

Team Connect

Questions and Answers (Q&As)

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

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

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PEOPLE AND WELLBEING

Shannon Foley, Chief People Officer, responded to your questions about training and development, onboarding, awards and agreements, volunteering, salary packaging and more.

Training and development

Is it possible to have access to mental health first aid?

Yes, we have trained mental health first aiders available, and support team members to undergo training to become mental health first aiders, ensuring support is readily available when needed.

In response to feedback provided through Team Connect, People and Wellbeing are reviewing this as part of their safety management system and are investigating suitable providers. If you would like more information about mental health first aid, please submit a [#TeamPossible Support Hub ticket](#) or call People and Wellbeing on (07) 3900 5460.

In the meantime, you can contact our Employee Assistance Program partner [Benestar](#), which offers free resources and coaching support through MyCoach. To access MyCoach call 1300 360 364 or arrange an appointment via [BeneHub](#).

Can employees complete their first aid training?

Yes, we are committed to providing first aid training to our people. There are three providers you can choose from: Australia Wide First Aid, St Johns and Red Cross Training Services. Visit the [intranet](#) for more information.

Can we include Workplace Health and Safety in our induction process?

Yes. We are currently reviewing our induction and onboarding process including our mandatory safety training modules around manual handling and prevention of slips and falls. If you have any questions or would like more information, please submit a [#TeamPossible Support Hub ticket](#) or call People and Wellbeing on (07) 3900 5460.

Will Endeavour Foundation consider diabetes training for new employees?

Yes. Diabetes management is a requirement through the National Disability Authority (NDA). Head of Practice, Quality and Impact, Kate Martin, is working with General Managers and Operations Managers in each region to implement support to ensure we are meeting that requirement. If you have any questions, please reach out to Kate – kate.martin@endeavour.com.au.

Is it possible to provide AUSLAN lessons to support staff to communicate with people we support?

Staff can access Series 1 and 2 of *Learn Auslan with Chloe* on [the intranet](#). Chloe teaches basic AUSLAN over 18 weeks through YouTube videos and other resources.

If you are interested in learning AUSLAN, or would like more information, please submit a [#TeamPossible Support Hub ticket](#) or contact People and Wellbeing on (07) 3900 5460.

Onboarding

Is there any plan or effort being made to expedite the current onboarding process?

This issue is particularly challenging in regional areas. We acknowledge that improvements are needed, not only in expediting the onboarding process but also in enhancing the candidate experience.

Head of Talent, Ngairie Thomas, is actively working to streamline the engagement between recruitment and time to start to shorten the process of connecting with suitable candidates. The key challenge in onboarding is the time for blue/ yellow cards and criminal history checks to be completed for candidates as there is a 'no card, no start' requirement.

Additionally, she is proactively building a pool of potential candidates, so we can quickly fill vacancies and further reduce the time it takes to fill roles.

If you have any questions or suggestions, please submit a [#TeamPossible Support Hub ticket](#) or call People and Wellbeing on (07) 3900 5460.

Will Endeavour Foundation pay for compulsory blue/yellow cards and criminal history checks for new staff before joining the organisation?

We acknowledge that the cost of compulsory blue/yellow cards and criminal history checks for new and existing employees can be a barrier to employment. Many new employees already have these checks in place, which can help avoid the cost for both the organisation and the individual.

We aim to improve our onboarding processes to ensure people don't need to redo these checks in the future and to minimise any financial burden on new employees.

We are reviewing our onboarding process, including what costs we can cover, as part of addressing this issue.

Will Endeavour Foundation consider reintroducing face-to-face onboarding and induction for new employees so that people have everything they need when starting their new role?

Onboarding and induction training is currently being reviewed and will be redesigned to incorporate a blended delivery mode to meet the learning requirements for people.

If you have any feedback or suggestions to improving our onboarding and induction model, please submit a [#TeamPossible Support Hub ticket](#) or call People and Wellbeing on (07) 3900 5460.

Awards and enterprise agreements

Is there an update on the new Endeavour Foundation Union Collective Agreement (EFUCA) enterprise agreement?

As EFUCA is a pre-2010 agreement, it was due to "sunset" on 7 December 2023. This means it would cease operating, and employees under this agreement would revert to the modern award system.

Because we are currently negotiating, all parties agreed to apply to the Fair Work Commission for an extension of EFUCA to December 2024. We are pleased to confirm that the EFUCA extension has been granted, and this agreement will remain in place until 7th December 2024, or end sooner if a new agreement is approved.

Negotiations for a replacement agreement have resumed on 4th September and are occurring fortnightly in an effort to get a new agreement in place as soon as possible.

Working with the Unions and bargaining parties, we are committed to reaching an agreement, and we will be sharing regular updates via the [intranet bargaining page](#) as well as other communication channels over the coming months.

What is a zombie agreement?

We have several enterprise agreements known as “zombie agreements”. A zombie agreement is an enterprise agreement that is long out of date and under the new Fair Work rules we're required to address this by the end of 2023. Some of the agreements we have will terminate in December through a process called sun setting. This means they will return to a modern award.

Will the new agreement include a faster pathway to permanence for Support Workers?

These negotiations have been ongoing and we're eager to bring this situation to a close.

The frequency of engagement, particularly with the union, should help us reach resolutions and provide certainty to you sooner, which is our goal.

In principle, the negotiations are focused on achieving the best possible outcome for all parties, with a primary emphasis on the people covered by the new agreement.

Job security is a top priority for us, and we aim for the new agreement to be beneficial to all employees.

It's worth noting that our workforce primarily consists of permanent employees. The main challenge has been negotiating roster arrangements. We are working closely with the unions and staff to address this issue and ensure we meet client needs effectively.

