

## Easy Read: Access to Supports and Services



SensesWA will determine your eligibility for a service from SensesWA and how to organise the service.



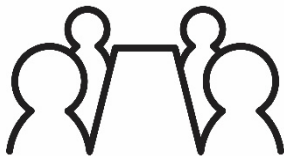
SensesWA will provide a service to you on the basis of your relative need and the resources available.



You will be provided with a copy of SensesWA client handbook.



You will also be provided with a copy of the organisation's policies, procedures and work instruction as they relate to your particular circumstance.



If required, support workers will schedule an initial meeting with you and your family and you will be provided with relevant information about services we can provide.



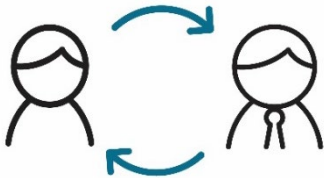
Once you or your family/support network agree to proceed with SensesWA both you and SensesWA will complete and sign a Service Agreement.



A service agreement is a document outlining the services provided to you and the manner in which they can be withdrawn, altered or cancelled.



If you require supported accommodation, we can assist you with the application process and information about it.



If there are any changes required to your services we will consult with you and let you know of any changes before they start.

**For further information, please contact us follows:**



1300 111 881



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[www.senseswa.com.au](http://www.senseswa.com.au)



Send a letter to the CEO,  
SensesWA,  
PO Box 143, Burswood, WA, 6100



In person to any SensesWA employee or Volunteer



Complete a Feedback, Compliments and Complaints  
Form