



Easy Reads Manual

This manual serves as a condensed version of our comprehensive 'Policy and Procedure Manual' for all guests, staff, families and advocates. It is designed to provide clear, accessible, and consistent information to ensure a safe, respectful, and enjoyable environment for everyone attending Stellar Experiences.

Our commitment to transparency means that this manual is available for reference at any time, empowering you to make informed decisions and fostering a collaborative environment.

We encourage you to familiarise yourself with the contents of this manual and reach out with any questions or feedback. Together, we can continue to uphold the standards that make Stellar Experiences exceptional.

Our Mission

Too often young people with disabilities are not given access to the same opportunities as other young people their age to make friends, connect with their communities and take part in amazing experiences.

At Stellar we are passionate believers that there is no limit to what our guests can achieve and experience.

This is why we challenge and break down barriers to provide social, recreational and community participation opportunities for 16-35 year olds with mild to moderate disabilities and mental health conditions.

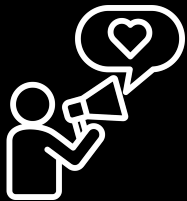
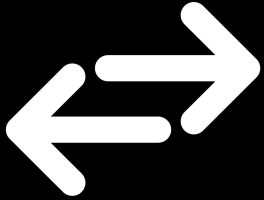


Table of Contents

Easy Reads that applies to all guests, families, advocates, staff and volunteers:

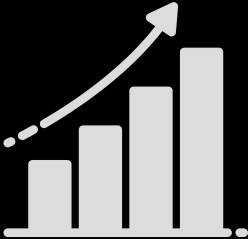
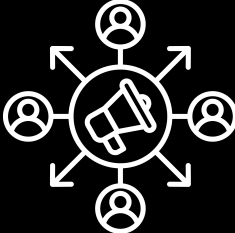
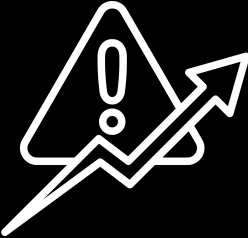
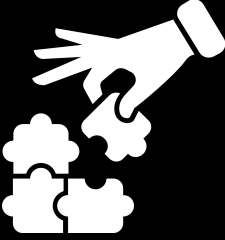
- 3. Advocacy Easy Read
- 4. Complaints and Feedback Easy Read
- 5. Conflict of Interest Easy Read
- 6. Coordination of Care Easy Read
- 7. Emergency & Disaster Easy Read
- 8. Incident Management Easy Read
- 9. Money & Property Easy Read
- 10. Privacy and Personal Information Easy Read
- 11. Risk Assessment Easy Read
- 12. Safe Environment Easy Read
- 13. Withdrawal of Services Easy Read
- 14. Your Rights Easy Read
- 15. Your Service Agreement Easy Read
- 16. Zero Tolerance of Violence or Abuse Easy Read

Advocacy Easy Read

	During your Coordination of Care Process we will work with you to identify a person you trust who may act on your behalf, known as your advocate .
	Sometimes you might find it hard to say what you want. You might want someone to support you, speak up for you or be your voice .
	An advocate is a person that is able to publicly help to promote, provide and protect your human rights . They can help your voice be heard and your wishes met .
	You can ask someone you trust to be your advocate, like your parents, siblings or even a close friend .
	You can change who your advocate is at any time you wish.
	Your advocate should always listen and support you, take your side and help you make your own good choices and decisions .
	Your advocate can help Stellar Experiences better understand the support that you require and would like to receive .
	Your advocate can also help you make a complaint if you are not happy with supports provided or the way you have been treated.
	You can contact us on: <u>info@stellarexperiences.com.au</u> (02) 7506 8383

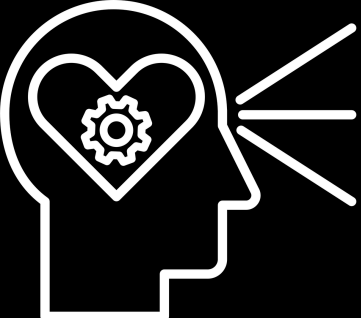
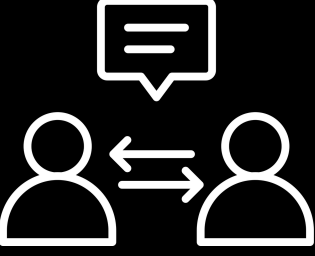