Our rostering practices haven't been ideal, and many of our permanent staff haven't received the hours they need. We're actively working on improving this situation. With the implementation of CarelinkGo, we hope to provide more opportunities for staff to accept shifts, which should enhance job security and help cope with rising living costs.

Can you please explain why the market allowance is ending at the end of December?

We have confirmed that we won't make any changes to the market allowance between now and June 2024. During this time, we are working proactively on providing a solution and resolution as quickly as possible. If that doesn't occur between now and June 2024, we'll proactively discuss and resolve the issue with employees and leaders alike so that nobody is disadvantaged. In the meantime, the market allowance will continue until it's replaced with an ongoing solution.

What do you think about the different awards for the same roles and the different awards our employees are on? Should we take this into consideration when hiring new employees?

The industrial relations environment in which we're all operating is changing very quickly – the Fair Work Act has more changes to it right now than it has in a decade. As a result, the modern award system will undergo some transformation as the impacts of those legislative changes flow through.

It is unlawful for us to require people to keep their pay rate secret. This can be quite a big cultural shift for some organisations, but it is necessary to promote fair and equitable practice.

We are a good employer when it comes to the way in which we categorise peoples' roles against their awards and the enterprise agreements. We have the right reviews in place for matching people on the right award classifications. Detailed and thorough work around this ensures we are accurate. In an organisation of our size, with our long history, there might be anomalies and we will be addressing those as we find them. We are proactively seeking them out. We participate in bargaining in good faith, with the intention of achieving an outcome that is best for everyone.

What is Endeavour Foundation doing about pay parity?

Pay parity is an issue of concern for market allowances for Production Team Leaders and Employment Coaches in our Work division. This allowance was implemented in 2022 and we have committed to continuing to pay it through to the end of June 2024.

The market allowance is welcomed but is Endeavour Foundation planning to move everyone onto individual contracts or will they remain on the supported employment award?

Resolving the issue is a top priority and we are actively working on finding a more certain and positive future for employees receiving the market allowance. Work is continuing on addressing this issue.

We have developed a four-stage plan to achieve a positive outcome by the end of June 2024. The intention behind setting a time limit is due to the organisation's plans to renew the new agreement and integrate these roles.

Can you please clarify the union representation for Victoria and New South Wales?

Our union representation in Victoria and New South Wales are:

The Services Union (TSU):

- Website: <https://www.theservicesunion.com.au/>
- Phone: [\(07\) 3844 5300](tel:0738445300)

Australian Workers Union (AWU):

- Website: <https://awu.net.au/nsw> and <https://awu.net.au/vic>
- Phone: [1800 298 753](tel:1800298753)

Salary packaging, volunteering and more

Is there a plan for a volunteer program?

Yes – volunteering can be very rewarding, and we need to run our volunteering program with structure and purpose.

Employee volunteering, volunteering from outside the organisation, student volunteers (both paid and unpaid) are all options we are investigating.

There are legal and safety requirements we need to consider. There is a bit of work to do, and we intend to do it properly.

When can I claim a disturbance payment on a sleepover?

Under the Endeavour Foundation Union Collective Agreement (EFUCA), the sleep disturbance payment is payable when an employee is disturbed and required to work for more than two hours during a sleepover. If you have been disturbed and worked for a period equal to or exceeding two hours during a sleepover, and you have recorded these disturbances in [RiskMan](#), you are eligible to claim a disturbance payment.

You can add this to your timesheet in [PeopleSoft](#) for your leader to approve, by doing the following:

- Add a new line and select the Disturbance during sleepover from the Time Reporting Code drop down.
- Add the total number of hours you were disturbed for – you do not need to add the start and end time of the disturbance.

How can employees get the full benefits of salary packaging?

We have continued to have positive engagement with our salary packaging provider, [AccessPay](#), and we are working with them to improve the take up of our salary packaging benefits.

We have been working on how we can increase the take up of salary packaging benefits across the group. We're seeing an upward trend, month to month, in terms of employees taking up the full range of benefits.

Head to the [intranet](#) for more information on Salary Packaging and how you can benefit most.

I know someone who is interested in some of our Support Worker roles, who can I speak to about this?

Please submit a [#TeamPossible Support Hub ticket](#) or call People and Wellbeing on (07) 3900 5460.

I understand we have a two-year waiting period on parental leave. Will Endeavour Foundation review their parental leave policies?

Under the **National Employment Standards (NES)**, employees who have worked for at least 12 months and will be caring for a child are eligible to take 12 months of unpaid parental leave and request an additional 12 months of unpaid parental leave.

In addition to this, the **Government funded parental leave scheme** provides eligible employees with pay at the National Minimum Wage for a maximum period of eighteen (18) weeks.

We also have our own **paid parental leave scheme** designed to complement both the NES unpaid parental leave and the government funded parental leave scheme.

Through our scheme, eligible employees will receive six weeks of paid parental leave based on their current base wage rate (excluding allowances and penalties) and contracted hours of work. This is available to eligible employees after 12 months of service.

For more detailed information, please read our [Paid Parental Leave Procedure](#) on DMS.

If you have any questions about our Paid Parental Leave Policy, please raise a ticket at the [#TeamPossible Support Hub](#).

We champion people with disability to think bigger and be part of the workforce beyond what has historically been available. As we are also wanting to be a leader in the sector, are there plans to make higher levels at Endeavour Foundation more accessible and diverse?

Our continued and future commitment is to elevate Endeavour Foundation's role in advocating for greater participation for people with disability in not just all Australian workplaces, but to be seen as leading the way.

Our mission and purpose will always be to increase participation for people with disability, however, acknowledge that disability does not sit in isolation to an individual's experience, the barriers they face and the valuable contribution they make. Currently work is underway to enhance our role in creating more inclusive workplaces across Endeavor Foundation as well as achieving our own ambitious goals to create more inclusive career pathways for all roles. We are excited by these prospects and look forward to sharing more in 2024.

