

Team Connect

March & April 2025

Questions and Answer report



This Question and Answer report is summarised in Plain English for all employees.

The report includes all questions asked during Team Connect or by email. The answers are split up by Division.

Contents

Work	Page 2
Home and Community	Page 5
People and Wellbeing	Page 11
Community Solutions and BRACE	Page 18
Legal and Governance	Page 23
Finance, Infrastructure and Lotteries	Page 24
Fundraising, Advocacy, Marketing and Engagement	Page 25

Work division

Questions answered by Executive General Manager of Work, Shannon Foley

1. Can we get an update on Safe Work Instruction redesign?

The Workplace Health and Safety team have updated the Safe Work Instructions process. This is to make it simpler and able to be done online. The new process is being rolled out site by site. For more information, please contact General Manager, Workplace, Health, and Safety, Greg Mack by email greg.mack@endeavour.com.au.

2. Can you please tell us more about the Independent Employment Administration team? What is the work they are doing? How can we support their career goals?

The Independent Employment Administration team are based at Cannon Hill. They are providing a new administrative service including:

- managing the reception desk.
- assisting with recruitment.
- note taking at meetings.
- supporting marketing and events work.
- data and reporting of business operations.

For more information or to discuss a task the team could assist your team with, please contact Jess Nitschke at jess.nitschke@endeavour.com.au in the Work division.

3. What is the annual training schedule for employees we support?

We now have a full range of in person and online training. Employment Coaches are trained to be able to support people to complete training at sites. The training is specific to the type of work employees do at each site. This ensures the training is useful and available for all employees. We will continue to update the training we offer.

4. Will Employment Coaches be delivering the compulsory training?

Employment Coaches will lead the compulsory training at sites. They will help people do training online. They will deliver the in-person training. Some compulsory training is designed to be done online. Some compulsory training is designed to be done in-person.

5. Can you provide an update on the transformation projects?

We have been looking at improving the experience of work for employees we support. We have looked at:

- how we can offer different types of employment pathways
- how to make employment pathways easier for people to progress forward
- how to help people access training that is goal aligned.

We have looked closely at what we offer and can offer our commercial customers. We have looked at how to price what we offer customers for ongoing success.

We have worked with the Asset team to track equipment and facilities. We have done this to ensure our properties are inclusive and accessible.

6. How would a supported employee become a Production Team Leader?

We encourage all employees to think about their goals and what their career path may look like. Employees we support are guided by their Employment Coach to work out their goals and take steps towards them. There are a lot of opportunities for career progression.

7. Are we looking into the types of technology we use at Work sites for customer sign in and dispatch? This will mean we can be more efficient and friendly to the environment.

We are looking at investment in technology solutions at all work sites. We want the technology we use to make us more efficient and friendly to the environment.

8. Are there any updates on Traineeship opportunities in Adelaide?

We plan to expand Supported Hosted Employment and traineeship programs to other sites. These sites include Adelaide and NSW.

We encourage Site Leaders and Employment Coaches to identify opportunities for traineeships at their sites.

9. How can employees get more skills and experience in other parts of the organisation?

All employees in Work should be working with their Employment Coach on their own skill development and career progression.

We are creating the systems and structures to help people match their goals with job opportunities that suit them. This will help people take the next step when they achieve their goals. The next step may be in our organisation. Or the next step may be in a hosted environment with another employer.

10. Will training be available to people in the Barriers to Employment program?

The Barriers to Employment program is a pilot program in Maroochydhore. We want to expand the program at our social enterprises as quickly as possible.

People involved in the Barriers to Employment program will have further training and development opportunities. We will help people to grow their skills and identify and track towards their career goals.

11. Are there plans to share what is happening in the ‘workspace’ with all employees? So, we can cheer them on and add benefit to what is already happening.

There is a lot to share about Work. You can find stories about Work in our newsletters:

- *Connections* monthly newsletter to people we support and families. This newsletter is also shared in *Your Weekly Update*.
- *Team Possible News*
- by visiting the Intranet’s News page and filtering by Work division. You can click on this link to find Work stories; [News – Intranet](#).

