



QD 8006

Quality, safety and you

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NDVR
Endeavour
Foundation

Our commitment

People with disability, and their human rights, are at the heart of everything we do.

Our purpose of *making possibilities a reality* is achieved by valuing every relationship. People we support take the lead in our partnership and are empowered to exercise choice and control in their lives.

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

We are committed to providing safe and high-quality individualised services for the people we support. We do this by:

- adhering to the strongest quality and safety requirements.
- investing in the recruitment, retention and training of employees who share our values.
- promoting a culture of continuous improvement and innovation.
- providing opportunities for open, two-way communication with the people we support, their families and carers, upholding and advancing the human rights of people with disability.



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.

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



Ensuring safe, high-quality services

Our employees share our values and follow processes and practices to prioritise safe and high-quality individualised services for the people we support.

We design and deliver services that are safe, minimise risks and maximise quality with a focus on continuous improvement and innovation.

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 relevant to the State or Territory they are working within.

Any contractors that work at Endeavour Foundation 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 would put the people we support at risk and breach the requirements of our NDIS registration.

Worker training

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

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**.





An empowering partnership

People we support take the lead in our partnership and are empowered to lead full and purposeful lives where they exercise choice and control.

Through an individualised approach, we take the time to understand and know each person – their likes, dislikes and goals for their future.

We believe and uphold the rights of people with disability including:

- The right to be safe and feel safe
- The right to privacy
- The right to information that can be understood
- The right to receive high quality supports
- The right to make decisions about their lives.

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)*
- *Modern Slavery Act 2018*

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 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 to ensure you consistently receive great service from us - one that you are proud to be a part of and you would recommend.

Tell us. We are listening. We will act.

We believe in open, two-way communication with the people we support, their families and carers.

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

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. Tell us, we will investigate the incident and work with you to resolve the matter.



Tell us.

There are several ways you can give us feedback or make a complaint.

1. Speak to a Manager or staff member and it will be reported to our 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 employees we support 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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