

Bold
Not bold



How to use this document

Endeavour Foundation wrote this document.

When you see the word 'we', it means Endeavour Foundation.

We have written some words in **bold**.

We explain what these words mean.
There is a list of these words on page 18.

This Easy Read document is a summary of another document.

You can find the other document on our website at **endeavour.com.au/about-us/advocacy/disability-royal-commission**

You can ask for help to read this document.
A friend, family member, someone you trust, or support person may be able to help you.

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Who are we?

We are Endeavour Foundation.

We are a disability service provider.

We provide services to people with disability to live, learn and work.



Your rights

Everyone has rights.



Australian Government

Rights are based on the law.



Endeavour Foundation must follow many laws.



You have many rights when you are at Endeavour Foundation.

These include:



You have the right to information you can understand.



You have the right to make decisions about what you want.



You have the right to be safe and feel safe.



You should not be abused,
hurt or treated badly.

What you should expect from the people working at Endeavour Foundation



People working at Endeavour Foundation
must be trained.



They must do a good job.



People working at Endeavour Foundation
must treat you with respect.



They must be polite and care about you.

Your privacy



Endeavour Foundation must keep your information private.



We can only share your information if you say it is ok.



You can ask to see your information.



To know more about privacy matters,
please email us.

You can email us at
privacy@endeavour.com.au

Tell us your feedback



Good communication is important.



Feedback is when you tell us good
information and bad information.



It is ok to tell us if you have a problem.



You will not be in trouble.



We want to try and fix any problems.



You can have a friend, family member, **advocate** or person you trust help you explain your problem.



You can find an advocate on the Disability Advocacy Finder website.



To go to the Disability Advocacy Finder website, type this website address into your web browser:

askizzy.org.au/disability-advocacy-finder



When you give us feedback, we will let you know what we are going to do.



We want you to tell us,
if you are unhappy about something.



It is important for you to tell us if someone has been bad to you.



For example:

Abused you.

If someone has treated, you badly.

For example: Bullied you to do something you did not want to.



Exploited you.

If someone has taken advantage of you.

For example: Stolen things from you.



Neglected you

If someone has not helped you the way they should.

For example: Did not take you to the doctor if you were sick.



Hurt you

If someone was violent to you.

For example: Punched, hit or kicked you.



If someone hurt you, tell Endeavour Foundation.



If you see someone hurting someone else,
tell Endeavour Foundation.



Endeavour Foundation will work with you
to resolve the matter.



**NDIS Quality
and Safeguards
Commission**

Some incidents will need to be reported
to the NDIS Commission.



There are 4 ways you can tell Endeavour Foundation your feedback



1. Speak to someone you trust at your service



2. Send an email to **feedback@endeavour.com.au**



3. Phone **1300 730 334**



4. Complete a form online at **endeavour.com.au/feedback**



If you don't want to tell Endeavour Foundation.



And the matter is serious.



You can contact an independent, external service called **BDO**.



You must give BDO honest and truthful information.



They will keep your name a secret and help you.

You can contact BDO by:



Phone **1300 408 955**



Email **securedbdo@bdo.com.au**



Website **bdo.com.au/bdosecure**



Post

BDO SECURE

GPO Box 457, Brisbane Qld 4001



**NDIS Quality
and Safeguards
Commission**

You can also contact the
**NDIS Quality and Safeguards
Commission (NDIS Commission).**



The NDIS Commission can help you if you
have a problem.



You can contact the NDIS Commission by:

Phone

1800 035 544 or TTY 133 677

Email

contactcentre@ndiscommission.gov.au



Post

**NDIS Quality and
Safeguards Commission
PO Box 210, Penrith NSW 2750**





If you are funded through a **Disability Employment Service** or **Australian Disability Enterprise**.



You can make a complaint during business hours through the **Complaints Resolution and Referral Service** or **CRRS**:



Phone **1800 880 052**



Website

jobaccess.gov.au/contacts/online-complaint-form



Word list



Advocate

An advocate is a person who can help you to speak up about things that matter to you.

BDO

BDO is an external and independent whistleblower reporting service.

BDO will not tell anyone your name or any of your details without your permission.



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission or NDIS Commission

The NDIS Commission make sure that NDIS providers:

- Give good quality services and supports
- Keep people with disability safe



Disability Employment Service (DES)

Disability Employment Services help people with disability find work and keep a job.



Australian Disability Enterprise (ADE)

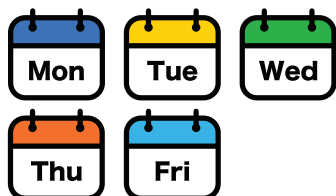
Australian Disability Enterprises are organisations that provide employment opportunities to people with disability.



Complaints Resolution and Referral Service or CRRS

The Complaints Resolution and Referral Service is a free service for people with disability who use:

- Disability Employment Services (DES)
- Australian Disability Enterprises (ADEs)
- Advocacy Services (funded by DSS)



Contact us

You can call us from 9am to 5pm AEST,
Monday to Friday.

Phone Endeavour Foundation
1800 112 112

Send us an email
hello@endeavour.com.au

Post
PO Box 3555
Tingalpa DC QLD 4173

Complete a form online

To complete a form online, type this website
address into your web browser:
endeavour.com.au/contact-us