Whilst we may have a way to go to increase participation, we can all play a role now in actively seeking ways to include diverse views in everything we do. Our Board has recently demonstrated this commitment to elevating the voice of clients through the proposed changes to our constitution and the establishment of Client Advisory Groups.

Uniforms

Can Endeavour Foundation supply staff with branded polo shirts and name badges?

We currently have a project underway to look at options around uniforms and name badges, the project will continue into the new year and engagement and outcomes will align with the FY25 budgeting process.

Contact details

Raise a ticket: [#TeamPossible support hub](#)

Call: 07 3900 5460

SERVICE DELIVERY – HOME AND COMMUNITY

Leanne Rutherford, Executive General Manager Service Delivery – Home and Community, answers your questions about rostering and recruitment, engagement activities with our stakeholders, challenges facing the sector and more.

Rostering and recruitment

Have our timesheets been updated to reflect our new rosters?

Part 1: It is a manual process to update the timesheets in PeopleSoft – as it's not linked to Carelink and, because of Multi Factor Authorisation (MFA), Payroll can't bulk upload.

As such, it is one of the last steps in rolling out the new optimised rosters. After they are updated in Carelink by rostering, they are updated in PeopleSoft. There have been delays in getting this done and we are working to best support frontline employees to manage the workload in a timely manner.

Part 2: Only roster rules are in PeopleSoft because it is not a regular integrated update. This means that:

- a. If you are a casual employee, you will not have a roster in your timesheet and will need to add and code every shift. It is up to the manager to identify if this is done correctly, otherwise payroll will be inaccurate.
- b. If you pick up any additional shifts, you need to add and code these.

We are investigating the work involved to integrate Peoplesoft and Carelink earlier.

What is the update on recruiting permanent Support Workers?

Due to workforce challenges across the sector our biggest concern was that there wouldn't be enough people to fill the roles. However, we're seeing good responses to our recruitment now and feedback indicates Endeavour Foundation is a good place to work. We know there are some areas which have more challenges in relation to recruitment and we are working on different strategies in those locations.

What can you tell us about the on-call system Home and Community are introducing shortly?

We are moving away from agency usage and establishing an internal team to support rostering and escalations on weekends, public holidays and after hours.

Are People and Wellbeing and Talent Acquisition teams across our move to 0% agency usage?

People and Wellbeing and Talent Acquisition teams are aware of the move towards 0% agency usage. There are challenges related to capacity and the onboarding process, which are being addressed with a focus on streamlining and improving efficiency. If you believe some employees might not be fully informed, please raise a ticket at the [#TeamPossible Support Hub](#).

Why have we decentralised our rostering team?

We have decentralised our rostering team to ensure that while the team is still governed and led centrally, there are now rostering officers in key regional locations.

This move aims to have rostering officers available in various services across different regions, including up and down the coast and out west. This strategy is intended to improve the management of the business by having local officers oversee rostering in their respective areas, and to better understand and match staff to client needs.

Engagement and choice and control

Are there any plans to do another May month of engagement or something similar?

Absolutely. In terms of stakeholder and family engagement, we had a big push for all services to ensure that this occurred throughout May.

We are currently doing an October month of engagement, and plan to do them twice a year ongoing.

These meetings do not replace the communication that you currently have within your homes and directly with families. So please continue doing all those good things that you do in regard to engaging with families.

Do we have anything in place to help integrate older and younger clients in our home services?

We are actively working on integrating older and younger clients within our homes. Instead of simply placing individuals in our vacancies, we are focusing on having personalised conversations with each person. This approach involves discussing their preferences, needs and aspirations, and considering options both within and outside our properties. We are exploring possibilities of matching compatible individuals to live together and looking into private rental market or alternative housing options.

Furthermore, there is a shift in our strategy towards proactive discussions with the National Disability Insurance Agency (NDIA) and support coordinators. These conversations aim to align funded support packages with the specific preferences of individuals, allowing for more tailored and personalised living arrangements. We acknowledge the challenge of accommodating both older and younger people, recognising the need for diverse options and environments to cater to different age groups effectively.

Will support workers in the Home division still have work if the clients they work with pass away?

Yes, we can place support workers in different homes or other areas of support work if this were to happen. You will be supported in transitioning to work with clients that you haven't worked with before.

Accessibility

Will Learning and Lifestyle hubs be made more accessible for people in wheelchairs?

The goal is to make services as accessible as possible, including renovations and adding accessibility features such as adjustable benches, but there may be limitations due to ageing properties and structural constraints. Specifics will require further investigation.

If you can identify any ways of improving the accessibility of your site, please let us know by contacting simon.northey@endeavour.com.au.

Will Endeavour Foundation consider investing in accessible vehicles for Learning and Lifestyle hubs?

Yes. If your area is lacking accessible vehicles for people we support, please raise it with the Operations Manager in your region and they will investigate what is needed for your site.

- Operations Manager – South: Simon Wright, simon.wright@endeavour.com.au
- Operations Manager – North: Andrew Jeffrey, Andrew.jeffrey@endeavour.com.au

Some Endeavour Foundation sites have outdated buildings – is there a plan to update the facilities of our Learning and Lifestyle hubs?

Yes. The property team is working with Home and Community to conduct an audit of all sites to understand what investments are required. We will be able to have more targeted site-by-site improvements in time.

If you have an immediate need, please escalate it through [MEX Asset Management](#) who manages work requests, all building condition and compliance checks and the asset register. You can read through the [MEX WR User Guide](#) for information on how to raise a MEX request.

Challenges in the sector

What do you see as being the most pressing challenges currently facing Home and Community?

