

Team Connect

Questions and Answers (Q&As)

Here's a summary of questions answered at the recent Team Connect meetings during March 2023.

If your question has not been answered, please email corpcom@endeavour.com.au.

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PEOPLE & WELLBEING

Shannon Richards, Chief People Officer, responded to your questions about market allowance, wage parity, enterprise negotiations, career opportunities and more.

Market Allowance *(for employees working in our disability social enterprises)*

Will Endeavour Foundation stop paying the Market Allowance soon?

We are serious about equitable pay rates across the organisation.

The Market Allowance is in place for staff working in Endeavour Foundation Industries until we can resolve pay parity issues that exist between Home and Community staff and people employed in Work. These pay parity issues exist because staff in Work are paid under a different award from staff in Home and Community. As we work towards pay parity the existing market allowance will remain in place until we have a permanent solution.

Why is Market Allowance temporary?

The Market Allowance was introduced to help address the rising cost of living for staff in our Work division, while we are reviewing all roles as part of the Future of Work project.

Market Allowance is in place until we can resolve pay parity issues.

Will Market Allowance be permanent?

Market Allowance was designed to be a temporary solution until the Future of Work project has reviewed all roles within the Work division.

We will have a permanent solution soon.

Does the Market Allowance still apply if I take long service leave?

Yes. Market Allowance is applied to all leave types *except* unpaid leave.

Does the Market Allowance apply to all Endeavour Foundation Industries staff?

Due to the high turnover among Employment Coaches and Production Team Leaders, the Market Allowance was formulated specifically for these groups. However, we are now looking at all roles in the Work portfolio through our Future of Work project.

Enterprise negotiations

What is happening with the negotiations on our enterprise agreement?

Last year we suspended negotiations by agreement with unions.

Since then, the Fair Work Commission has announced changes to the Fair Work Act.

These changes mean we cannot continue operating with expired agreements (also called zombie agreements) - such as ours - and will need to transition to a modern award by December.

We are focusing on updating and reconfiguring our payroll system to reflect the changes and aim for the transition to a modern award to have minimal impact on you.

What are zombie agreements?

A zombie agreement is an agreement made before the commencement of the Fair Work Act 2009 (FW Act) which continues to operate but has not been terminated or replaced by another agreement.

Who will be impacted by the transition to a modern award?

It will impact anyone paid under the Endeavour Foundation Union Collective Agreement (EFUCA), the CSG Comsol Agreement, the VATMI Agreement and the Cumberland Industries Agreement.

Do staff covered by EFUCA have to transition to a modern award?

Yes. Due to changes to the Fair Work Act, we cannot continue operating under an expired industrial agreement (such as ours) and will need to transition to a modern award by December 2023.

How will staff transition to a modern award?

We are focusing on updating and reconfiguring our payroll system to reflect the changes and aim for the transition to a modern award to have minimal impact on you.

There will also be some impact on how shifts can be rostered - we are working through the impact on shifts as part of the [roster optimisation project](#).

Will contracts be changed?

It will depend on whether Letters of Offer or Contracts need to be updated with new terms and conditions outlined in the modern award. We will confirm this in the coming months and communicate with anyone that may be impacted.

Will permanent positions be impacted when the zombie agreement terminates?

No. The termination of the EFUCA by the Fair Work Commission won't have any bearing on your permanent employment status. It just means that pay terms and conditions will reflect the modern award, not our old agreement.

Pay parity

When will the roles and wages within the Work division be reviewed? When will we see pay parity with the Home and Community division?

We are reviewing all roles within the Work division.

As part of this review, we are comparing all roles and pay rates to ensure roles with the same function and responsibility that require the same skills, experience, and qualifications receive equal pay.

In other words, two people doing the same job and contributing the same level of skill and effort should receive the same pay rate. We want all staff to be fairly compensated for their work.

We are still working on this and determining when it will be completed.

What is the difference between Production Team Leader and Support Worker?

The Future of Work project is reviewing all roles within the Work division.

As part of this review, we are comparing all roles and pay rates to ensure roles with the same function and responsibility that require the same skills, experience, and qualifications receive equal pay.

In other words, two people doing the same job and contributing the same level of skill and effort should receive the same pay rate. We want all staff to be fairly compensated for their work.

Are ratios of support being considered?

Yes. Ratios are one aspect that influence pay rates.

Does the review of roles include Production Team Leaders and Employment Coaches?

