

QF 5402.08 Complaints are OK – Easy Read





How to use this document



Endeavour Foundation wrote this document.

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

Bold
Not bold

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

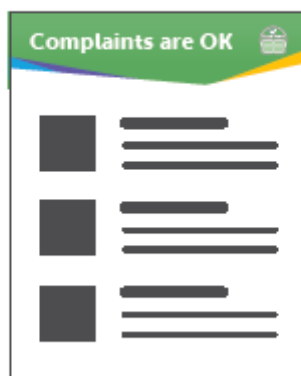


We explain what these words mean.

There is a list of these words on page 14.



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



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About this document

We want you to tell us if you are not happy about a serious matter at Endeavour Foundation.



This is called making a **complaint**.

This document will tell you:

- What to do if you have a problem with Endeavour Foundation.



- Who can help you make a complaint.



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.

How do you make a complaint?

Here are the ways you can tell Endeavour Foundation your complaint.



1. Speak to someone you trust at your service.



If you need help telling us about your complaint, you can ask for an **advocate** for support.



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

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



2. Send email to

feedback@endeavour.com.au



3. Phone Endeavour Foundation

1300 730 334

4. Complete a form online



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

<https://www.endeavour.com.au/contact-us/feedback/feedback-and-complaints>

What if you are not happy with us?



If you are not happy with how we have:

- responded to your feedback
- handled your feedback.



**NDIS Quality
and Safeguards
Commission**

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

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



You can contact the NDIS
Commission by:

1. Phone **1800 035 544**



2. TTY **133 677**



3. Send them an email:

contactcentre@ndiscommission.gov.au



4. Post them a letter

NDIS Quality and
Safeguards Commission
PO Box 210
Penrith NSW 2750



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

You can make a complaint from 9am to 5pm Monday to Friday through the **Complaints Resolution and Referral Service** or **CRRS:**



1. Phone CRRS **1800 880 052**
2. Complete a form online:

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

<https://www.jobaccess.gov.au/contacts/online-complaint-form>





Word list



Complaint

A complaint is when you talk to us because something has gone wrong with the supports you are receiving.



Advocate

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



Disability Employment Services (DES)

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



Australian Disability Enterprise (ADE)

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



Complaints Resolution and Referral Services or CRRS

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

- Disability Employment Services (DES).
- Australian Disability Enterprises (ADEs).
- Advocacy Services (paid for by DSS).

NDIS Quality and Safeguards Commission or NDIS Commission

The NDIS Commission make sure that NDIS providers:

- Give good quality service and supports.
- Keep people with disability safe.



NDIS Quality and Safeguards Commission



Contact us

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



Phone Endeavour Foundation
1800 112 112



Send us an email to
hello@endeavour.com.au



Send us a letter to
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