

TEAM CONNECT

*Thanks for being patient while
everyone is entering the meeting*

March 2023

Acknowledgement of Country



JOY

**QArt's Mya Wilson,
Wurundjeri artist**

"This idea for this painting was conceived during the Covid pandemic. I wanted to express the disharmony and the multiple challenges that people faced during this time.

This is a contrast to the Dreamtime when all living creatures lived harmoniously and sustainably on the land and in the sea.

I have used modern bright pastel colours to lighten the mood.

The intention is to create a feeling of happiness, growth and hope."

Agenda



Speaker	Topic	Length of time
David Swain, Chief Executive Officer	Welcome and why we are here	5 min
	The vision and what it means for all of us	15 min
Shannon Richards, Chief People Officer	P&W: Frontline initiatives	15 min
David Blower, Chief Financial Officer	ICT: Frontline initiatives	15 min
Bradley Cameron, Chief Strategy Officer	Marketing: Frontline initiatives	10 min
All Executive Leadership Team	Ask your questions in the chat function	25 min
David Swain	Wrap up, next steps, close	5 min



Why are we here?



To share

- Our vision
- Your important role in our future
- What we are doing about concerns you've raised
- Honest and open, two-way communication



Employee Engagement Pulse Survey

Oct 2022: What was good?



I am proud to work for my organisation	75% positive 16% neutral
I would recommend my organisation as a great place to work	67% positive 20% neutral
I have access to the learning & development I need to do my job well	65% positive 23% neutral
My organisation really allows us to make a positive difference	64% positive 25% neutral



Employee Engagement Pulse Survey

Oct 2022: What are we not doing well?



I have confidence in the senior leaders of my organisation

Leadership

74



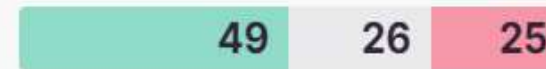
-4



The senior leaders of my organisation demonstrate that people are important to company success n = 1439

Leadership

92



-9



The leaders at my organisation have communicated a vision that motivates me

Leadership

101



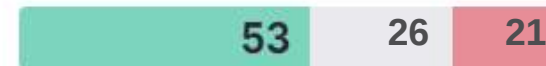
-6



At my organisation there is open and honest 2 way communication

Communication and Collaboration

81



5



A View to the Future 2027



- We care less about comparison and more about ***the difference we make and the impact we have*** for people we support.
- We lead the sector with ***measuring impact*** of outcomes for the people we support
- We ***empower our employees*** to reach their potential

We make possibilities a reality



Your part in the vision



Your part in the vision



Be an everyday advocate.



Your part in the vision



Be creative



Your part in the vision



Be engaged with families
and care for colleagues



Your part in the vision



Be engaged with
Endeavour Foundation



Major Activities 2022/23



Work

- Disability Social Enterprise Futures Forum Oct 22, Feb 23
- Fair Work Commission supported wage decision Nov 22
- Defence Admin Assistance Program (DAAP) Jan 23
- Employment White Paper Taskforce submission
- Townsville EFI supported employment showcase Feb 23
- Leaders Connect Forums Feb 23



Major Activities 2022/23



Home & Community

- Mackay My Home My Life opening Aug 22 (more coming)
- Community Access expansion to NSW / VIC underway
- Growth / intake process improvements
- Leaders Connect Forums Feb 23
- Sunshine Coast My Home My Life opening March 23



Sector Update



NDIA Quality & Safeguards Commission Own Motion Inquiry:

- Seven major SIL providers, data and systems review

Disability Royal Commission:

- Hearings (Feb), final report Sept 23
- Emphasis on consulting people with disability in all decisions



Questions?