Yes. The Future of Work project is reviewing all roles within the Work division.

If staff have extra skills and appropriate certifications, will this influence their pay rate?

This is being considered under the review of roles.

If pay rates are equal, can we work across all divisions (Work, Home, and Community)?

Yes, it is already happening, and we are facilitating staff working across divisions now. Please speak to your leader.

Does the pay parity project take long service leave into consideration?

Yes. When transitioning to the modern award in December 2023, we will comply with the terms and conditions outlined, including those specific to long service.

Does the pay parity project offer extra consideration for long serving staff?

The pay parity exercise is driven by the need to attract employees in a tight employment market, and also the increased cost of living being faced by employees. It was not driven by how long individuals have served (their length of tenure). We acknowledge and appreciate our long serving staff members and are grateful for their loyalty and dedication to the people we support.

The Recycling Waste Award review

How is the Recycling Waste Award review progressing?

We are still waiting for the Fair Work Ombudsman to respond and review how the Terms & Conditions will apply.

When can we expect to see a pay rise?

In July 2023, staff will receive an award wage increase, in keeping with the wage increase determined by the Fair Work Commission.

Will the award increase in July be in line with inflation?

In July 2023 staff will receive an award wage increase, as determined by the Fair Work Commission. The commission considers inflation and its impact on the cost of living when setting wages.

Inflation is also taken into consideration for anyone on independent employee contracts.

Will Endeavour Foundation consider increase mileage reimbursement for staff?

We currently apply mileage reimbursement rules outlined by the Australian Tax Office (ATO). However, we will investigate this further.

Career opportunities, Training and development

Is it possible to get a qualification other than Certificate III in Individual Support?

Yes. We are open to this discussion. Please speak to your Line Manager in the first instance to discuss your career opportunities.

Can I be paid more if I have completed a Certificate III in Individual Support?

Completing a Certificate III does not automatically transfer to a higher pay rate. However, we will investigate this throughout the pay parity and Future of Work projects.

Uniforms

Is there a plan to offer uniforms?

Yes. We acknowledge that some of our staff have expressed interest in having uniforms and want to involve both staff and people we support in making decisions regarding offering appropriate uniforms. As part of this process, we will need to create a policy and thoroughly investigate clothing options and related costs.

Can we have the postage cost removed from ordering t-shirts?

Thank you for letting us know your concern about the postage fee - this is great feedback. We will investigate the postage fee.

Benestar

Does the organisation have plans to implement mental health processes for emergency consultation? This is because some staff have to respond to traumatic situations at work.

Yes. We prioritise the mental and psychosocial well-being of our staff and are already consulting with our Employee Assistance Program (EAP) partners to find ways to enhance the emergency consultation services that we can provide people.

In the meantime, you can always access Benestar to arrange counselling services, call MyCoach on **1300 360 364**, and please let your leader know if you are in need of additional support.

Contact details for People and Wellbeing information and questions:

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](#)

Call: 07 3900 5460

TECHNOLOGY

David Blower, Chief Financial Officer, answers your questions about connectivity, Carelink Go, mobile devices, environmental sustainability and more.

Connectivity

What is the update on connectivity at sites?

We are committed to ensuring you have the necessary technology to do your job well.

More than 230 sites are being upgraded to the same NBN, internet and Wi-Fi connection standard.

This upgrade will be completed in May 2023.

Why do we still have ongoing connectivity issues?

Some of the remaining sites have been more complex for us to upgrade.

Each site has different NBN capabilities, which has made the rollout of NBN connectivity more difficult, especially in some regional areas.

All NBN and internet connection upgrades will be completed in May 2023.

If your site has been upgraded, but is still experiencing issues, please tell us so we can address your concerns. Call 1300 742 212 or lodge a ticket at [#TeamPossible Support Hub](#).

When can sites expect to have reliable internet access?

All NBN and internet connection upgrades will be completed in May 2023.

If your site has been upgraded, but are still experiencing issues, please tell us. Call 1300 742 212 or lodge a ticket at [#TeamPossible Support Hub](#).

Our internet only works in some rooms, can this be improved?

We are committed to ensuring you have the tools you need to do your job well.

Yes, we can upgrade and put more Wi-Fi points into a site. Please call 1300 742 212 or lodge a ticket at [#TeamPossible Support Hub](#).

Multi-Factor Authentication is time consuming, especially when on the road; can this be improved?

