



Statement of Commitment to Child Safety

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Stellar Experiences is committed to the safety and wellbeing of every child and young person who comes into contact with our services. Every child has the right to be safe and to feel safe. Keeping children safe is everyone's responsibility.

We deliver supports and services in guests' homes, at our Head Quarters and in the community. Many of the children and young people we support live with disability, complex health needs or communication needs that can increase their risk of harm. We have zero tolerance for child abuse, neglect or exploitation in any form.

To keep children safe, we commit to:

- Implementing the National Principles for Child Safe Organisations and applicable Child Safe Standards.
- Providing a safe and supportive environment for every child, in every setting in which we work.
- Making sure children are not exposed to any form of violence, abuse, neglect, exploitation or discrimination.
- Empowering children to participate in decisions that affect them, and to communicate in the way that works best for them.
- Upholding the cultural safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, and children with disability.
- Making sure children know who to approach staff if they feel unsafe, and taking every concern seriously.

As a child safe organisation, we commit to:

- Educating everyone involved in our organisation about what it means to be child safe, so that we can prevent, detect and effectively respond to child abuse.
- Screening, training and supervising our workers, including Working with Children Checks and NDIS Worker Screening Checks.
- Making sure everyone knows how to respond to complaints, allegations, disclosures and breaches of our Code of Conduct.
- Reporting concerns promptly to the relevant authority and meeting our obligations under the NDIS Code of Conduct and NDIS Practice Standards.
- Welcoming feedback and continuously improving our child safe policies, procedures and practices.
- Making sure families and community members know that child safety is everyone's responsibility.

Raising a concern

If a child is in immediate danger, call 000.

Anyone can raise a child safety concern with any Stellar Experiences worker, or through our complaint handling process. Concerns can also be raised directly with the NSW Child Protection Helpline on 132 111, or with the NDIS Quality and Safeguards Commission on 1800 035 544.