

Team Connect

Questions and Answers (Q&As)



Here's a summary of questions answered at the recent Team Connect meetings in April 2024.

If your question has not been answered, or if you would like to ask the Executive Leadership Team a question, please email communications@endeavour.com.au.

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PEOPLE AND WELLBEING

Alicia Coombs Marr, Acting Chief People Officer, responded to your questions about remuneration, employee benefits, diversity and inclusion, Culture Amp and leave arrangements.

Employee benefits

As people with disability often retire earlier than the broader workforce, what specific education are we collaborating with smartMonday on to enhance our clients' understanding of Super and its benefits?

People and Wellbeing are working with smartMonday to arrange information sessions for employees we support and provide a pack of resources and information that they can use to make informed decisions about their super. smartMonday has been chosen not just for its services but also because it reimburses fees for employees we support on super, which is fantastic.

We will be piloting the first round of information sessions for employees we support and their decision makers in June. Following these sessions, we will plan to roll them out across the business.

Visit the [intranet](#) for more information on smartMonday and to access resources like FAQs and Easy Reads.

Our turnover is currently sitting at 23.8%. What are we doing to retain staff and not lose their skills?

Employee engagement surveys and exit surveys are central in informing us of our ongoing strategies for improving, retaining staff, and reducing our turnover rate. For example, since the last EES, we know that we need to focus on leadership development, workload management, and supporting employees through change.

While expecting some turnover is realistic, we continuously engage with feedback to make meaningful improvements to keep staff. We've seen a decrease in turnover year on year, indicating that our efforts are positively impacting, but there's still work to be done.

Remuneration

How can we provide transparency regarding remuneration and job requirements for staff who are on individual employment contracts?

Over the past two years, to enhance transparency around remuneration and job requirements for staff on individual employment contracts, we've implemented a grading framework. This involves evaluating each role's attributes and skills to assign a grade, which then corresponds to a remuneration band based on market data.

Over the next 12 months, we focus on educating staff about this process to increase understanding and transparency. Our Remuneration and Benefits Specialist, Michelle Scott is happy to discuss individual scenarios with people.

If you have specific questions, reach out to People and Wellbeing team for support and guidance. Submit a ticket at the [#TeamPossible Support Hub](#).

Is the new direction and wage assessment process considering skill and productivity equally? Are there plans to explore alternative wage-setting processes, such as competency-based structures with productivity in mind?

The wage assessment process is determined by Fair Work and is therefore a process we must comply with, including assessments being completed by the Department of Social Services. While there are legal requirements, we are exploring competency-based structures aligned with skill mastery and productivity to continuously improve our processes and the employee experience. This aligns with our vision of social enterprises as learning hubs where employees can develop skills and be rewarded accordingly, a focus area in our transformation roadmap.

Can employees who are caregivers for their parents (but haven't had maternity leave) get the same leave conditions as employees who take parental leave? This would benefit those that are transitioning their elderly parents into care homes or other care arrangements.

We've been prioritising the review of benefits like salary packaging, superannuation, and our employee assistance program recently. However, once we address those, we're open to reviewing other benefits such as use of leave. We'll communicate any updates to leave access once we have completed a review.

Has Endeavour Foundation considered offering Rostered Days Off (RDOs)? RDOs would greatly benefit staff and potentially decrease reliance on personal days off for mental health reasons.

We understand our team can often feel overwhelmed with what is happening in their work and home life. While we encourage our team to take personal leave should it be required for their mental wellbeing, we know that sometimes some additional accommodations may be required. We encourage anyone who would like to explore alternative options to their rostering arrangements review the possibility of a [Flexible Working Arrangement](#) Agreement to support them.

Can we get time off in lieu (TOIL) if we are made to work past our rostered hours?

We manage a number of different industrial instruments that often have different directions around the time off in lieu (TOIL) provisions. TOIL is not allowed in all agreements and awards, and although we understand our team may prefer to take the time, we must ensure we are compliant, which is why we will pay our team for the hours they work when they fall, in the way of overtime.

Will the sleepover allowance be increased?