Complaints and Feedback Easy Read

	Stellar Experiences understands the importance of complaints and feedback in order to continuously improve services that we provide to our guests.
	We encourage all of our guests to reach out to our team if they would like to make a complaint or provide feedback.
	Once a complaint/feedback has been received, we will take required actions to address immediate guest risks, issues or concerns.
	These actions include incident reporting as required, documenting the complaint/feedback, discussing our response actions with the guest and/or advocate and encouraging their involvement in improving our services.
	If necessary, the complaint/feedback may be escalated to our Complaints and Feedback Manager for further review.
	We will ensure that we provide guests and/or their advocate with the outcome of their complaint/feedback following the conclusion of the inquiry.
	We are always on hand to provide guests with support during this process.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

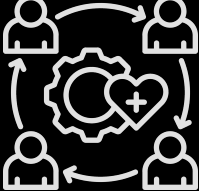
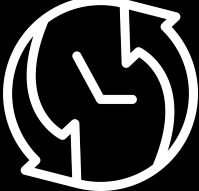


Conflict of Interest Easy Read

	A conflict of interest is when a worker's own interests are different to Stellar Experiences or our guests best interests.
	Our workers should always do what is best for Stellar Experiences and our guests.
	A workers' own interests are called private interests. A private interest may include secondary employment or relationships.
	A conflict of interest may be: Actual - it happened Potential - It could happen Perceived - it seems like a conflict but it is okay as long as it is managed and monitored.
	A conflict of interest happens when a worker is involved with another organisation or encourages you to use the other provider to use supports.
	We ask all of our workers to tell us about their conflict of interests as soon as possible.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

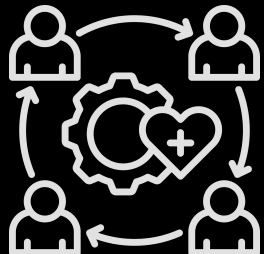
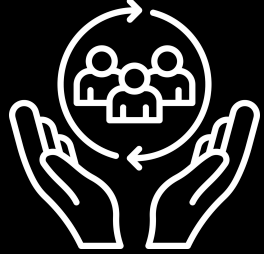
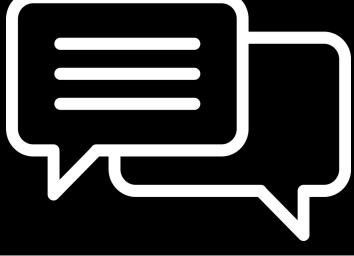
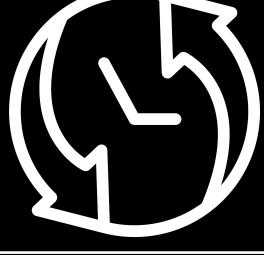


Coordination of Care Easy Read

	Upon engaging services with Stellar Experiences you will begin your Coordination of Care Process.
	During your initial Coordination of Care meeting we will develop with you, your family or advocate all of your documents that create your Guest Profile, inclusive of your Guest Support Plan, Individual Risk Plan and Service Agreement.
	Providing comprehensive information, including any relevant supporting documentation, ensures we can deliver support that is appropriately tailored to your individual needs and preferences.
	At six months a review will be conducted on your Individual Risk Plan. You will have the opportunity to book in for a six month review meeting if your support needs have changed or if we have identified a change within your Individual Risk Plan.
	At twelve months it is a requirement to complete an annual Coordination of Care review to ensure all your documentation continue to align with your support needs.
	Reviews can also be completed anytime, as your support needs change.
	Services cannot commence or continue until a Service Agreement has been signed.
	A copy of all your documents will be provided to you via email.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383



Emergency & Disaster Easy Read

	During your Coordination of Care Process we will work with you to create a Personal Emergency Preparation Plan.
	An emergency is a sudden, urgent, unexpected event that may cause risk or harm to your health, life or environment.
	Your Personal Emergency Preparation Plan ensures continuous support throughout an emergency or disaster.
	We will test your Personal Emergency Preparation Plan together.
	You can give feedback on what worked and what needs to change.
	Your Personal Emergency Preparation Plan is reviewed annually or as required.
	Your emergency plan ensures continuous support and manages your safety needs.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

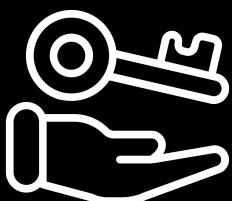


Incident Management Easy Read

	We believe that effective incident management is important in ensuring the health, safety and wellbeing of guests.
	Stellar Experiences has an incident management system in place for the two types of incidents that can occur - general and reportable.
	A general incident may be when a person causes you harm or could have caused you harm, when you hurt someone else or when you feel that someone is going to hurt you.
	If a general incident were to happen, Stellar Experiences would assist guests by identifying, investigating, analysing, correcting and documenting each incident.
	A reportable incident is when one of the following happens: abuse, neglect, sexual misconduct, unregulated use of restrictive practices, serious injury or death.
	For reportable incidents, Stellar Experiences are required to identify and immediately respond to ensure the immediate health and safety needs of the guest.
	This may include contacting emergency services, the guest's GP and/or the guest's family/advocate. Depending on the severity of the incident, it is then mandatory for our team to report the incident to the appropriate authorities within a certain timeframe.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