The most pressing challenges currently facing Home and Community services are related to the need for agility and adaptability to meet a variety of contemporary and changing needs and expectations.

This includes implementing recommendations from the Royal Commission and ensuring services align with the principles of NDIS, particularly focusing on choice and control for individual clients. Additionally, connecting with families and supporting the transition from traditional thinking and approach of how supports have been provided (large group homes for example), to a more client-centered and supportive one is critical.

Is our current approach, regarding group supports and shared living, in conflict with the Royal Commission’s recommendations? Do we have a plan to align with these recommendations, especially as we’re introducing new Learning and Lifestyle hubs and potentially new shared homes?

It’s crucial that we consider the Royal Commission’s recommendations concerning group supports, shared living arrangements and supported employment. Yet we cannot ignore the importance of providing people with choice and control over their living arrangements and how they receive supports.

Recently, we opened a home where four women, who knew each other well, chose to live together in Toowoomba. They were thrilled about this decision, and it’s a perfect example of offering people the freedom to choose how they want to live.

We are exploring different housing options and are committed to reducing the size and scale of our homes as part of the My Home, My Life initiative. We are actively working to provide a broader range of choices for people, including building one or two-bedroom homes or even supporting people in homes they pick on their own.

Regarding Learning and Lifestyle hubs, we are transforming how they function. We’re not just constructing buildings; instead, we are creating hubs where people can acquire skills, socialise and engage with the local community.

Housing

How can Endeavour Foundation support people with Supported Independent Living (SIL)?

We are unique in the investment we make in properties and the amount of properties we own.

We can support to people seek SIL funding and provide those supports either within Endeavour Foundation owned homes or in homes not owned by us.

If you have an enquiry, please speak to your leader in the first instance and contact the Growth team by emailing growthteam@endeavour.com.au.

Is there a plan to build smaller homes through the My Home, My Life initiative such as townhouses and apartments?

Yes, the My Home, My Life initiative does include plans for smaller homes such as townhouses. The goal is to provide a variety of accommodation options to cater to different clients’ needs. The choice of accommodation depends on the client’s available funding and preferences, as not everyone may require a townhouse or a single-bedroom unit; some may

prefer larger three or four bedroom homes. However, the initiative aims to build a mix of different property types to meet various needs.

Are there any new builds planned for Central Queensland?

Yes. There is a house currently being built in Rockhampton and several refurbishments completed across Central Queensland.

Other

What does being a NIISQ provider mean?

NIISQ stands for National Injury Insurance Scheme Queensland.

We are now an approved provider for clients requiring support through the NIISQ scheme, which is primarily people who have incurred injuries in traffic accidents.

SERVICE DELIVERY – WORK

Eric Teed, Executive General Manager Service Delivery – Work and Simon Cook, General Manager – Work, answer your questions about DAP, the new ways of working, transitioning into mainstream employment and more.

DAP

What is DAP?

DAP is the Defence Assistance Programme, a three-year contract with more than 100 people in Supported Hosted Employment, working in 10 of the 64 defence sites around Australia.

We operate seven of the 10 bases directly and subcontract to Adelaide, Perth and Canberra. The work the team does is as diverse as the traditional administration support – which is document management and conference work – through to walking the bomb detection dogs and even parachute folding for survival kits.

Each DAP base provides a multitude of new opportunities both within defence, the public service and commercial contract partners that provide services to those bases.

Does the Defence Assistance Program (DAP) operate in Townsville?

Yes, we are directly responsible for DAP employees working at Defence sites in Queensland including the Lavarack Barracks and RAAF Base in Townsville. For more information about our DAP program, visit the intranet or contact:

- Production Manager – Work, Townsville: Melissa Te Waaka
melissa.tewaaka@endeavour.com.au
- National Program Manager – Defence, Siobhan Dunne
Siobhan.Dunne@endeavour.com.au

Have we come any further in our relationship with DAP representatives to share the experiences of people we support publicly?

There are some administrative hurdles to work through with Defence due to the confidential nature of the program. However, we fully support sharing our DAP program and the positive experiences to a wider audience and will work with our DAP representatives to streamline the process.

Can we keep growing our relationship with DAP?

Certainly – we are exploring the possibility of expanding our relationship with the Department of Defence through the Defence Assistance Program (DAP) and potentially other government departments. Unlimited potential lies in demonstrating the benefit of enhanced productivity and reduced costs to these organisations.

Our approach involves showcasing the success of DAP. Overcoming challenges in a defence environment, such as security clearances, serving as proof that similar programs can be implemented elsewhere.

We are also developing a concept called GAP (Government Assistance Programme), applying a similar approach to engage with other government departments. The goal is to encourage these departments to open their door to us and the work we can do for them.

While specific details are still in progress, the overarching strategy involves demonstrating value through increased productivity and cost reduction to facilitate growth and collaboration with various government entities.

Future of Work

What does the Future of Work mean for our staff working in different locations and what skills do they need to assist people moving in different career pathways?

We are reimagining the model of support we need to provide people on their employment journey. We want our supported employees to be successful and give them the best life and career guidance we can, instead of teaching them how to just do a job.

Our aim is for the support worker model, that will include opportunities for career progression, in the Work division to be as diverse as the work we offer the supported employees we employ.

How will Community Solutions and the Work division collaborate to identify potential employees for Supported Hosted Employment in the new Future of Work strategy and how will you replace our current staff?

We recognise the need for a blended workforce and are eager to engage with people interested in working within the organisation, especially in social enterprises.

We've started working on this at all sites, which are hosting employment showcases and family engagement days to build momentum.

It is important to build local awareness about our employment opportunities and we will work with the Talent Acquisition team to replace staff.