This is a security measure to keep our systems safe from cyber-attacks and, over time, it will get easier.

We recommend using the Microsoft Authenticator app, as this is the quickest and easiest way to authenticate your device.

If you need support, please call 1300 742 212 or lodge a ticket at [#TeamPossible Support Hub](#).

Carelink Go

What is the update for Carelink Go?

A Carelink Go pilot will be completed by July 2023. This is a trial to gather feedback from frontline staff in preparation for the rollout later in the year.

When will Carelink Go be ready to access on our mobile?

Rollout is planned to start in September 2023. It will take several months, with an estimated completion by April 2024. The rollout will be a similar process to Connect2Work - region by region.

Can we map our trips on Carelink Go?

A Carelink Go pilot will be completed by July 2023 and will gather feedback on what functional elements of the app are needed.

With Carelink Go, will there be a requirement to keep physical records other than medical records?

Any information we are already capturing in Carelink, should also be covered by Carelink Go. If you need more clarification, please ask your line manager.

Can we make progress notes in Carelink Go?

Yes. On Carelink Go you will be able to:

1. Access to your roster
2. Accept additional shifts
3. Add progress notes
4. Communicate with colleagues

Devices

When will we get mobile devices?

This is part of the Connect2Work rollout to be completed in June 2023.

Will we get iPads?

iPads will be considered as part of the Carelink Go rollout.

We are committed to ensuring you have the necessary technology to do your job well. If there is something you need, please lodge a ticket at [IT Support Hub](#) or call IT on 1300 742 212

Since installing EMS, my mobile has been slow; can you do anything?

Yes, please call 1300 742 212 or lodge a ticket at [#TeamPossible Support Hub](#) and the help desk will recommend a solution.

Can we be reimbursed for using our own mobile for work?

Yes. You can access a \$15 fortnightly allowance if you use your device.

For more information, check out the Connect2Work program on [the intranet](#).

Are there any plans to move away from 8x8 phones?

Not in the next 12 months, but after that, it's likely.

Are there any plans to reintroduce access to iPhones?

No, android phones are our standard.

Are there plans to integrate our internal ICT systems to avoid duplication?

Over the next three years we will integrate EMS, RiskMan and Carelink.

Is there a plan to move to a single data entry for our client base instead of entering the same information into multiple systems?

We are currently running a pilot in Townsville to maximise efficiency. Carelink Go allows you to use a mobile device to capture data at the source, instead of using paper forms. In the future we want to rationalise and integrate the systems to share information.

Sales Force

Is there an update on Sales Force?

From April 1, 2023, ICT will manage all Sales Force issues.

- To request access to **Salesforce**, please complete the [IT Support Hub Salesforce Catalogue item](#)
- To request help or support with accessing or using **Salesforce**, log an incident via [#TeamPossible Support Hub ticket](#)

You can refer to the new [IT Self Help Article](#) in the IT Support Hub for an outline of the key changes.

Environmental issues

Do you have any environmental plans such as going paperless?

Being an environmentally friendly organisation is important and our plans extend beyond being just paperless.

EMS and Carelink Go are initiatives that support a more paperless workplace.

We are also kicking off a project in May to look at our environmental impact. Stay tuned.

Contact details for ICT information and questions:

Visit: [#TeamPossible support hub](#)

Call: 1300 742 212

MARKETING

Bradley Cameron, Chief Strategy Officer - Strategy, Marketing & Fundraising, answers your questions about branding, local area marketing, social media, and support.

Branding

Have you considered branding vehicles to increase awareness and recognition of our name?

We have considered this and are currently doing a brand audit of all sites and vehicles.

In FY24, we plan to invest in improving the consistency of signage at sites and branding some vehicles such as larger trucks and buses used for communal transport.

Will you brand vehicles for Community Access services?

We are consulting with our fleet team and currently reviewing transport options as we must have a range of options that are appropriate to transport everyone safely.

Will you consult people we support about branding vehicles?

Yes, and with respect to this feedback, homes and vehicles at the homes will not be branded.

Our focus is on branding larger trucks and buses for communal transport.

Local area marketing

Can we have local area marketing?

Yes - we are investing in local area marketing to better support your local needs.

We now have two local area marketing teams for QLD - North (based in Cairns) and QLD - South (based in Brisbane) and will recruit a team for NSW/VIC in FY24.