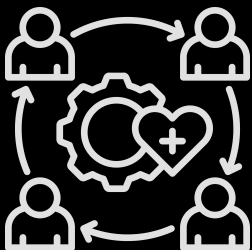
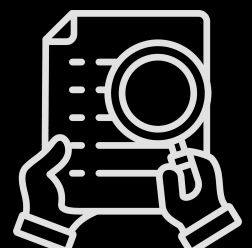


Money & Property Easy Read

	This document tells you how we can support you with your money and property.
	You are the owner of your money and property.
	If you provide consent we can support you to make purchases with your money and use your property while delivering services.
	Consent can be given in writing via your Service Agreement or verbally when working with one of our support workers. You can withdraw your consent at any time.
	Our staff will only use your property if it is needed to help deliver your services.
	If you ask a support worker to help you make purchases, the staff member must check they can through the documents provided in your guest profile.
	Our staff cannot support you to use your PIN, withdraw money from the ATM or do your banking as this is VERY private information.
	Our staff cannot provide financial advice about your personal finances or NDIS funding.
	Our staff can support you to budget your money for your day, make purchases, count your money for you before buying something and count your change after buying something.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

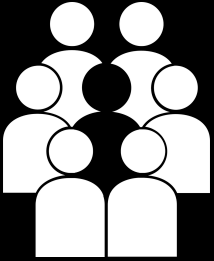
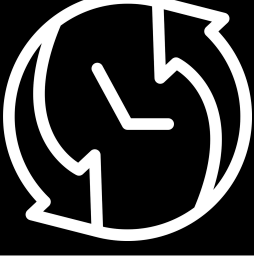


Privacy & Personal Information Easy Read

	To help us provide you with the right type of support and services, we collect and store personal information about you.
	We use your personal information to enable us to tailor supports and care that meets your requirements.
	During our Coordination of Care meeting, we will ask for your consent on who we are able to share your personal information with.
	We will only share your information with your consent and only to those approved by you. We will not provide your personal information to anyone without your consent.
	You can change your consents at any time.
	At any time you can ask to see your personal information or make any changes to your personal information.
	We will store personal information securely and take reasonable steps to protect it against misuse, loss, unauthorised access or interference.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

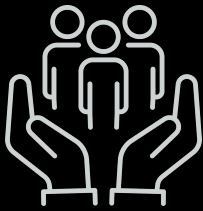
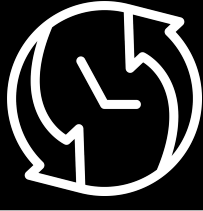


Risk Assessment Easy Read

	During your Coordination of Care Process we will work with you to create an Individual Risk Plan, which assesses any possible risks that may be related to you when using our services.
	A risk is when it is possible that a specific event or activity may lead to you or someone else being hurt or injured.
	We will go through your Individual Risk Assessment Plan together so that we can identify and understand any possible risks that could happen to yourself or others when using our services.
	If any risks are identified in your plan, we will provide strategies to our staff on how best to support you for each potential risk, should they occur.
	We also carry out risk assessments for all services that we provide. These risk assessments help identify any possible risks that could happen and provide strategies to our staff on how best to support you for each potential risk.
	If at any time you feel risks on your Individual Risk Assessment Plan need to be updated, please reach out to our team to let us know.
	Your Individual Risk Plan is reviewed annually or as required.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

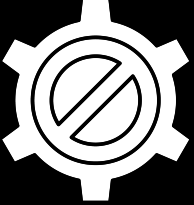
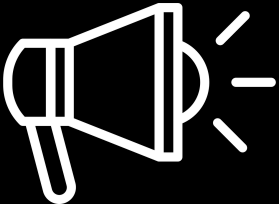
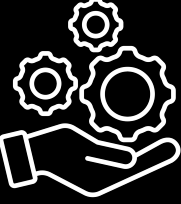


Safe Environment Easy Read

	At Stellar Experiences, your safety is our number one priority.
	We want to ensure that guests feel safe at all times when using our services.
	To support you with this, we have created a Safe Environment checklist which we have provided to our staff to complete with every guest that takes part in 1:1 support services.
	The checklist is to be completed with the guest and at the home of the guest. This is done to ensure safety at your place of residence.
	This checklist is very detailed, with staff assessing your home environment thoroughly and asking personal questions regarding your life at home.
	These Safe Environment checklists are required to be completed annually for your safety.
	We will also undertake risk assessments for all other services we provide, ensuring safety is prioritised across all services that are provided. These assessments will be completed weekly.
	Please reach out to us any time if you feel unsafe.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