We are currently in the process of renegotiating the Endeavour Foundation Union Collective Agreement (EFUCA). We have been working with the bargaining team on drafting the new non-financial clauses of the proposed agreement. Once we have finalised these clauses, we will move to drafting the financial clauses, which will include the sleepover allowance. Once

the bargaining team has a new agreement drafted it will be shared with all relevant employees to review and then vote on, prior to it being submitted to Fair Work to approve.

Could someone clarify how the sleepover/holiday quota is determined? For instance, some of us do 150-200 sleepovers a year and work 57 hours per fortnight to earn 2 extra weeks of holidays annually. However, if we work 76 hours and complete 80 sleepovers, we only receive 76 extra hours of holidays per year. Shouldn't those who do more sleepovers receive more holidays? Will there be adjustments to ensure fairness in this calculation?

The Endeavour Foundation Union Collective Agreement (EFUCA) determines the additional accrual of leave. The EFUCA stipulates that employees who work 70 or more sleepovers are entitled to accrue the equivalent of 6 weeks of annual leave per year. This provides 2 weeks more annual leave than the national employment standards, which entitles employees to the equivalent of 4 weeks of annual leave per year. The 'weeks' of annual leave are based on an employee's contracted hours. If an employee is contracted to 30 hours per week and works 70 or more sleepovers, they would be entitled to accrue an additional 60 hours of annual leave (2 weeks at 30 hours per week).

Why aren't staff paid accordingly regarding their qualifications? E.g. forklift license

The relevant industrial instrument determines wages paid to employees. Depending on the role, a Modern Award, an enterprise agreement or an individual employment contract may cover an employee. A forklift licence does not currently attract a higher rate of pay under the Endeavour Foundation Union Collective Agreement (EFUCA) or the Modern Award.

How is Endeavour Foundation responding to the recent wage increase for aged care workers by the Fair Work Commission, and what implications does it foresee for the support worker sector?

We are closely monitoring the recent wage increase for aged care workers mandated by the Fair Work Commission. We recognise the importance of fair compensation for the valuable work performed by support staff and are committed to ensuring our workforce is remunerated.

If there is any impact from the Fair Work decision on our sector, we will ensure the impacts are communicated with our people.

Culture Amp

Is there a plan to integrate a template for "Set for Success" conversations into Culture Amp?

Yes. Currently, we're using Culture Amp for performance partnerships in some parts of the business, but we don't yet have this set up Set for Success conversations, which are used to discuss how employees will be set up to succeed after they've passed their probation period. However, this is on our agenda for review.

It's important to establish this in Culture Amp in a way that enhances effectiveness rather than adding more administrative burden.

There are reports that one-on-one meetings in Culture Amp, around the permanent record, can be changed. Is there any work to rectify this?

In Culture Amp, once the Employee Engagement Surveys (EES) and performance partnership assessment cycles are completed, they can't be changed.

However, you are right, the process for one-on-one meetings is different. These meetings facilitate conversations between a leader and their direct report, focusing on progress, achievements, challenges and support needs and can be changed or modified to make and share notes from the meetings.

We are currently in discussions with Culture Amp to explore how to standardise these check-ins to make them most effective for employees.

Leave arrangements

Would Endeavour Foundation consider reviewing its parental leave policy? Currently it is 6 weeks with the option to take 12 weeks at half pay. Would Endeavour Foundation also consider entitlements tied to tenure, where the duration increases based on the number of years an employee has been with the organisation?

We've been prioritising the review of benefits like salary packaging, superannuation, and our employee assistance program recently. However, once we address those, we're open to reviewing our parental leave policy. Given ongoing discussions in the government and media regarding parental leave policies, we'll ensure any changes align with relevant updates. We'll communicate any updates and potential options following the review process.

Diversity and inclusion

Will the Senior Leadership Team (SLT) and the Executive Leadership Team (ELT) consider adding their pronouns to their email signatures to promote inclusivity and ally ship with our LGBTQIA+ colleagues and to inspire other employees to do so too?

As part of our focus on diversity and inclusion, we want to champion allyship and inclusivity within our organisation. Adding pronouns to email signatures is one way of showing our support for all our gender-diverse peers.

Using the right pronouns to refer to a person is one of the easiest ways to show respect, build rapport and to help them affirm themselves. To add your pronoun to your email signature and Microsoft Office profile, [visit the intranet](#) and follow the instructions.