The local area marketing teams can help you with local area events, flyers, posters, banners or advertising.

Please get in touch with your local area marketing team or contact Steve Danckert, Marketing and Media Manager at Stephen.danckert@endeavour.com.au

Social media

Can we have a local Facebook page?

Marketing centrally manages Facebook pages on behalf of the organisation. This is so we can manage the appropriate sharing of client images / privacy / information and align messaging.

We're always searching for good news stories as sharing stories in your area is a great way to promote your services.

Our social media team does this by geo-targeting posts. This means you will find local posts if you search *Endeavour Foundation* plus a location (e.g., Seven Hills or Mackay).

If you have a story for social media, please email stories@endeavour.com.au.

Are there any plans for guerrilla marketing (i.e creative and surprising posts) on Facebook?

Marketing is open to creative ways to promote services in local areas.

Please get in touch with your local area marketing team or contact Steve Danckert, Marketing and Media Manager at Stephen.danckert@endeavour.com.au

Marketing support

Can we get local marketing material for our site?

We have templates available for local teams to use.

Please check the Brand Hub on [the intranet](#) or if you need something more specific get in touch with your local area marketing team or contact Steve Danckert, Marketing and Media Manager at Stephen.danckert@endeavour.com.au.

Can sites create videos to promote externally?

Please get touch with your local area marketing team or contact Steve Danckert, Marketing and Media Manager at Stephen.danckert@endeavour.com.au.

Can we get specific marketing materials to help sell our products?

Yes. If you need something more specific, please contact your local area marketing team or Steve Danckert, Marketing and Media Manager at Stephen.danckert@endeavour.com.au.

Can we get site specific signage?

Yes. [Please view the signage process here](#) and complete the [signage request form](#).

We need a banner for an Anzac Day march; can marketing help?

Yes. Please get in touch with your local area marketing team or contact Steve Danckert, Marketing and Media Manager on Stephen.danckert@endeavour.com.au.

We want to host an open day at our site; can marketing help?

Yes. Please get in touch with your local area marketing team or contact Steve Danckert, Marketing and Media Manager on Stephen.danckert@endeavour.com.au.

How do we market vacancies at non-Endeavour Foundation owned properties?

We have several ways to do this, such as sharing these vacancies via our ongoing relationships with support coordinators and promoting them on other relevant websites.

Contact details - Marketing

Email stories to stories@endeavour.com.au

Contact your Local Area Marketing team or Steve Danckert, Marketing and Media Manager on Stephen.danckert@endeavour.com.au.

Visit <https://intranet.endeavour.com.au/departments/sales-marketing/marketing/>

SERVICE DELIVERY – HOME AND COMMUNITY

Leanne Rutherford, Executive General Manager Service Delivery – Home and Community, answers your questions about rostering, additional hours of work, sleepovers, administration, finances, vehicles and more.

Rostering

How is rostering being fixed?

There are several activities underway to improve in our rostering system and operating model. These include:

1. Working through details and issues being highlighted in the [roster optimisation project](#).
2. Contacting staff currently working less than 76 hours per fortnight and confirming if they have an interest in working additional hours.
3. Focusing on recruiting additional support workers.

Why do we use agency staff?

We do not want to be using agency staff. This is because we want to give people the quality of support that comes from having a permanent support worker who is well trained and knows their individual needs. Agency staffing is also very expensive and does not fit within the NDIS funding model. As such, we are:

1. Contacting staff currently working less than 76 hours per fortnight and confirming their interest in additional hours.
2. Establishing an approval process that will be required for us to use agency staff *when there is no emergency*. This work is being done by Nikala Chenoweth (Head of Business Excellence – H&C).
3. Focusing on recruiting additional support workers.

Can we be offered vacant shifts before agency staff?

Yes. Staff who can safely work extra hours should be offered the shifts as a priority, rather than agency staff. To ensure this happens, we are:

1. Contacting staff currently working less than 76 hours per fortnight and confirming their interest in additional hours
2. Establishing an approval process that will be required for us to use agency staff *when there is no emergency*. This work is being done by Nikala Chenoweth (Head of Business Excellence – H&C).

Can I request more hours?

Yes. If you want additional hours (maximum 76 hours per fortnight), please get in touch with your line manager or the rostering team.

Rostering can be contacted on 1800 800 585 or rostering@endeavour.com.au.

How can we ensure a duty of care with so many roster issues?

