

QD8005 Quality safety and you





Endeavour Foundation wrote this document. When you see the word 'we' or 'us' it means Endeavour Foundation.

Bold
Not bold

We have written some words in **bold**. We will explain what these words mean.



You can ask for help to read this document with someone you trust. You can ask a friend, family member, or a support person to help you.



This document is an Easy Read of the Quality safety and you booklet. This booklet can be found on the internet at:

www.endeavour.com.au

Who are we and what we do



We are Endeavour Foundation.

We are a disability services provider.

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



You and other people with disability we help to support are at the heart of what we do at Endeavour Foundation.



Your **Human Rights** are very important for you and to us.



Human Rights are the law. Endeavour Foundation follows these laws.

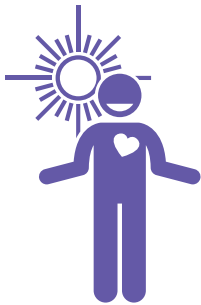
Your rights



**NDIS Quality
and Safeguards
Commission**

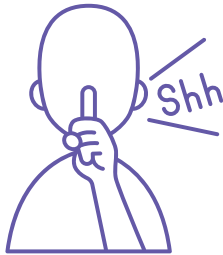


We are a registered NDIS service provider and we follow the quality and safety standards of the NDIS to protect your rights.



These include:

1. You have the right to be safe and feel safe.



2. You have the right to privacy.



3. You have the right to information you can understand.



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



5. You have the right to receive high quality supports.

Your right to safety



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



If someone has **abused** you.

This means if someone has treated, you badly.

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



If someone has **exploited** you.

If someone has taken done something to you that is not fair or good.

For example: Stolen things from you.

Your right to safety



If someone has **neglected** you.

This means if someone has not helped you the way they should.

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



If someone was **violent** to you.

This means if someone hurt you physically.

For example: Punched, hit or kicked you and name calling.



If someone has been bad to you or hurt you or someone else, tell us, we are listening and we will act.



Your right to privacy



We must keep your information private.



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



You can ask to see your information.

If you want to see your information. Ask where you can see it.

For example: Ask at your Learning and Lifestyle centre or at your office.



To know more about privacy matters, please email us.

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

What you should expect from the people working at Endeavour Foundation:



We have lots of training, rules and checks to make sure the people who work at Endeavour Foundation are treating you properly and your rights are protected.



They should treat you with kindness and respect.



They should respect your choices and do a good job.



You should not be abused, hurt or treated badly.



We want to partner with you to help you lead the life you want where you can make choices and have control over your life.



We always want to improve the service we provide to you.



Your voice matters.



We want to hear from you.



Tell us - We want to know what is going well and what we can do better. We want to know if there is a problem for you or someone else at our service.



Telling someone what is going well or how they could do better is called giving **Feedback**. We want you to tell us feedback about what is great about our service and anything that could be better.



A **complaint** is telling someone if something is wrong or if there is a problem. We want you to tell us if you have a problem about someone or something.

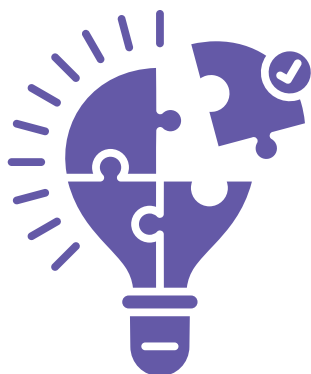


We can help you if you tell us. **You will not be in trouble.**
Feedback and **complaints** are OK.

Feedback and Complaints



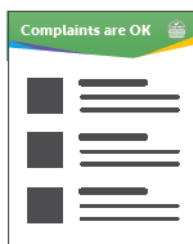
We will listen to what you tell us. We may need to ask you some questions.



We will take action to make something better or to fix a problem.



We will work together to make something better or to fix a problem.



Ask a Staff member at your service for the Easy Read 'Feedback and Complaints are OK' for more details about how you can give feedback or make a complaint.

How to tell us feedback or make a complaint

We want you to give us feedback or make a complaint in whatever way is best for you.



You can also give us feedback or make a complaint by:

Telling a staff member at your service. They can help you record your feedback or complaint.



Or you can tell our Safeguarding team by

1. Phone 1300 730 334



2. Email: feedback@endeavour.com.au



3. Fill out an online form on our website www.endeavour.com.au/contact-us/feedback/feedback-and-complaints

How to tell someone else feedback or make a complaint



Contact the whistleblower organisation called BDO Secure to make an **anonymous** complaint.

Anonymous means your name or anything that could tell people your name will not be shared.



To make an **anonymous** complaint contact BDO Secure. They will not tell anyone any information that will identify you or tell people your name.



Here are three ways you can contact BDO Secure:
Call 1300 781 251



OR Email:
Email: secure@bdo.com.au



OR Post:
BDO Secure - RAS
GPO Box 303
Brisbane 4001

How to tell someone else feedback or make a complaint

Contact the NDIS Commission.



NDIS Quality
and Safeguards
Commission

If you do not want to tell us a complaint or are not happy with how we tried to solve a complaint you can also tell the NDIS Commission.

There are four ways you can contact the NDIS Commission.



1. Phone: 1800 035 544

2. Teletypewriter: 133 677



3. Email

contactcentre@ndiscommission.gov.au



4. Post them a letter

NDIS Quality and
Safeguards Commission
PO Box 210
Penrith NSW 2750

How to tell someone else a feedback or complaint

Job Access

Driving disability employment

Contact Job Access if you are funded to work through a Disability Employment Service or Australian Disability Enterprise.



Are you funded to work through a Disability Employment Service or Australian Disability Enterprise?

Job Access

Driving disability employment

You can make a complaint on Monday to Friday between 9am to 5pm through the Complaints Resolution and Referral Service.



Phone CRRS 1800 880 052.



Complete a form online.

To complete a form online type this website address into your web browser:

<https://www.jobaccess.gov.au/complaints/crrs>

People not at Endeavour Foundation who can help you give feedback or make a complaint.



If you need help making a complaint or giving feedback you could ask a family member carer or a friend to help you or ask for an **advocate** for support.



An **advocate** is a person who can help you to speak up about things that matter to you. Ask a staff member for a copy of the Advocacy Easy Read (QD 8004) to learn more about **Advocates**.



To find an advocate type this website address into your web browser:

<https://askizzy.org.au/disability-advocacy-finder>