I would be very interested in being involved in the collaboration around how we can gain more employees. Will there be collaboration meetings organised to make this happen?

We have extensive site-based engagement processes, a dedicated work talent acquisition specialist and have realigned our front facing sales team who (whilst remaining focused on delivering Business to Business activities) are also engaging with employers about commercial and employment opportunities.

Home and Community and Community Solutions are in conversations with local teams about how we can not only get more people but provide better outcomes for the people we're currently supporting.

How many people do we support in hosted employment?

We have approximately 120 people in hosted employment and it's continuing to grow.

With the new Future of Work strategy, will there be more opportunities for people we support in rural areas like Bundaberg?

Yes. The employment strategy focuses on using existing work sites as hubs to provide access to employees, but it also seeks opportunities for people outside these sites to work.

They explore job opportunities in the region, ensuring cultural fit and job preferences, and then advertise these roles. This approach aims to provide opportunities for people in the area who want to choose work that appeals to them.

When we have an enquiry for Work, with four different streams, do we preference one over the other, or do we present the options to potential clients?

The answer lies in two ways. First, we consider the immediate goals and aspirations of the person enquiring and their current skill set, how can we support them and develop their skills.

Secondly, our strategy is based around the notion that all our existing sites are hubs for other opportunities. In this case, we ensure that the organisation is culturally fit to support people with disabilities and there is real work available. In doing this, we understand the type of people, skills and attributes we need to be successful. We then move into talent acquisition.

How do you establish connections with organisations like DAP and Coles? Are these relationships actively pursued or do they naturally develop, and if so, how?

Our connections originate from various sources. For instance, DAP stemmed from a national tender, while our relationship with Coles began through an existing commercial partnership at our Wacol site. As for Phoenix Power, it came through a referral and a conversation about employment opportunities.

The aged care sector, which presents a significant opportunity, was brought to our attention through a personal contact, leading us to engage with aged care facilities in Brisbane and

Melbourne. The scale of potential employment in such facilities is substantial, illustrating the growth potential for our impact on employment.

Our main challenge is not finding work, but rather finding enough potential employees to meet the demand.

Is there anything happening in the for-purpose position descriptions for the various funded client roles?

The short answer is yes.

All external recruitment and employment we do is based around the role that needs to be filled and the people we support in those roles. Rather than put a person into a role without clear definition of the purpose, there will be clearly defined position descriptions.

In terms of existing roles, we're doing a lot of work now around improving our definition of safe work practise and safe work instruction. It's also important to make sure our people have the right skills and abilities to be effective in their role. This will lead to a position description that defines the work being done at that site. Leaders can then have checks and balances in place to make sure employees have the right knowledge and skills to be successful.

Our focus is on creating a workplace environment that mirrors conventional workplaces that are more supportive.

What is the scope for looking at increasing our services and opportunities across the Northern Territory now that we have a presence there?

It's important for us to do what we do well, for example focusing on DAP and doing that well in the Northern Territory. We are wary, particularly in the Northern Territory, of actively focusing on expansion. We need to have significant competency in providing culturally appropriate support to Aboriginal and Torres Strait Islander people.

We shouldn't make a commitment to the entire Northern Territory unless we're willing to do the hard yards in rural, remote Northern Territory. Within our organisation we have a commitment through our Reconciliation Action Plan and we are absolutely committed to reconciliation. Ideally, as a large organisation with lots of capacity, we would follow organisations that are already in the Northern Territory and provide tangible support to them.

How will transitioning people we support from our disability social enterprises into mainstream employment impact our revenue for our services and the NDIS?

We are advocating for choice and control, and we want to provide more diverse working environments. Our focus is growing the overall number of people we support, and we can enhance our financial stability by working with third parties where we get paid to deliver those services.

We are also working with Community Solutions on traineeships and blended employment. It's all about growth, employment outcomes and changing the face of disability employment.

I have been waiting for a response about an employment opportunity for a supported employee for some time, how can I escalate this?

We are always looking for people who have the potential to enter full time employment with us and we are heavily engaged in making employment opportunities happen for those interested.

If something is blocking this from happening, please escalate it with General Manager – Work, Simon Cook by emailing him on simon.cook@endeavour.com.au.

Do the skills gap and workplace shortages in the market provide a good opportunity for us?

Yes, but it's a challenge for Australia to change, especially in convincing middle managers.

However, we are looking for employment solutions for people with disability and filling those gaps with Community Solutions and our current partnerships, as well as working with people we support.

This model creates a ready stream of employees for employers and the aim is to resolve all gaps, including challenges that employers face, and the challenges people we support face in finding meaningful employment.

What is your process going to be for identifying supported employees who want to go into hosted/mainstream employment? When you identify an external employer who is interested, do you have a talent pool ready, or will you find people retrospectively?

We keep annual records of the goals and aspirations of people we support. However, we recognise that this is a challenge as people have different goals throughout the year, so we are updating our approach to ask more direct questions and educate people we support to know what is possible for them. Through this we are already seeing much better outcomes.

We are building belief, creating momentum and ensuring there are more possibilities that they are aware of.

Is there a strategy in place to reduce the likelihood of supported employees leaving a social enterprise for mainstream employment, and returning due to difficulties, to help them find opportunities at their skill level until they can progress further?

Yes, and the strategy involves several key components. First, we are focusing on inclusivity. The transition from supported employment to mainstream employment is recognised as a significant change, and it's understood that this journey is not necessarily linear.

To address this transition, we plan to create a soft landing in mainstream employment settings, ensuring that employees are not met with a hostile environment. We are actively assessing the cultural readiness of both mainstream and supported employment organisations to facilitate a smoother transition for supported employees.

In addition, we are implementing various support mechanisms including peer support and ensuring that employers are "inclusion-ready". We are continuously monitoring and

improving our approach to support employees effectively in their journey to mainstream employment.

