considered to be prone to abuse or exploitation because of their physical or mental health, intellectual disability, age, grief, social isolation, or financial hardship.

How STAR keeps vulnerable people safe

STAR's advocacy programs and projects are planned and conducted in a way that is safe for everyone.

We recognise and support vulnerable adults. All staff and volunteers are trained in zero tolerance policy, and are required to hold a current Police Check and Working with Children check.

STAR takes a **zero tolerance** of abuse approach abuse prevention and response. Abuse is never acceptable and is a serious breach of human rights issue.

STAR staff and volunteers are required to uphold the human rights of people with a disability at all times. In addition to not committing any form of abuse, harassment, exploitation or neglect, we will actively report cases of abuse or neglect and speak up when we suspect that abuse is occurring.

When a vulnerable adult retains the capacity to make a decision for themselves, this is often described as retain 'agency'. This means we must not pursue our concerns if they ask us to stop.

Examples of inappropriate conduct

Physical Abuse: When a person purposefully injures or threatens to injure. This may be in the form of slapping, shaking, kicking, punching, burning, shoving or grabbing. The injuries may be bruises, cuts, burns or fractures.

Sexual Abuse: When a person is used by another for that person's own sexual stimulation or gratification. This includes threats and exposure to pornography.

Emotional Abuse: When a person is repeatedly frightened by threats, is rejected or excluded or is verbally maligned. This include coercive control.

Neglect: When the person responsible for providing the necessities for life fails to do so putting the vulnerable adult at risk. It includes advocacy, housing, clothing, food, care and supervision.

Complaints

If you are not happy with the way STAR has been working with you, 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.

Related documents

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

Last reviewed: 2018 (updated 2022)