

Easy Read

Your Support Worker

Your support worker is fully qualified and has appropriate experience and skills to provide you with quality support.



Before commencing work all employees are checked to ensure they:

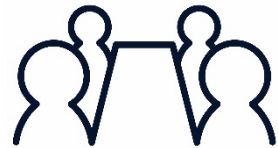
- Have the right skills, qualifications and experience;
- Provide 100 points of identification; and
- Evidence of the right to work in Australia.



Your support worker will also undertake an NDIS worker orientation program.



All employees receive training in the required client service procedures as part of their employee induction.



Senses communicates with its employees to reinforce their roles, highlight new things and ensure continued quality support to you.



We also provide employees with tools (such as laptops), policies, procedures and work instructions to assist in providing your support.



Employee's performance is also reviewed to make sure they are providing you with quality support services.



Easy Read Your Support Worker

Should you have any concerns about the actions of your support worker, or any Senses employee please contact us as follows:



1300 111 881



admingroup@senses.org.au



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



Complete a Feedback, Compliments and Complaints
Form



**NDIS Quality
and Safeguards
Commission**

The NDIS Commission via the NDIS complaints
management website:

<https://www.ndiscommission.gov.au/document/806>