We are always seeking opportunities for broader allyship initiatives and value your involvement in this important aspect of our organisation's work. If you're interested in contributing, please reach out to People and Wellbeing through the [#TeamPossible Support Hub](#).

What is the current status of the Reconciliation Action Plan (RAP) and what will the organisation's reconciliation efforts look like in 2024 and beyond?

In 2021 our Reflect RAP was endorsed and it focused on our commitment to creating culturally inclusive and safe environment in support of Aboriginal and Torres Strait Islander peoples in our communities, based on mutual respect.

We are now planning the review and update of our RAP with the aim to progress to an Innovate RAP, which is the next step on our RAP journey. We will be sending out some more information on the RAP and how to get involved in the coming months, so please keep an eye on your emails, the Your Weekly Update and the Intranet.

Is it possible to have face-to-face group training sessions for changes that impact us? Some of us need more time and support to grasp changes, and in-person sessions could be more effective for learning.

Yes. People learn differently, and offering various learning options is key. We're exploring multiple methods for training delivery, including online, face-to-face, and hybrid sessions, tailored to suit everyone's needs.

Geography can pose challenges. However, we've seen success with face-to-face training, like with the CarelinkGo app rollout, where expert teams provided on-the-ground support. While face-to-face sessions may not always be feasible, we're committed to using all available methods to ensure effective training delivery.

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 support plans for people we support, rostering and updates to Home and L&Ls.

Support plans for people we support

Why aren't Positive Behaviour Support (PBS) plans implemented despite daily RiskMan reports?

PBS plans should absolutely be implemented, and all staff should know what this means in practice. If they're not, it's critical to escalate the issue until it's resolved. Providing safe and effective services is non-negotiable.

Shouldn't NDIS funding be used to help break addiction cycles instead of enabling visits to places like pokies?

Absolutely! It's a great question, and it's a complex answer. We should be doing everything we can to support people in making positive life choices. However, it's important to recognise that people can make their own decisions. We must find ways to provide support while respecting an individual's autonomy. This might involve providing alternative options and a comprehensive approach to address addiction cycles. It's a challenging task, but we can find effective ways to tackle these challenges by working together consistently as a team and seeking specialist support.

For further support, you can make a referral to the [Complex Support Team](#). To make a referral, [complete a referral form \(QF 8700.03\)](#), obtain approval from your Operational Manager, and email it to complexsupport@endeavour.com.au.

Learning & Lifestyle hubs

How will learning and lifestyle (L&Ls) hubs contribute to the transformation of work model?

L&Ls present a valuable opportunity to collaborate closely with work sites in local areas as part of the transformation of work model. L&Ls offer an excellent environment for learning and skill development, including programs like THRIVE that prepare people for employment. By aligning work sites and L&Ls, we can enhance job readiness and create pathways to employment for participants. Strengthening communication and consistency across different areas will be key to maximising the benefits of this connection and ensuring successful transitions into employment opportunities.

How can we assist clients in pursuing their goals within learning and lifestyle hubs when there's a consistent understaffing issue, despite requests for more staff going unanswered?

To ensure we're effectively supporting our clients' goals, we rely on our individual support plans (ISPs). It's essential that every client has an updated ISP so we can clearly understand their individual goals. This allows us to tailor our support, including in L&Ls, to meet their specific needs, even in cases of understaffing.

If there are specific scenarios that need addressing, I'm available to discuss them. Please feel free to email me at leanne.rutherford@endeavour.com.au.

Could you please clarify the expectations for staff regarding transporting clients to and from the L&L in their personal vehicles, especially when it involves traveling over 80km per day and is not a one-on-one shift? This situation adds stress and pressure on the team, affecting the level of support we can offer to clients at the centre, especially considering our current staffing shortages.

If you are concerned about a particular situation for a staff member or a client, you need to escalate the particulars of this to your manager. If you feel like you have not received the response you require, any member of the senior management team is happy to be contacted, including myself.

In regard to client transportation in particular, we are currently undergoing a review of how we deliver these services into the future to ensure we are meeting individual client needs and supporting staff.

