

## Easy Read

### Looking after your Safety (Incident Management)

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



Services provided to you will be appropriate to your needs.



Senses 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.



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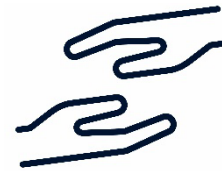
- Contact emergency services if you have a serious injury or need medical help.



- 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.



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



Senses employee will complete a Client Incident Report Form.



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



You will be advised of the outcome of this investigation.



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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.



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



**NDIS Quality  
and Safeguards  
Commission**

If you have any questions, please contact Senses Australia:



1300 111 881



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[www.senses.org.au](http://www.senses.org.au)



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



In person to any Senses Australia employee or  
Volunteer