

Community Solutions and BRACE Executive General Manager, Tom Mangan and General Managers answer your questions asked at Team Connect in September 2024.

1. In creating a more inclusive workplace, are there plans to implement inclusive practices such as increased personal leave for gender affirming care and flexible leave for multicultural holidays?

Our People and Wellbeing team are developing a policy to cover these important considerations as part of the organisation's commitment to diversity and inclusion.

2. Lotteries - can staff members buy tickets?

Sure can! Everyone in the organisation except members of the Lotteries team, Executives and CEO can buy tickets. The Lotteries team sit beside our Brisbane Specialist Services team and we get to hear the calls to the winners live and on speaker. Really awesome to listen to a life changing phone call!

3. Is the Community Solutions and BRACE Strategy the same as Endeavour Foundation's Strategy?

The Community Solutions Strategy is different to Endeavour Foundation's strategy because of the variety of services and programs we offer and the diverse nature of the people on our caseloads. However, the plans are complimentary and will soon be available to view on the [Strategy intranet page](#).

4. How do Community Solutions and BRACE get supported by Endeavour Foundation enabling functions? Sometimes our enabling bodies don't feel as though they enable us so well, how do we escalate this? It sometimes feels as though we are not as important as Endeavour Foundation.

Community Solutions has an annual Action Plan which we review 6-monthly to keep it up to date. In that plan, we detail the supports we need from other areas of the organisation. As in any business, there are competing priorities and limited resources which means on occasions, we may not receive the support we need. This happens to every part of the wider organisation at different times as well depending on the priorities at the time. To escalate an issue, simply inform your leader and it will be raised with the Business Partner from the relevant enabling function.

5. Will Specialist Services expand to States where we don't currently operate?

Specialist Services will expand to States where we don't currently operate if there is work that supports expansion. This means we would need to have a caseload of clients to service. We are currently more interested in providing high quality support in the regions where we currently operate.

6. If a staff member relocates to a different location, can they keep their job?

This is something that happens quite often. Being an organisation with such a large footprint there are often opportunities to take on roles in different locations. There is also movement between different portfolios within Community Solutions and between Community Solutions and Endeavour Foundation. It does depend on what roles are available at the time of the move, but vacancies are posted on the intranet for everyone to view.

7. Is there potential for Group Training Organisation (GTO) and Workforce Australia (WFA) teams to work within the same office for better servicing/opportunities for our customers?

GTO staff are not confined by contractual arrangements around office locations so there is always the opportunity for GTO staff to work and connect with WFA teams in the regions the GTO operates. Currently GTO staff are located in Cairns, Townsville, Bokarina and Brisbane, so the opportunity at the moment to work together for the GTO/WFA teams is Townsville and the Sunshine Coast. Again, as per the question above, this just requires good communication from both teams to make this happen.

8. From the previous slide of Our Service Stream, could you please tell us how much each service stream contributes to Community Solutions (maybe in %)?

The contribution of each stream varies from month to month but based on budgeted revenue this year, the split is approximately:

- Employment - 41%
- Specialist Services - 50%
- Group Training - 6%
- Education and Training - 3%

9. Collaboration between our teams at times feel disjointed, for example Traineeships/ Apprenticeships and Employment Services (Workforce Australia (WFA)/ Disability Employment Services (DES)) both could feed each other much better to achieve double ended outcomes, is there plans to improve on this?

We should always be looking for opportunities to work together to support each other whether that be through our respective job seekers or host employer database. A good example of this was the last GTO pre-apprenticeship program where four of the 12 participants in the course came from the WFA Townsville caseload. Often, we are all busy focusing on the performance of our own business units, so this just requires initiative, communication and support from both teams to make these opportunities happen.

10. Where can staff download the colourful Community Solutions Teams background that Darren and Nikki are using?

The link to download this background can be found on the [Intranet](#).

11. I work in DES in Rockhampton and most of our barriers are Psychological and many of our customers can't access psychological services, WFA can do referrals, Are we able to roll Psychological services for our DES customers?

For the Work Ready program, referrals from Workforce Australia contract currently exist as this contract has an Employment Assistance Fund to utilise to pay for this particular service. We are unable to do these in a bulk manner in order for the Specialist Services team to be sustainable in having enough qualified staff available to cater for the volume of referrals. Unfortunately for DES, there isn't the same "bucket" of money to draw from, but once the Work Ready program is fully functional and stabilised, the next option is to investigate how we can utilise this service for DES in the most cost-efficient way.

More questions

Do you have more questions about Community Solutions' and BRACE services? You can submit these directly to Executive General Manager, Tom Mangan as part of 'Ask Tom Anything!', see the **'Ask Tom Anything!'** page on the intranet for details.