Rostering

Could we establish clear rule-based schedules and agreed-upon extra shift arrangements to address recurring disruptions to staff members' personal lives? For example, unexpected sleepovers or pressured shifts within the 8-hour break requirement cause stress and inconvenience. Implementing such schedules could provide clarity and reduce last-minute changes due to staff shortages.

Over the past 12 months we have been focused on reducing our over-reliance on the use of agency staff, to support increased safety, consistency and quality of supports to clients. Over this same period, we have seen this reliance on agency usage come down from 11% to 1.3%.

In doing this we need to ensure that we have the right staffing mix to establish a standard roster. Currently, we are working on reaching that goal, and in the last 6 months we have recruited approximately 500 new staff. When shifts need filling, particularly last minute, staff will be contacted and asked to work additional hours. Once we have a solid staffing foundation, we can then focus on creating structured rosters and exploring alternatives to make scheduling smoother and more proactive, rather than reactive as it is now. So, our focus is on building a strong staffing base before addressing additional scheduling concerns.

Could we address the staff's concerns regarding the implementation of the Delta program, particularly regarding support with new rosters and familiarisation with clients? Despite attempts to promote a team mentality, staff's concerns were met with hostility and their efforts were diminished by management. Shouldn't there be a more supportive approach to staff input, given our responsibility to advocate for our clients' happiness?

Project Delta was simply the title of a (big) piece of work to ensure clients are receiving the appropriate level of support to meet individual need, and that their funding also aligned with this need. This will be our regular way of working moving forward as 'Delta' becomes business as usual. We have a responsibility to undertake this work, to support increased

choice and control for the people we are here to support. This has required a number of changes to regular roster patterns. Each roster change has required consultation with all affected staff, and input and feedback is received through these processes, finalising in a vote.

Change can be difficult, and it is important that you talk through any concerns with your manager, particularly if you believe there is a negative impact to clients. If we keep client safety and wellbeing at the centre of all our discussions and decisions, we will go a long way to fulfilling our purpose – turning possibilities into reality.

Given the potential change in NDIS support ratios from 1:1 to 3:1 following the Independent NDIS review, how do we manage the risk to clients who need greater support?

The National Disability Insurance Agency (NDIA) has been clear on a number of occasions that the intent of Disability Royal Commission (DRC) or National Disability Insurance Scheme (NDIS) review recommendations was not to take supports away from clients. While we have seen a drop in funded supports occur on a few occasions, we have a strong escalation process in place to effectively and successfully manage situations such as this. Our focus continues to be on providing safe, consistent and engaged services to support people living with disability to achieve their goals.

Homes

Can Home Site Supervisors (HSS) have input on staff members who are hired to manage Home services? For example, someone was hired with no epilepsy training to a home where two of the three clients have epilepsy.

Regarding recruitment, the hiring manager for support workers, usually the portfolio manager, oversees this process. However, HSS should be involved to ensure alignment with client needs and the staffing team they support. Engagement from families during recruitment is also crucial, as they and the clients should have a say in who provides their supports. Efforts are underway to create a more consistent recruitment process that prioritises the voices of clients and families, with involvement from key staff members, including the HSS.

Regarding the rostering of staff without the appropriate training, we are currently working to ensure all critical information is available through Carelink. It is important that all sites keep this information up to date, as this is what ensures the rostering team, especially during emergencies, does not inadvertently assign untrained staff to homes where they are not qualified. Covering both staff recruitment needs and rostering considerations is a current standing agenda item at the monthly Home and Community Leader Connect sessions, to ensure the safety and support of clients.

Can staff receive training on maintaining the required cleanliness standards for Home? We've noticed a standard decline when experienced staff members leave, and consistent training could help address this.

The standard of cleanliness within homes should certainly be an ongoing topic for discussion at regular staff meetings. If you feel this is not being addressed in this forum, please escalate your concerns to your manager.

Can we consider increasing the weekly dinner out budget from \$25 to \$30 for clients? With the rising costs of everything, this adjustment would better accommodate their needs.

This should be an ongoing topic of discussion at staff meetings and at client/family meetings. There is not a one size fits all in regard to this question and should meet the needs of the individuals / house. If this is unclear, escalate the discussion to your manager for clarification.