What is Phoenix Power Recyclers and where do they operate?

Phoenix Power Recyclers is a host employer in the greater Brisbane area, which currently employs six employees from our Wacol site in Supported Hosted Employment. The small team of six work to turn green waste into mulch.

If people you support are interested in Supported Hosted Employment options, please get in touch with General Manager of Business Solutions, Simon Cook on simon.cook@endeavour.com.au or Chrissy Taylor, General Manager of Employment Solutions on christina.taylor@endeavour.com.au

COMMUNITY SOLUTIONS GROUP

Tom Mangan, Executive General Manager of Community Solutions Group, answers your questions about collaboration, allied health, flexible working and more.

Collaboration

How does the Executive Leadership Team plan to collaborate more closely with Community Solutions Group to facilitate more employment and education options for people we support?

We are facilitating site visits with Site Managers and senior leaders to start the conversation about how we can work more collaboratively. If you have an idea or suggestion, please contact Tom Mangan on tom.mangan@communitysolutions.org.au.

Is there an opportunity for BRACE to collaborate with the Work division to provide training and foundation skills for people we support?

Yes, definitely. BRACE currently delivers Foundation Skills training to employees at EFI's in Victoria. BRACE don't currently receive funding to deliver the same course in QLD, but this is a huge priority for us and we will provide more information about this one in due course. Any training enquiries can be directed to Rachael Lloyd - General Manager, Specialist Employment, Education and Training - rachael.lloyd@communitysolutions.org.au.

Workforce Australia customers and employees would benefit from advice from NDIS Specialist Behaviour Support Practitioners. Is it possible to facilitate a knowledge share?

We have just commenced a new internal service where Workforce Australia customers can be referred to internal Psychologists employed within our Specialist Services team for counselling services. This strengthens our synergies between the 2 services.

Specialist Services staff work with our clients and do not work with our staff. This is outside the scope of their role.

Can we have a behavioural support resource allocated once a week and available on site to speak with employees who may be suffering a crisis and navigating this outside of work?

Specialist Services staff work with our clients and do not work with our staff. This is outside the scope of their role.

Would there be an option for Community Solutions to provide hands-on training for Support Workers, such as hoisting and manual handling training?

Yes - having a Registered Training Organisation (RTO) in Victoria allows us to access state government funding. We have several courses available and can add different training that suits the organisation.

We won't have that same capability in Queensland until we establish ourselves as an RTO, which is a huge priority for us. Then we will be able to provide that training in Queensland too.

If you are in Victoria and are interested in training, please reach out to General Manager - Rachael Lloyd on rachael.lloyd@communitysolutions.org.au.

Aside from the internal traineeship initiative, can you provide some other examples of where Community Solutions is working across other divisions within the organisation?

We have approximately 67 placements across the organisation, aside from the internal traineeship initiative. These placements involve both direct placements where candidates fill vacancies in different divisions and opportunities for people to be prepared for support worker roles through training, equipment and accreditation.

Additionally, we have placed individuals with other organisations in the Human Services sector, through collaboration with external partners.

Allied health

Can anyone access Community Solutions or just those on NDIS funding?

Access to our programs depends on the specific program.

Through Community Solutions, NDIS participants with appropriate funded supports can access:

- Psychology services
- Specialist behaviour support
- Specialist support coordination
- Support coordination

Dependant on certain eligibility, jobseekers can access our other services including:

- Apprenticeships and traineeships

- Disability Employment Services
- ParentsNext
- Circles of Youth – Support (COSY)
- Skilling Queenslanders for Work
- Workforce Australia
- School Leavers Employment Support (SLES)

There is limited crossover between NDIS funding and employment services, and transition between these two systems has been a concern, but efforts are underway to make it more seamless.

Our focus is more on mainstream employment compared to supported employment, but there are promising crossovers between their work and services like Endeavour Foundation.

For more information, visit our [website](#).

What are the new allied health services for Community Solutions?

Community Solutions Group does not currently offer any allied health services.

Can you please explain what the Specialist Disability Employment Services are and how they differ from regular DES services?

Specialist Disability Employment Services (SDES) focus on people with a specific disability, whereas the Disability Employment Services (DES) are considered a generalist provider for people with disabilities. We currently have a small pilot Specialist Disability Service in South Australia for people with an intellectual disability - this pilot will provide detailed information and case studies in the lead up to the opportunity to tender in 2025.

Do you think the Specialist Disability Employment Service (SDES) will provide more opportunities for people to move on from supported employment to mainstream employment or other possibilities?

Whilst we don't currently provide Specialist Services (only a pilot), there will be opportunities for this to be further understood as the Department of Social Services releases more information about what DES services will look like in the new contract commencing 2025. Until then there are limitations around eligibility for DES that inhibit this transition to be seamless.

Employment

How is Community Solutions assisting with Supported Hosted Employment?

Our focus is around mainstream employment rather than Supported Hosted Employment. However, we have an opportunity to leverage traineeships like we are currently piloting with employees working in the DAP program.

Here is an ICT example of where we are helping Endeavour Foundation's workforce.

Almost 18 months ago we decided that one of our strategies would be to grow and build our own employee base. We introduced our trainees into the ICT space. One of the trainees, Ahanu Dewhirst, was offered a permanent role after his traineeship, because he'd done such a good job, and has since been promoted and offered a new role. Ahanu is one of 25 trainees who was selected to participate in a Federal Government's *Today's Skills, Tomorrow's Leaders Programme for Trainees and Apprentices*. Ahanu came through Community Solutions and has quickly progressed through Endeavour Foundation's ICT team.

There are several Support Coordinators in Community Solutions who would love the opportunity to meet some of our employees and show them around our site. We are always looking for great employees. How can we organise this?