People & Wellbeing



Your concern

Replacement of EFUCA



Wage Parity and Increases



Career Opportunities



Our solution

Transition to modern award terms and conditions
Changes to the Fair Work Act – Zombie Agreements

Market Allowance as placeholder for Relativity Review
Leveraging Salary Packaging

My Career Program
Performance Partnerships Program (P3)

*Since July 2021, 128 members of staff completed a Certificate III through recognition of prior learning.
Another 55 people have enrolled to study their Cert III in Term 1 2023.*



People & Wellbeing



Key project	Impact on frontline	Estimated completion date
Performance Partnerships Program (P3)	A system to record goals, 1:1s, self-reflection and development plans, helping careers to grow.	Pilot currently underway Full deployment in FY24 Q1
My Career	Through P3, partnership approach to linking career aspirations with personal/professional development	Roll out to frontline – Feb 2023 Ongoing
Endeavour Census and our Employee Engagement Survey	Understanding our workforce and responding to staff feedback with our People First Strategy.	Census – commencing Feb 2023 EES – Sept/Oct 2023



People & Wellbeing



People Experience and Payroll

peopleexperience@endeavour.com.au

Learning and Capability

learning@endeavour.com.au

Talent Acquisition

careers@endeavour.com.au

Visit **#TeamPossible support hub** <https://endeavour.service-now.com/supporthub>

Call 07 3900 5460





Questions?

Technology



Your concern

Our solution

Site Internet access



IT network upgraded (230+ sites)

Mobile device access



Connect2Work (mobile device platform)

Business Systems/Software



Expense Management System, Evolution ERP (Work) with more to come



Technology



Key projects	Impact on frontline	Estimated completion
Network Connectivity	• Reliable NBN connection with decent performance • WiFi for employees and clients	230+ sites completed, May 2023
Connect2Work (Mobile Devices)	• Access to corporate applications & information via a secure platform • Enabling frontline staff to have the tools they need to do their job in a more effective way • Compensation for BYOD scheme	June 2023
Carelink Enhancements – improving rostering, billing functionality	• A more suitable application for the Rostering team to use to improve the overall rostering process	May 2023
Expense Management System	• Reduction in frontline administration • Decrease in the requirement to manage cash floats • Easy management of customer expenses • Increased access to funds to support customers	June 2023
Evolution ERP – Work business system	• Single system for the entire department • Secure, latest version, supported	1 site to go, July 2023

Technology



Visit #TeamPossible support hub

<https://endeavour.service-now.com/supporthub>

Call 1300 742 212



Questions?

Marketing



Your concern

Are we doing local area marketing?



Why don't we have branded vehicles?



Why can't we have local Facebook pages?



Our solution

- We are! In January 2023 we implemented Local Area Marketing teams in QLD North (based in Cairns) and QLD South (based in Brisbane). NSW/VIC roll-out in FY24.
- Good question! We're auditing branding on buildings and vehicles. In FY24 we plan to invest in more, better and more consistent signage for both buildings and vehicles.
- We have to balance our social media presence carefully.
- We manage our brand by running our Facebook page centrally, but including local stories and photos.
- A good way to share stories locally is by using the Connect App to connect with your clients and families directly.



Key projects	Impact on frontline	Estimated completion date
Local Area Marketing	• Designing and delivering local area events • Sponsorships and local area community engagement • Local area advertising, campaigns, content and media coverage • Supporting growth and referrals	QLD Nth & Sth – Jan 2023. NSW/VIC - Planned for July 24.
Signage	• Audit of all current signage on buildings and vehicles (April) • Preparation of investment business case (May) • Roll out in FY23/24	End of FY24 (pending financial approval)
Brand Promotion	• Imagine What's Possible Comp: Cassidy's Ball, Radio JJJ, Neighbours • Brand campaigns – local advertising • 75th Anniversary planning: client/staff/community engagements marking the milestone.	Ongoing



Marketing



Send stories ideas for social media to:
stories@endeavour.com.au

To contact your local business partner:
Steve Danckert – Marketing and Media Manager



Ask us anything

The floor is yours!

Write in the chat or ask us directly.

Next steps



We will send you

- the recording from this session
- the presentation pack
- an evaluation and feedback form.

A summary of questions and answers from all QLD Team Connect sessions will be shared with you shortly.

Next team Connect Forums will be held in September.

Have a question you didn't get to ask?

Email corpcom@endeavour.com.au and we will get your answer.



Thank you.