Thank you for raising your concerns about rostering and duty of care. There are several activities underway to improve our rostering system and operating model. These include:

1. Working through details and issues being highlighted in the [roster optimisation project](#).
2. Contacting staff currently working less than 76 hours per fortnight and confirming their interest in additional hours
3. Focusing on recruiting additional support workers.

If you have concerns that rostering is causing safety or care related issues, please speak to your line manager urgently.

Can I work shifts in other houses or am I restricted to certain homes?

We can balance your availability with appropriate vacant shifts. If you want additional hours, please get in touch with your line manager or the rostering team.

Why is overtime restricted to 76 hours per fortnight, when we are willing to do overtime?

We know that consistency in staff is excellent for our clients. We must also balance this with staff fatigue and ensure you can operate safely and provide a quality service.

I am not receiving texts from rostering about vacant shifts; who should I contact?

Please contact rostering@endeavour.com.au. If you need to escalate, please contact Bec Hanson, Head Rostering, at bec.hanson@endeavour.com.au

What is the guidance around meal breaks for standalone shifts?

We are working with the Rostering team so that we will be aware if someone is rostered on a standalone shift, enabling us to ensure a meal break is available as part of the shift.

Sleepovers

Can you supply linen for staff doing sleepovers?

It is standard practice to bring your linen to a sleepover shift.

How often should staff beds be replaced in Homes?

The health and safety of our people is paramount. If you feel that a bed is inadequate or unsafe, please contact your Workplace Health and Safety (WHS) representative. To find out who that is, you can [check on the intranet](#).

Is the sleepover allowance in accommodation services being reviewed?

When transitioning to the modern award in December 2023, we will comply with the terms and conditions outlined, including sleepover rates.

Please feel free to highlight issues during the [roster optimisation project](#).

Why don't you provide other additional shifts for staff who can't do sleepovers?

All shifts are determined first and foremost by the needs of the people we support. We are unable to create additional shifts apart from those already on the roster. The roster is created based on the NDIS plans and support needs of each client.

Administration, finances and local service fundraising

Is it possible to create more efficient, inclusive, and easily updatable forms?

This is a common challenge that many organisations face, and we are currently working on addressing this issue at Endeavour Foundation.

Our onboarding process has been reported by our clients, staff, and referrers as complex and time-consuming. We started a project in January to simplify the process and ensure the prompt connection of new clients to appropriate services. We are finalising processes and system improvements, which will be implemented next month. We will keep you informed about these changes, and if you have any feedback or suggestions, please reach out to Nikala Chenoweth at nikala.chenoweth@endeavour.com.au.

Our Quality and Practice team is consistently working towards reducing the administrative burden and streamlining our approach to documentation and record-keeping. We have completed the initial pilot of the digital ISP project and will start its full implementation in May. As part of our next steps, we plan to simplify the Plan Progress Summary and digitise it in Carelink and the ISP. These are some practical ways we work towards achieving better outcomes for our employees and the people we support. We welcome any feedback or improvement suggestions, and you can provide your feedback via the Document Management System or PracticeImprovement@endeavour.com.au.

Can updated DMS forms be trialled by Support Centre before circulated to the frontline?

Good suggestion. We will pass this feedback on to the DMS team for consideration.

Is it possible to have cash available at sites for people learning money skills?

Yes, some sites have a mixed approach when it comes to supporting people to learn how to use cash. Please contact your line leader to discuss a solution.

We have an onsite canteen; can we have an EFTPOS machine to use for cashless purchases?

Yes. We can make this happen for you. Please get in touch with Kirrily Brooke, Banking Services Manager at Kirrily.brooke@endeavour.com.au.

Do you have any guidance around cashless fundraising?

Yes. We can help you with appropriate banking, approval processes and other guidelines. Please get in touch with Richard McCormack, Head of Finance Shared Service at richard.mccormack@endeavour.com.au.

Maintenance, construction and procurement

When ordering chemicals, can sites use suppliers other than Winc?

Yes, if Winc is not able to supply the products that you want, you can choose to purchase these from another supplier. For support on how to do this, please visit the procurement page on the [intranet](#).

It is critical that chemicals we use are safe and effective - cost is a secondary consideration.

Can sites use local contractors for maintenance rather than CBC?

We previously had over 600 suppliers delivering services, which made it difficult to manage the appropriate insurance, registrations and licences. This was one of the drivers behind our national contract with CBC.