We absolutely welcome Support Coordinators and prospective employee applicants for site tours.

If you are interested in arranging an introduction with a site, please contact the site directly using the service and contact number finder on the [website](#) or email the Communications team on corpcom@endeavour.com.au and they will help connect you with the site.

The Customer Service Centre (CSC) team is also well trained to take in all manners of enquiries including site tours and applicants and know each site's contact details very well. You can call them on 1800 112 112.

As an RTO, are we able to assess supported employees for Recognition of Prior Learning (RPL) certificates. DAP is attempting to work on career progression ideas and would love to be able to recognise the work of our DSAs. Is this possible?

For more information and to seek advice, please contact BRACE Education and Training Manager - Michelle Cutajar on michelle.cutajar@brace.com.au

Flexible working

Will Endeavour Foundation Support Behaviour Support Practitioners to complete ongoing and consistent professional training without making up the hours in our own time?

We welcome and regularly support Behaviour Support Practitioners and Support Coordinators to participate in training. Every Behaviour Support Practitioner's week is split into 66% service delivery which is recorded and billed, and 33% in which staff members have time for professional reading, training, supervision meetings and other activities that do not generate any revenue. No one should be completing work in their own time when 1/3 of every month is set aside for non-billable activity.

Please speak with your leader about how you can maximise these hours.

In addition, we are in the process of developing a framework for leadership and professional development pathways to ensure employees have access to continuous professional development (CPD) opportunities, not just through paid training time but also by providing access to CPD when needed – whether that's driven by a need to be accredited by a professional body or just to maintain competence in the work you do.

Does Community Solutions plan to include flexible working hours, such as accrued days off or Time Off In Lieu (TOIL) once a month?

The difficulty arises from the nature of certain roles. Employment services and frontline positions require fixed hours of operation and staff availability. This makes it challenging, especially on smaller sites, to offer the same level of flexibility seen in non-customer-facing roles or support centres. Nevertheless, we remain committed to exploring ways to introduce flexibility for employees, even though it may vary for different individuals, to accommodate their needs.

Other

Are we looking to expand the CSG footprint outside of Queensland with the new DES procurement next year?

Absolutely, particularly with Specialist Services. We're trialling that in another state now.

How has the injury rate for apprentices improved over the last few years?

The injury rate for apprentices has improved over the last few years due to a shift away from traditional trades like construction, which are inherently riskier due to the use of tools and equipment.

Our apprenticeship program has diversified into less risky areas, such as Human Services, reducing the likelihood of injuries. This improvement is attributed to a change in the types of apprenticeships offered and the reduced reliance on high-risk environments.

We also receive support and guidance from our the WHS Business Partners in making sure each incident is investigated thoroughly and any suggested improvements to practices are implemented with our host employers to help reduce the possibility of further incidents.

MARKETING

Kirrily Boulton, Chief Corporate Relations Officer answers your questions about branding, local area marketing, uniforms and more.

Branding

How are you improving promotion and brand awareness in Victoria and New South Wales?

We have employed a new Local Area Marketing advisor who is solely devoted to marketing our services in New South Wales and Victoria. We are not a well-known brand in New South Wales and Victoria, and we know we need to do much more marketing in these states. We know that simply running a billboard, radio campaign and/or TV campaign in a huge population like Victoria is not going to drive the change we need to see. Therefore, we are also focused on social and digital media, which can be tightly targeted to the demographics in our specific regions. Often people may not see our advertising, but that doesn't mean it's not happening, it simply means you're not our target audience. The marketing and branding teams are committed to increasing brand awareness in the southern states.

We are also reviewing our website to ensure it is suitable for people looking for services. We are also sponsoring disability conferences and attending disability expos, going into special schools and doing direct marketing to support co-ordinators. While face-to-face meetings are our most successful marketing, it is very labour-intensive so we need to use a range of marketing methods. There are also specific people working directly on targeted recruitment, outside of the marketing team.

If you need marketing support in New South Wales or Victoria, please contact Katie on katie.mckinnon@endeavour.com.au.

What are we doing to increase referrals?

There are many providers jostling to be noticed. One of our key referral sources is working with support co-ordinators to focus on a particular cohort. We are working on a number of ways to increase engagement and improve relationships with support co-ordinators. Another important source of referrals is schools, and we are developing school marketing plans and tools over the next 12 months.

What is the update on branding and signage?

We have funding approved to update signage at all sites (with the exception of Home sites) which will be rolled out over the next 12 months. A Project Co-ordinator will be recruited to begin work on this in early 2024.

Local Area Marketing

Our service delivery team went to a particular local event and found that the patrons weren't interested in our services for that region. How does Marketing select the expos and events that we attend each year?

We have learned a great deal from some of these early partnership opportunities, and from the open and honest feedback we received from service delivery teams. Thanks to everyone who has helped us to understand what will work best for each region, your local insights are very much appreciated.

Our approach has changed as a result of this feedback. The Local Area Marketing teams now investigate events and expos each year across our footprint and bring a list of these opportunities to the local service delivery teams in each region to find out which ones service delivery consider most valuable.

If you have an event you think would be good to attend or any further feedback, please contact the LAM teams by [completing this form](#) or reaching out to the LAM leader in your area.

- LAM Qld North: Helena McInnes – Team Leader Helena.McInnes@endeavour.com.au
- LAM Qld South: Andrea Shipp – Team Leader Andrea.shipp@endeavour.com.au
- LAM VIC/NSW: Katie McKinnon, LAM Specialist, Victoria / New South Wales Katie.McKinnon@endeavour.com.au

Connecting to purpose is really valuable. For future sessions of Team Connect, would it be possible for teams to showcase good news stories in advance?

Great suggestion. We all need those stories to see the positive impact we are making.