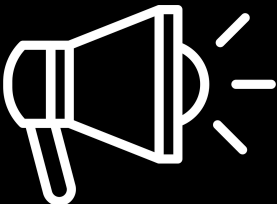
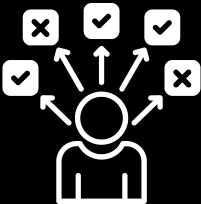


Withdrawal of Services Easy Read

	Stellar Experiences aims to provide guests with services that are fair and inclusive, prioritising guest safety and well being.
	However there are different situations that could arise which would cause a withdrawal of our services.
	A withdrawal of services can be actioned by Stellar Experiences or also by guests.
	There are several different reasons as to why Stellar Experiences would action a withdrawal of services.
	Reasons may include guests not respecting our Service Agreement, presenting excessive negative behaviour, not paying agreed amount of money for services, not informing us about any updated needs or not complying with our policies
	If a withdrawal of services is required, we will inform you immediately.
	If at any time guests feel that they are unhappy with our services, they are able to withdraw from Stellar Experiences services.
	Reasons may include us not respecting our Service Agreement, if you're unhappy with quality of services, your needs have changed and you no longer need the supports we provide or you require more supports which we do not provide.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

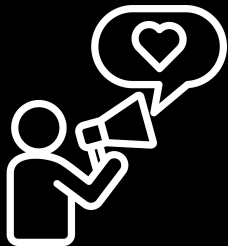
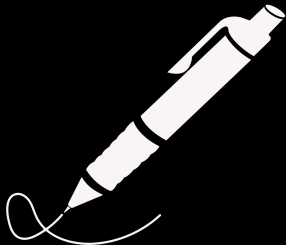
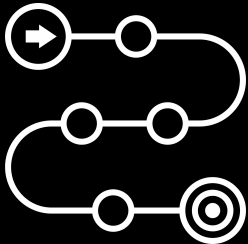
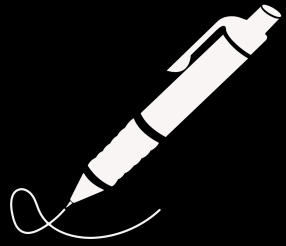


Your Rights Easy Read

	Stellar Experiences will support and assist you in identifying and exercising your rights to help you to achieve your goals.
	Stellar Experiences adopts a policy of non-discrimination regarding eligibility and entry to our services, and when providing support services to you.
	With Stellar Experiences Guests can access supports that promote, uphold, and respect legal and human rights.
	With Stellar Experiences Guests can exercise informed choice and control to maximise independence.
	With Stellar Experiences Guests can access supports that respect culture, diversity, values and beliefs. Our supports also respect your right to privacy and dignity.
	With Stellar Experiences Guests will be supported to make informed choices which will maximise independence.
	With Stellar Experiences Guests will receive supports that are free from violence, abuse, neglect, exploitation or discrimination from support staff who are competent, appropriately qualified and have expertise in providing person-centred supports.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383

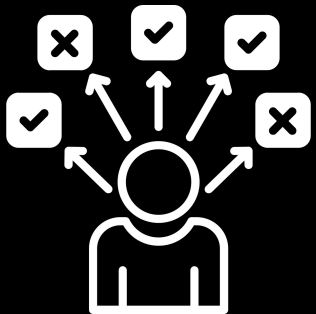


Your Service Agreement Easy Read

	Your Service Agreement is an important document that is an agreement between yourself and Stellar experiences.
	It includes information about your rights and responsibilities, our responsibilities, the services we provide and the costs of these services.
	It also outlines some of our policies and procedures, including payment information, changes, cancellations, information storage and feedback.
	This agreement is first completed during your Coordination of Care meeting. It must be reviewed and signed before you can take part in any of our services.
	The Service Agreement can be signed by yourself or your advocate.
	The Service Agreement is then completed at the beginning of your NDIS plan and runs for the duration of your plan.
	Services cannot commence or continue until a Service Agreement has been signed.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383



Zero Tolerance of Violence or Abuse Easy Read

	Stellar Experiences has zero tolerance for any form of violence, abuse, neglect, exploitation or discrimination.
	We aim to prevent and protect against instances of violence, abuse, neglect, exploitation and discrimination.
	We foster a 'safety culture' that supports individuals to be aware and report any actual or suspected risks of harm
	We will provide environments which make guests feel safe and supported.
	We encourage and support guests with choice, control, self-determination and capacity-building where possible.
	You should always feel safe when receiving support from us. If you do not feel safe, please inform our team immediately.
	You can contact us on: info@stellarexperiences.com.au (02) 7506 8383