There's a concern about Community Access staff taking the person we support out for only half an hour and then sit and do nothing for hours afterwards. They could use this time to clean the person's room or plan future activities and outings. Despite reporting this to our managers, nothing changes except those who report it feel isolated. Can this be addressed?

If you have reported a concern to your manager and feel the matter has not been adequately addressed, please escalate to a senior manager (Operations Manager, General Manager) for their attention.

SERVICE DELIVERY – WORK

Shannon Foley, Executive General Manager Service Delivery – Work answers your questions about the Transformation of Work initiative, Changes to NDIS ratios, onsite health and advocacy for employees we support.

Transformation of Work

How can we ensure the sustainability of our work sites for employees we support, given the increasing number of new hires and challenges related to wage assessments, fluctuating work schedules, and reliance on Employment Coaches and Production Team Leaders?

We acknowledge the challenges regarding supported wages, fluctuating work schedules, and reliance on key personnel. All levels of leadership are committed to sustainability of the Work division and our transformation program will prioritise addressing these issues.

How will the transformation of work initiative be managed so people we support do not lose their Disability Support Pension (DSP) when/if their wages increase to ensure they aren't struggling financially?

We understand the potential challenges some people may face if their wages increase, impacting their Disability Support Pension (DSP). Ensuring fair and equitable wages is a priority, and we're actively engaged in advocacy efforts, including lobbying policymakers, to address this issue. We're advocating for the ability of people on supported wages to increase their income without risking their DSP, similar to provisions for other pensioners. This remains a central focus of our agenda as we work towards ensuring financial security for all people we support.

Will the new Endeavour Foundation training academies be Registered Training Organisation (RTO) spaces with the qualified trainer on site or will it be more of a casual skill set building environment?

We will begin to embed the concept that our sites are Employment Academies. We want people to connect to the idea that our social enterprises are locations for learning, that assist people to learn work related skills and to build confidence to achieve their employment goals. Registered Training Organisations (RTOs) will play a necessary role in our approach to learning and education. Currently, we have a collaboration with BRACE in Victoria, providing access to registered training courses. We'll continue exploring opportunities with our own RTO and others, especially in states where there are practice restrictions.

How will employment pathways like Supported Hosted Employment (SHE) and Supported Independent Employment (SIE) be promoted externally to attract people with disability who want to build the skills to prepare them for mainstream employment?

We're placing significant focus on promoting employment pathways like Supported Hosted Employment (SHE) and Supported Independent Employment (SIE) externally. Growth and market leadership is a significant stream of work within the transformation project.

The shift in staff ratios within the NDIS, moving from one-on-one to one-on-three, is raising concerns within the Work portfolio. The Operations Team is finding it difficult to support employees in achieving their goals because they're too focused on meeting KPIs. How can we effectively address this challenge moving forward?

This is something we need to understand more about as part of our transformation journey to ensure that our ratios align with the nature of our work and the opportunities we provide.

Are there any plans to increase the number of employment opportunities available at Head Office for the growth of people we support?

Yes, it's not just a plan; it's an important part of our organisational values and purpose. We believe in leading by example in creating employment opportunities for people, both within our organisation and externally. We have recently recruited an Employment Coach to support more people in employment in the Support Centre, so we are looking forward to creating more opportunities for supported independent employment in the coming months.

What should we be referring to supported independent employees as?

Our approach is straightforward - we refer to people we support in independent employment like any other employee, by their name, or job title, or simply as a team member

Onsite health testing

Is there a plan in place for on-site hearing testing, particularly for employees within the work portfolio?

Yes, there is ongoing work regarding hearing testing as part of our work health and safety initiatives. While details such as the inclusion of a mobile service are still being determined, addressing this concern is a priority and actively being discussed.

Progression

Can staff transfer between work sites?

Generally, yes. However, there might be some constraints due to enterprise agreements or contracts. We're all for encouraging transfers, and if there are obstacles, we'll address them directly with the people involved.

Onboarding

Can we streamline the onboarding process for supported employment, including key contact points and a decision tree?

Yes. We're already delving deep into the onboarding process, collaborating across the Work division, People and Wellbeing, NDIS teams and others. The goal is to create a smoother, more efficient process that benefits everyone involved, which we can then start to share more broadly with all stakeholders to interact with these processes.

