

Statement of Commitment to the Safety and Wellbeing of Vulnerable people and children



Mercy Connect acknowledges its responsibility to uphold and promote the safety and wellbeing of vulnerable people, and to respect and listen to the opinions of vulnerable adults, children and young people in our care.

Mercy Connect recognises the importance of developing and implementing systems which protect vulnerable people from risk of harm, and fostering a culture of safeguarding for all people.

As such, Mercy Connect commits to the following principles:

1. **Respect:** We will treat everyone equally, regardless of who they are or their age. We will ensure that everyone feels safe, welcome and respected.
2. **Inform:** We will ensure that vulnerable adults and children are informed of their physical, emotional and online rights and what actions to take if they feel unsafe.
3. **Family and community:** Where it is safe to do so, we will involve families and communities in our approach to safety and wellbeing.
4. **Help:** We will help vulnerable adults and children to work towards their goals in life.
5. **Safety:** We will ensure that vulnerable adults and children feel safe and comfortable in our care. All persons in our organisation will be supported to safely disclose risks of harm to people in our care. We will take seriously, and act immediately in relation to, any reports of neglect or abuse.
6. **Staff and volunteers:** We will ensure that all workers whom we engage have been appropriately screened and trained to work positively with vulnerable adults and children.
7. **Inclusion in decisions:** We will seek input and feedback from people in our care and empower them to participate in decisions affecting their lives or care.
8. **Give voice:** We will help vulnerable adults and children to voice their concerns and complaints about the organisation, and we will take their input seriously.
9. **Safe environment:** We will ensure that our physical and online environments promote safety and wellbeing.
10. **Policies and procedures:** We will document, regularly review and continuously improve our policies and procedures to promote and uphold the safety and wellbeing of people in our care.