



We will ensure you can access your services in a safe environment.



Services provided to you will be appropriate to your needs.



SensesWA employees will carry identification so you know they work for us.



Where services are provided in your home we will ensure a safe support delivery environment.



Any incidents involving you will be responded to, reported and investigated.



When an employee becomes aware of a client incident involving you they will:

- Protect you from further harm.



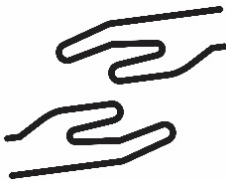
- Apply and seek first aid.



- Contact emergency services if you have a serious injury or need medical help.



- Call the Police immediately if:
 - Your life or serious injury is threatened;
 - There is danger to other people or property; and
 - A serious crime is occurring.



Employees will respond immediately for suspected, observed or alleged abuse and neglect of clients.



Employees will secure the scene of the incident if appropriate, for investigation purposes.



SensesWA employee will contact their supervisor if the incident is serious.



SensesWA employee will complete a Client Incident Report Form.



Following an incident you're physical and psychological needs will be taken care of to ensure your wellbeing.



You will be advised of the outcome of this investigation.



We will seek to prevent incidents occurring through improvement initiatives.



We will also deal with incidences where suspected, observed or alleged abuse or neglect of you comes to light.



**NDIS Quality
and Safeguards
Commission**

Depending on the nature of the incident we may have to report it to the NDIS Commissioner.

For further information, please contact us follows:



1300 111 881



admingroup@senses.org.au



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