

Key contacts

General enquiries

We are committed to actively listening to your feedback and engaging in meaningful conversations to better meet your needs and expectations. Whether it's a quick call, an email, or even through social media, we have various ways you can get in touch with us.

Billing

@ ndisaccounts@endeavour.com.au

Change my details

@ changemydetails@endeavour.com.au

My Home My Life

@ myhomemylife@endeavour.com.au

-  33 Corporate Drive, Cannon Hill, QLD, 4170
-  PO Box 3555, Tingalpa, DC QLD 4173
-  www.endeavour.com.au/contact-us
-  1800 112 112
-  hello@endeavour.com.au

For employees we support

Services

Work

-  Speak to the manager at your local service.
-  Go to the 'Disability Services' tab of our [website](#) and fill out the pop up form under 'Our approach to Work services' to submit a Disability Services Enquiry

Defence Assistance Program (DAP)

DAP provides employment across Australian Defence Force bases.

-  Speak to the manager at your local service or fill out a Disability Services Enquiry as described above.

Home and Community

-  Speak to the manager at your local service.
-  Go to the 'Disability Services' tab on our [website](#) and fill out the pop up form under 'Our approach to Community services' to submit a Disability Services Enquiry

People and Wellbeing

Employee Assistance Program - Converge

Visit the website:
www.convergeinternational.com.au

Code:
ENFOEAP

 1800 OUR EAP (1300 687 327)

Superannuation - smartMonday

@ warren.peppin@smartmonday.com.au

Pay

@ peopleexperience@endeavour.com.au

ICT helpdesk

-  1300 742 212
- @ ictservicedesk@endeavour.com.au

Operating hours

Monday – Friday: 7am – 6pm
Saturday: 10am – 4pm
Sunday and public holidays (including Christmas Day):
11am – 3pm

After hours support
Monday to Friday: 6pm – 9pm

Marketing & Communications

Read your monthly Connections newsletter for operational updates and good news stories.

Share your good news with us!

-  [Submit a good news story](#) or <https://ndvr.news/content>
- @ communications@endeavour.com.au

Social media

-  www.instagram.com/endeavourfoundation/
-  www.facebook.com/endeavourfoundation
-  www.twitter.com/endeavourf
-  www.linkedin.com/company/endeavour-foundation

Quality, Safety and You

Feedback and complaints

-  PO Box 3555, Tingalpa, DC QLD 4173
-  Speak to the manager at your local service.
-  1300 730 334
- @ feedback@endeavour.com.au
-  Visit our [website](#) to submit a confidential or anonymous online form

Whistleblower hotline - external service for anonymous complaints

-  Level 10, 12 Creek Street, Brisbane, Qld, 4000
-  PO Box 457, Brisbane, Qld, 4001
-  Speak to the manager at your local service.
-  1300 408 955
- @ securebdo@bdo.com.au
-  www.bdo.com.au/bdosecure

Other

Lotteries

 1800 634 040

Media

@ media@endeavour.com.au

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Service information

Industry awards

 For more information about awards, or to nominate someone, you can email the Communications and Engagement team – communications@endeavour.com.au

Person-centred active support and frontline practice leadership

 For any more information on Active Support, you can email - PracticeImprovement@endeavour.com.au

Rent and Board

 For more information about Rent and Board, you can contact the National Contact Centre on 1800 112 112 and they will put you in touch with the relevant team.

Team Connect

 For more information about awards, or to nominate someone, you can email the Communications and Engagement team – communications@endeavour.com.au

Safety Alerts

 For more information on the Safety Alerts, you can email – practiceimprovement@endeavour.com.au

Practice Bulletins

 For more information on the Practice Bulletins, you can email - customersafeguarding@endeavour.com.au

Let's keep connected

Update your details

 You can email – changemydetails@endeavour.com.au

 You can phone the National Contact Centre – 1800 112 113 and they can update your details on our system.

Connections survey / Communications

 For more information about the Connections survey or other Comms, you can email the Communications and Engagement team – communications@endeavour.com.au

Groups and projects

Client Advisory Groups

 If you have any questions about the Client Advisory Group, you can email - ClientAdvisorycommunication@endeavour.com.au

Family Support Groups

 For more information about Family Support Groups, you can email - complexsupport@endeavour.com.au

Self-advocacy project

 If you know someone who would like to be part of a network of self-advocates, or if you would like to know more about the project, please contact Matt Gillett, Head of Advocacy, at matthew.gillett@endeavour.com.au.

 Or you can phone Matt on 0429 490 017.