

QF 5402.08 Feedback and Complaints are OK



Feedback and Complaints are OK



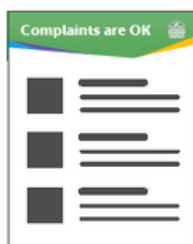
Endeavour Foundation wrote this document. When you see the word 'we' or 'us' it means Endeavour Foundation.

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 about how telling us complaints and feedback is ok. We want to hear from you. Your voice matters.

What we do and why we want to hear from you



Endeavour Foundation provides services to people with a disability. We help people to live, learn and work.



We partner with people with disability to help them lead their best life, one where they have choices and control over their life.



We want to hear from you about our service. Your voice matters.

What are feedback and complaints?



You can give **feedback** or a **complaint** about our service and the people who work at our services. You can tell us things about:

- Endeavour Foundation workplaces
- Endeavour Foundation Learning and Lifestyle Hubs
- Endeavour Foundation Supported Independent Living homes



Feedback is telling someone what is going well or what could be better. We want you tell us what is working well and what we could do better.



A **complaint** is telling someone if something is wrong or if there is a problem. We want you 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.



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.



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.

How to give 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 tell our Safeguarding team
Phone 1300 730 334



Email: feedback@endeavour.com.au



Fill out an online form at this website address
endeavour.com.au/contact-us/feedback

How to tell someone else a feedback or a complaint



Contact the whistleblower organisation 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 a feedback or 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.



If you have feedback or a complaint about your workplace that you want to tell someone outside of Endeavour Foundation.

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 Complaints Resolution and Referral Service on 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>

Other people who can help you give feedback or 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>