We are open to continually improving the service. If it makes sense economically to use a local contractor, please reach out to Simon Northey at simon.northey@endeavour.com.au

Home Site Supervisor role

Is it possible to increase the hours allocated to Home Site Supervisors for paperwork or reduce the paperwork they must do?

We understand that this can be frustrating, and we are taking steps to address this issue. One of the ways we are doing this is by reviewing the responsibilities of frontline leaders and improving their roles to provide the best possible support for our clients. We are also implementing Carelink Go in September 2023, which will help with this issue too. If you have any suggestions or feedback for improvements, please email Nikala Chenoweth at nikala.chenoweth@endeavour.com.au.

Are there any plans to change the administration split for Home Site Supervisors?

We have gathered feedback from Home Site Supervisors, Portfolio Managers, Operations Managers, and the leadership team across the Home and Community regarding changing the administration split. After evaluating what works and what doesn't, we are in the final stages of a project plan to address this issue.

Home and Community division

Why is the Home and Community division together as one service stream?

In 2022, we made the decision to align Home and Community services together in one division because we believe these services have the greatest similarities in function. We separated the Work division to allow a stronger focus on employment.

Training

What are you doing to ensure staff have time and resources to complete the induction and online training modules?

Our People and Well-being and Practice, Quality and Impact teams are exploring strategies to make training more convenient and feasible for frontline teams. We have conducted a training needs analysis, shaping our approach to training options to ensure we provide a well-balanced blend of face-to-face and online training for our frontline teams.

Will we return to face-to-face training, specifically medication training, as the risk of COVID-19 reduces?

Yes, we recognised a healthy mix of face-to-face training and online is necessary to make training more accessible and achievable for frontline teams.

If you have any specific questions around medication training, please contact Leanne Rutherford, EGM, Home & Community at leanne.rutherford@endeavour.com.au.

Are we reintroducing induction training for new Home staff?

We know that induction training is important, and we are investigating the best way we can do this. It will likely be a hybrid approach of both face-to-face and online training.

Housing arrangements, SIL rostering and vehicles

Do we plan to offer independent units for people as well as share homes?

Yes, through the *My Home, My Life* initiative, we have smaller units, townhomes and duplexes currently under construction. We will continue looking at apartments and other options to provide homes for people that meet their needs.

If the number of people in a Supported Independent Living (SIL) arrangement reduce, do shifts also reduce?

Rosters are based on the needs of the people we support, and a NDIA assessment will identify those needs.

There are some challenges around ratios, but this will always be determined on a case-by-case basis.

Will cars be offered for Home sites?

There are some cars and buses at some of our Home sites, and the purchasing of any new cars will be reviewed on a case by case basis.

If you require a car for your Home sites, please raise it with your leader.

SERVICE DELIVERY – WORK DIVISION

Eric Teed, Executive General Manager Service Delivery – Work, answers your questions about working between services, employment opportunities for supported employees and wages.

Please note, your questions about Market Allowance and pay parity are answered in the People and Wellbeing section of this document.

During COVID-19, Work staff helped out with Home shifts, can we do this again?

COVID-19 created unusual circumstance however aim to have an integrated workforce now and into the future.

The Future of Work project is all about reviewing roles and responsibilities according to the type of disability support they provide. Once this is completed, staff moving between divisions should be easier to do.

We have a void of work for less skilled employees. What is the planning solution from a sales approach to bring in new types of employment for our sites and people?

Our Business to Business (B2B) sales strategy is evolving. We used to go to market and look for work, now we are looking for work that generates outcomes for people at our sites.

In addition to localised marketing, we need a unique approach for each site. We are working on our locally designed sales approaches going forward.

Given the base wage for supported employees is \$3, how can we better position our employment offering to highlight the benefits of supported employment?

Supported wages, set under the Supported Employment Services Award, are often lower than standard wages. However, supported employees also receive the Disability Support Pension (DSP) and other essential pension benefits like the Health Care Card, medicine subsidies and public transport concessions.

Many people see the DSP as a valuable safety net that must be protected. We also need to balance the goal of higher wages with financial viability for social enterprises to ensure we can keep providing good jobs and training for people with disability into the future.

We are also working with the government to look at other wage models that could offer higher pay rates.

Thank you for taking part in Team Connect and raising questions and concerns with the Executive Leadership team!

We look forward to holding more Team Connect forums again later this year.