Financial security for employees we support

How can we ensure that employees we support, who are in public housing, feel secure in their housing situation while also being able to work without risking their eligibility for government assistance?

It's disheartening to hear about the barriers people we support face in housing security while pursuing employment opportunities. Ensuring equity and equal opportunity for employees we support is paramount, and we're committed to addressing these challenges.

It's key to bring up these examples to ensure real impact and solutions. If you have a case like this, please reach out to **Policy, Advocacy and Media Lead, Matthew Gillett** at matthew.gillett@endeavour.com.au to provide tailored support.

Training

Could we implement the Get Ready for Work 13 Week training program and the Thrive Suite at Social Enterprises, considering the challenges DES providers face in finding placements?

These initiatives are exactly what we're gearing up for with our new transformation approach.

Is it possible to have face-to-face group training sessions for changes that impact us? Some of us need more time and support to grasp changes, and in-person sessions could be more effective for learning.

We would like to offer more face-to-face training moving forward, as well as other types of learning opportunities including online, supported online learning and on-the-job training.

Why are changes often demanded to be done so quickly? For example, sending emails late in the day and expecting tasks to be completed by the next day's end. This adds a lot of stress on staff. What's the reason for this rush?

Sometimes last minute changes are unavoidable however, we are working towards this being the exception rather than the rule. As part of our transformation program, we will have dedicated change management support who will assist us in a developing and implementing a change management approach that suits the needs of the division.

MARKETING

Kirrily Boulton, Chief Corporate Relations Officer answers your questions about video content and advocacy.

Video content

Who made the videos we saw in the presentation, and are there plans for similar content?

The videos were crafted by our Communication and Engagement Team. The video about our values was produced by an external video production company, and the [Women in Construction case study video](#) was produced in house. There are definitely plans for more content like this in the future. Keep an eye out!

For Communication and Engagement support, please complete a [communications brief](#) and the team will work with you to help make your communication strategies a success.

[Visit the intranet](#) where you can find all the information you need about what the Communication and Engagement team can support you.

How are we supporting people to learn and better advocate for themselves in our services?

We are committed to supporting the people we support to advocate for themselves and access independent advocacy when required. This is now one of the priorities in the new Endeavour Foundation Strategic Plan and we will be implementing new targeted programs in the next financial year.

Contact details

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

- **For Marketing support:** [Visit the intranet](#)
- **For Local Area Marketing support,** contact the team or Helena McInnes, Marketing Manager – Disability & Employment on:
 - Helena.McInnes@endeavour.com.au
 - LAM Qld North: Helena McInnes – Team Leader
Helena.McInnes@endeavour.com.au
 - LAM Qld South: Zeena Juskevics – Team Leader
zeena.juskevics@endeavour.com.au
 - LAM VIC/NSW: Katie McKinnon, LAM Specialist, Victoria / New South Wales
Katie.McKinnon@endeavour.com.au

- **For Fundraising support:** Contact Head of Fundraising, Sharon Wood –
Sharon.wood@endeavour.com.au
- **For Communications support:** Complete this this short [comms brief](#) or email the team on communications@endeavour.com.au. For more information, visit the [intranet](#).

TECHNOLOGY

Garry Grill, Head of ICT and David Blower, answers your questions about Carelink Go and roll out of system upgrades.

Carelink Go

Could Carelink Go have better functions for writing support notes, such as drop-down boxes for participant names and visibility of Individual Support Plans (ISP) and Positive Behaviour Support (PBS) plan?

Carelink Go is still evolving, and enhancements like these are exactly what we're considering. Based on your input, we've made a lot of improvements so far. Keep the suggestions coming! If you have any other suggestions on how we can improve our services, please email ictbusinesspartnering@endeavour.com.au.

Is the Individual Support Plan (ISP) trial on Carelink still going ahead?

Yes. The pilot was completed which gave us some things to work on and improve before rolling out to the rest of the organisation. ICT are continually refining the digitalised ISP based on the feedback received and are eager to roll out improvements soon.

When will the Carelink Go be deployed on work sites?

Carelink Go is not currently planned for deployment on work sites because its core functionality focuses on supporting rostering activities, which are more relevant to Home and Community settings.