If you would like to be part of the Team Connect co-design group, please email Head of Communication and Engagement Emma Rees on emma.rees@endeavour.com.au.

If you have any stories you would love to share with the wider organisation, please let us know by filling out this [short form](#).

Contact details

Share your good news stories by filling out this [short form](#)

- **For Local Area Marketing support**, contact the team or Steve Danckert, Marketing and Media Manager on:
 - Stephen.danckert@endeavour.com.au.
 - LAM Qld North: Helena McInnes – Team Leader
Helena.McInnes@endeavour.com.au
 - LAM Qld South: Andrea Shipp – Team Leader
Andrea.shipp@endeavour.com.au
 - LAM VIC/NSW: Katie McKinnon, LAM Specialist, Victoria / New South Wales
Katie.McKinnon@endeavour.com.au
 - **Visit** intranet.endeavour.com.au/departments/sales-marketing/marketing/
- **For Marketing support:** [Visit the intranet](#)
- **For Fundraising support:** Contact Head of Fundraising, Sharon Wood – Sharon.wood@endeavour.com.au
- **For Communications support:** Complete this short [comms brief](#) or email the team on communications@endeavour.com.au

TECHNOLOGY

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

CarelinkGo

What is the update on the CarelinkGo rollout?

Carelink is our client management system for client information, centralised rostering and weekly billing to NDIA. CarelinkGo is an app allowing you to access Carelink on the go.

Training is currently taking place region by region for support workers to be able to utilise Carelink through the CarelinkGo app.

ICT are currently rolling out training for CarelinkGo across all sites and will be completed by April 2024.

For information about training and the introduction of CarelinkGo, please email carelinkgo@endeavour.com.au.

Connectivity

Is there scope to review the use of RiskMan on mobile devices for staff working in the field?

Efforts are underway to make RiskMan available on mobile devices, by trialling the software in a test environment to see what is associated in upgrading the current version.

Once we have a better understanding of the work involved, we can announce a timeframe associated with the upgrade and rollout of a mobile application.

Given we are increasingly mobile, are there any more updates on CarelinkGo and the integration between PeopleSoft, CarelinkGo and RiskMan?

CarelinkGo officially kicked off in September 2023 and is being rolled out nationally. The major beneficiaries of CarelinkGo will be those people in Home and Community who are employed or engaged under a rostering arrangement because that's where the most functionality will lie with the CarelinkGo App.

We now need to upgrade RiskMan and Microsoft Dynamics to a cloud-based platform.

We have no intention of changing PeopleSoft – instead we will update the systems, and look at the integrations between them and/or release mobile versions.

Environmental sustainability

What is Endeavour Foundation doing to be environmentally sustainable?

We kicked off an environmental sustainability initiative in early 2023, led by Amelia **Salmon, Head of Property Development**. We have engaged a Melbourne-based consultancy firm to help establish what our carbon footprint is, based on the work we do, which is a solid starting point. We will continue to update employees on our work towards positive sustainability change.

Is Endeavour Foundation considering environmental improvements, for example using electronic devices (tablet) to sign in, rather than paper?

Yes, although it's a question of use. If you get two sign-ins a month, it doesn't have much of an impact but if you get 20 sign-ins a day, then it starts to have a material benefit. It is a case-by-case evaluation.

If you see a need to use an electronic device at your site, please submit a ticket through the [IT Support Hub](#) or call the team on 1300 742 212.

Here's a few stats of what we do every year for the environment:

- Divert 600 tonnes of furniture and household items from landfill.
- Recycle around 1300 tonnes of paper.
- Recycle around 1000 tonnes of e-waste.

- Recycle around 300 tonnes of other plastics.

Following on from this question we are now trialling an electronic sign-in device at Kew social enterprise. The outcome of this pilot may see similar devices installed at other high visitor traffic sites.

IT Helpdesk

How can I access IT Helpdesk out of hours and on weekends?

The Service Desk Operation hours are as follows:

- Monday to Friday
 - 7am (AEST) to 9pm (AEST)
- Saturday
 - 10am (AEST) to 4pm (AEST)
- Sunday/Public Holiday (including Christmas Day)
 - 11am (AEST) to 3pm (AEST)
- Holiday shutdown weekday (except Public Holidays)
 - 9am to 5pm (AEST)

If you are having IT issues, please submit a ticket through the [IT Support Hub](#) or call the team on 1300 742 212. We encourage you to save this number in your mobile to make contacting the team easier.

I have ongoing and unresolved IT issues when I work from home – how can I escalate this, so it is resolved?

Please do not put up with bad connectivity or IT related issues. Submit a ticket through the [IT Support Hub](#) or call the team on 1300 742 212 explaining your situation and they can escalate it.

Contact details

Visit: [#TeamPossible support hub](#)

Call: 1300 742 212

LEGAL AND GOVERNANCE

Darryn Hammond, Executive General Manager – Legal and Governance, answers your question about our revised constitution.

What is the update on the Endeavour Foundation Group constitution?

The Board has conducted a review of the organisation's governance structure outlined in the constitution and has proposed several changes. These changes will be presented at the upcoming Annual General Meeting in November.

The proposed changes include a restructure of the Area Committees into Area Advisory Groups, providing more clarity on their roles and emphasising their advisory function. The creation of a Client Advisory Group will be established to gather feedback on documents and serve as a sounding board for new products and services. Plus, the creation of a Board Nominations Committee, with external representation, which will review all director nomination. The election of directors will also see a shift, with the restriction of elected directors only coming from Area Committees, being removed and all members now having the opportunity to vote for elected directors. These proposals have undergone extensive consultation, including stakeholder summits, and will be voted on at the Annual General Meeting by the adoption of a new constitution.

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 next year.