



**Quality, safety  
and you**

**NDVR**  
Endeavour  
Foundation



# Quality, safety and you



Everyone has rights.



**Australian Government**

Rights are based  
on the law.



Endeavour Foundation  
must follow many laws.

# Quality, safety and you



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.

## Quality, safety and you



You have the right to be safe and feel safe.



You should not be abused, hurt or treated badly.



People working at Endeavour Foundation must be trained.

# Quality, safety and you



They must do a good job.



People working at Endeavour Foundation must treat you with respect.



They must be polite and care about you.



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.



# Quality, safety and you



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.

# Quality, safety and you



You will not be in trouble.



We want to try and fix any problems.



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



## Quality, safety and you



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.



There are 4 ways you can tell Endeavour Foundation your feedback



## 1.

Speak to someone you trust at your service



# Quality, safety and you



**2.**

Send an email to  
[feedback@endeavour.com.au](mailto:feedback@endeavour.com.au)



**3.**

Phone  
1300 730 334



**4.**

Complete a form online at  
[www.endeavour.com.au/feedback](http://www.endeavour.com.au/feedback)



If you don't want to tell  
Endeavour Foundation.



And the matter is serious.



You can contact **BDO**.

## Quality, safety and you



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 781 251



**Email** [secure@bdo.com.au](mailto:secure@bdo.com.au)

**Post**

BDO – RAS

GPO Box 303, Brisbane 4001





# Quality, safety and you



**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