

Easy Read

Access to Supports and Services

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



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



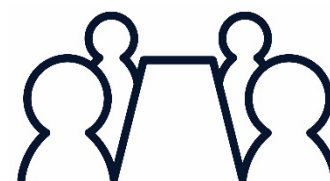
You will be provided with a copy of Senses client handbook.



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 Senses both you and Senses will complete and sign a Service Agreement.



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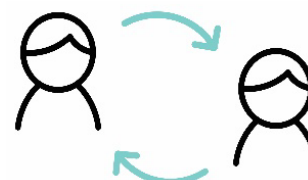
A service agreement is a document outlining the services provided to you and the manner in which they can be withdrawn, altered or cancelled.



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.



If you have any questions, please contact Senses Australia:



Telephone on 1300 111 881



Send us an e-mail – admingroup@senses.org.au



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



In person to any Senses Australia employee or volunteer