However, we are exploring a scaled-down version of Carelink that could be used on devices like iPads, which would be more suitable for the work environment. This is the next stage of our Carelink development process.

System upgrades

It's great to know that you've recognised the feedback regarding the administration burden. However, is there collaboration among those tasked with developing new systems? Do they communicate and test their systems thoroughly before launching? It seems that there are numerous system launches that feel incomplete, which negatively affects staff morale.

In the past few years, we've been doing things differently when it comes to our IT projects. We're making sure the people who are actually using these systems are part of the process from the start. Before rolling out big changes, we test them out in a few places to see how they work in real life. For example, when we introduced new ID systems, we had frontline employees help with the rollout. We did the same with apps like Connect2Work and the Expense Management System (EMS). We also have frontline workers on the project teams so they can understand any challenges and help with training.

Sometimes, though, it's a challenge because we're changing habits that have been around for a long time. We're also trying to catch up on security technology to ensure our systems are safe against cyber-attacks, which is another big reason for the changes you're seeing.

We're trying to make sure our systems are more secure, especially for things like client and payroll data.

We also monitor effectiveness of the projects we roll out, such as Carelink Go, for 6 months. Keeping an eye on how they're used and how they're helping teams do their jobs easier than the day before.

Contact details

IT Helpdesk

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.

LEGAL AND GOVERNANCE

Darryn Hammond, Executive General Manager – Legal and Governance, answers your question about RiskMan and the newly revised governance framework.

RiskMan

Could we reinstate RiskMan online to enable staff to report incidents without needing to come to the centre?

Yes, we are currently in the process of upgrading to a newer version of RiskMan, which will include an app for online reporting of incidents. We are currently in the testing phase of the upgrade, and once completed, we will focus on implementing the app at sites.

Governance framework

What opportunities are there for people we support to put their advocacy skills into practise and or advise on organisational policies and processes that impact them?

We've been actively working on providing opportunities for people we support to contribute their advocacy skills and input on organisational policies and processes. This began with a review of our governance framework last year, resulting in the establishment of Area Advisory Groups (AAG) to gather local advice and guidance. Additionally, we're setting up Family Support Groups (FSG) and a Client Advisory Group (CAG), which will offer clients the chance to provide feedback on policies, procedures, and services. This group will also have the opportunity to influence broader advocacy positions and new programs. While still in the early stages, we're excited about the potential for these initiatives to amplify the voices of our clients and strengthen our advocacy efforts.

We also routinely ask people we support to comment on Easy Read summaries of policies, procedures and other documents which impact them.

How does the organisation ensure that all employees understand and support its goals and initiatives?

Our Strategic Plan is approved by the Board and shared with all staff. The new Strategic Plan for 2025-2030 is focused on making a long-term positive impact for people with intellectual disabilities, and we're excited to move forward and show the difference we can make.

In our purpose of making possibilities a reality, we prioritise the human aspect of our work and measure success by the impact on those we support.

Our plan prioritises five key outcomes that are important to the people we support - feeling safe, being healthy, empowered to make decisions, included in their community and having a paid job that is right for them. We will ask people we support how they are feeling on this and are committed to reporting annually on the impact we are having.

Each year, our Senior Leaders are responsible for putting the Plan into action and sharing it with their teams. In June, the Executive Leadership Team reviews and approves all the strategic projects and Action Plans for the coming year.

Our strategic plan will be formally launched and communicated to all of our people in July.

For more details, please visit the Legal and Governance [intranet page](#) under Strategic Planning or reach out to our Strategy & Planning Specialist, Leigh McBride at strategy@endeavour.com.au.

I have identified several areas where gathering information could benefit the leadership team and Client Safeguarding. Should I independently identify projects to gather this information?

Absolutely, all employees are not just encouraged, but empowered to identify areas where gathering information could benefit our work. Trust your instincts and take the lead in initiating tasks where you see opportunities for improvement. Your proactive approach is highly valued.

Leaders, please actively listen to employees who identify opportunities or suggest improved working methods.

For more information on tools and resources, please visit the Legal and Governance [intranet page](#) under Strategic Projects or contact our Head of Strategic Projects, Luke McGarian at projects@endeavour.com.au.

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

We look forward to seeing you at the next Team Connect sessions later in the year.