



**Quality, safety
and you**

NDVR
Endeavour
Foundation

Our commitment

People with disability, their families and carers, are at the heart of everything we do.

Our purpose of *making possibilities a reality* is achieved by valuing every relationship and our mission to *partner with people to aspire for more* is how we approach every day.

We want people to meet their potential and live their best life.

We commit to providing the best service by:

- adhering to the strongest quality and safety requirements
- investing in the recruitment and retention of employees who embody our values
- upholding and advancing the human rights of people with disability.

We want your confidence in us to grow even stronger - which is why we are determined to continue improving our response to your feedback.



Values in practice

Our values guide how we work. They are the foundation by which we collaborate to imagine the possibilities and then work together to make them happen.



We are one, valuing individual strengths and experience so we can achieve more together.



We care, and treat everyone with respect and kindness.



We never stop imagining a better future for our clients.



We are passionate, our clients are at the heart of everything we do.



It is your life

We want people to make their own decisions.

We are committed to providing good information and advice about our service.

We take the time to understand and know each person – their likes, dislikes and goals.

We believe and uphold the rights of people with disability to make decisions and support them as much as possible to exercise this right about decisions that impact them – from personal decisions (daily routine) to wider decisions (living arrangements).

Rights and protections

People with disability are protected by the same laws as everyone.

Additional laws also exist to strengthen the protection of their rights, including:

- *Australian Human Rights Commission Act 1986 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *United Nations Convention on the Rights of Persons with Disabilities 2006*
- *Disability Act 2006 (Qld), (Vic)*
- *Disability Inclusion Act 2014 (NSW)*
- *National Disability Insurance Scheme Act (NDIS) 2013 (Cth)*

Rights under the NDIS

People who access the NDIS have the right to be safe and to receive high-quality supports.

As an NDIS service provider, we are legally obligated to ensure we meet the quality and safety criteria as required by the NDIS Quality and Safeguards Commission (NDIS Commission).

We maintain our NDIS provider registration with the NDIS Commission so you can feel confident that we are delivering services that uphold the rights of people accessing our service.

People we support, their families and carers are at the heart of everything we do – we want you to receive great service from us - one that you are proud of and would recommend.

Code of Conduct

Respect a person's individual and human rights

Respect the privacy of people with disability

Provide supports and services
in a safe manner with care and skill

Act with integrity, honesty and transparency

If someone's safety is at risk, act immediately

Prevent and respond to all forms of violence,
exploitation, neglect and abuse of people with disability

Take steps to prevent and respond to sexual misconduct,
in a safe manner with care and skill



Structure, culture, systems

The caring attitudes and professional conduct of our employees enhance the safety and quality of our services, alongside a range of policies, procedures and training aimed at safeguarding people with disability.

We design and deliver services that are safe, minimise risks and maximise quality.

Code of Conduct

Our Code of Conduct guides our actions, words and behaviours. They are the legal, ethical and safety responsibilities you can expect from us.

We require every employee and volunteer to abide by our Code of Conduct – they must always demonstrate ethical and transparent behaviours and responsible care when delivering services – there is no exception.

Worker screening

We have a robust mandatory worker screening process that checks the background of every employee that works for us.

All employees must pass a National Police Check and other appropriate checks depending on if they work in Queensland, New South Wales or Victoria.

Any agency staff that work at an Endeavour Foundation site are also required to meet the same rigorous background checks as our employees.

We do not employ or engage workers that do not meet the appropriate checks - it is a breach of our NDIS registration and one that we do not want to risk.

Worker training

The skills, knowledge and trustworthiness of our employees are as important to you as they are to us.

Over 85% of our employees provide direct support to people by assisting them with their daily living needs, participating in work and engaging with the community.

We recognise the importance of investing in training as a way of maintaining the quality of our supports and decreasing any risk to an individual accessing our service.

We have compulsory training supervision, support and resources available to ensure our employees can address the needs and behaviours of individuals - from safely using a hoist to knowing what intervention will keep someone with challenging behaviours safe and calm.

Privacy

We respect the privacy of personal information and take a very serious approach to how we collect, protect, use and exchange your information.

Our Privacy Policy is in accordance with the *Privacy Act 1988* and the Australian Privacy Principles. By law, we keep your records safe and private. You also have the right to access your information.

For more information about privacy matters, please email us at **privacy@endeavour.com.au**.



Tell us. We are listening. We will act.

We are committed to responding promptly, professionally and compassionately to any feedback we receive about our service.

Feedback may include complaints, concerns and compliments.

As a service provider, we must report certain incidents or suspected incidents to the NDIS Commission, such as:

Abuse. When a person's human right is violated either deliberately or accidentally. There are many forms of abuse, including financial, emotional, physical and sexual.

Neglect. Failing to care adequately for a person to the extent that their health, wellbeing or development is significantly impaired or at risk.

Violence. Physically hurting a person, either deliberately or accidentally.

Exploitation. Unfairly taking advantage of the vulnerability of a person to have power over them or benefit from them.

By reporting to the NDIS Commission, we work together to prevent such incidents from happening.

If you experience, witness or suspect an incident of abuse, neglect, violence or exploitation, complete a report immediately. We will investigate the incident and will work with the you to resolve the matter.

Please note that some incidents are required to be reported to the NDIS Commission.



Tell us.

There are several ways you can tell us your feedback.

1. Speak to us. Share your feedback with a manager who will bring the matter to the attention of the safeguarding team.
2. Email us at **feedback@endeavour.com.au**
3. Call us on **1300 730 334**.
4. Submit an online form via the Feedback and Complaints page on our website **endeavour.com.au/feedback**
5. Contact BDO Secure, our external whistle-blower service
Call: **1300 408 955** Email: **securedbdo@bdo.com.au**
Internet: **bdo.com.au/bdosecure**
Post: **BDO SECURE – GPO Box 457, Brisbane Qld 4001**

Any details you provide to BDO are held in strict confidence to protect your identity.

You can provide feedback without sharing your name. However, it does assist us to have your contact details if we need more information.

We are listening.

What you tell us is important. We have a dedicated team responsible for reviewing and managing feedback.

If you tell us your name, a local manager or the safeguarding team will contact you to let you know we have received your feedback.

We will act.

We take all necessary actions to ensure the safety of the people we support.

Any feedback containing a serious incident or suspected incident will trigger a specialised response. We may report the matter to the authorities, such as the police, emergency services or the NDIS Commission, as required by law.

We will work to keep you updated on the progress of our actions and aim to resolve the matter to your satisfaction.

The importance of your feedback

Your feedback provides us with valuable information about how well we are doing and what improvements we can make.

With your help, we can continuously improve the quality and safety of the services we provide – to you and others.

The NDIS Commission and you

The NDIS Commission is there to protect the safety of people with disability by ensuring service providers are doing the right thing.

If you are unhappy with how we have responded to or handled your feedback, you can contact the NDIS Commission at any time.

You can also escalate any concern or complaint directly to the NDIS Commission on **1800 035 544**.

For Supported Employees who are funded through a Disability Employment Service or Australian Disability Enterprise they can make a complaint during business hours through the Complaints Resolution and Referral Service (CRRS):

- By calling **1800 880 052**
- Website: jobaccess.gov.au/contacts/online-complaint-form

If you need support to raise a concern or complaint, find an advocate through Disability Advocacy Finder website: askizzy.org.au/disability-advocacy-finder

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