Home and Community division

Questions answered by Executive General Manager, Leanne Rutherford

1. Can you share some more details about our Youth services?

We recently started a service specifically to support three young people in a home just for youth. The service is for people with a disability who are transitioning out of the child protection system. Our goal is to set them up for success and help them transition to adulthood.

It is difficult for many young people with a disability to engage with community and find the right job and supports. It is even harder for young people who have been in the child protection system. At age 18 a lot of their formal supports stop, making them more at risk of homelessness, unemployment, engaging in the criminal justice system or struggling with their mental health. They are often without mainstream supports like health and education.

We provide people with wrap-around support; safe, stable accommodation and a care team to support all their future goals. We support young people to engage in education and training pathways. They also take part in programs to access the community. Where possible we are facilitating family connection .

We are receiving referrals for youth services without active promotion . This signals a big demand for these services.

2. Are our Supported Independent Living homes work from home friendly for the people who live in them? (A question from a person we support who lives in Supported Independent Living)

If your employer has agreed you can work from home, and you are in Supported Independent Living, you will need to talk with your Home Site Supervisor about the supports that you would need to do this.

3. How is the organisation addressing duplication of information required on transport forms?

We are aware there is a double up in forms needing to be completed at the moment. Transport logbooks are an important part of how we keep people safe in our services. The Practice, Quality and Impact team are looking at how we can streamline this process so there are less forms for staff to complete. For the time being we need to continue following those important checks and processes, which ensure the safety of the people we support.

4. Will on call support workers be rostered to collect Employees we Support if they are sick at work if there is no one at their residential available?

We have about 160 home sites and 35 Learning and Lifestyle Hubs. They are spread over a large area. We have all sorts of things happen, including support workers being sick, and unable to attend their rostered shift. We have processes in

place to ensure these shifts are able to be filled. The local management team and the rostering team find people to fill in if someone is sick.

We are not able to have people on-call across the board. We note in Carelink staff who usually work at services. We try to fill shifts with support workers who clients know. If this is a common issue for you, please let the Rostering team or Portfolio Manager know.

5. Should it be compulsory for all staff with a blue and yellow card to work in a Learning & Lifestyle at least two days per year?

It is important people from all parts of our organisation get out and experience our service across all divisions. How we do that needs to be done carefully, and always with the best interests of clients in mind. We want to make sure there is consistency for the people we support in our services. We want to make sure people are seeing the same friendly faces each day.

New staff coming in and out of services, can be unsettling for people we support. It is important staff understand what we do across all our service delivery areas, and there are a variety of ways this can occur. If you feel you would like more information about the services that we deliver, please speak with your leader.

6. How often are we recruiting staff for the Sunshine Coast?

We regularly are recruiting for new employees on the Sunshine Coast. We need the right number of employees with the right skills and experience in all our services. There are challenges in meeting this need across all areas currently. We are continuing to focus on the important area of recruitment to address workforce challenges. This is a challenge across the whole sector, not just our organisation.

\

7. Has Endeavour Foundation considered different types of Independent Living Options?

We are exploring a range of independent living options, as directed by client need.

These include:

- short-term accommodation,
- respite, and
- support for young people in the child protection system.

Our intake and assessment team are having conversations with people about how we can provide the supports people require and want.

I would encourage people to talk with our intake and assessment team to discuss options available. They will talk through what services and supports we can provide that meet your needs.

8. Have things changed with how we use RiskMan? When I started, I thought it was ‘if we didn’t see it, we didn’t report it’ but this seems to have evolved.

We are all responsible for client safety. This includes safety concerns within our services, outside of our services, whether we see it or hear about it. Your responsibility is to report it, report it, report it. Our client safeguarding team will support and monitor the appropriate action required. We have RiskMan training that is compulsory for all employees. We ask that all incidents are reported in RiskMan, and this has not changed over time. If anyone is unclear, please complete the [Engage training](#) in RiskMan. You can also speak with your Leader.

9. Is it correct that if you do more than 70 sleepovers a year you have an extra week’s holiday?

Under the Endeavour Foundation Enterprise Agreement 2025, shift workers are able to have an extra week's holiday in the following situations:

- They work more than 70 sleepovers in a financial year (1 July to 30 June of the following year).
- They are regularly rostered to work ordinary hours on a Saturday and/or Sunday. They work no less than 10 shifts in any 12-month period.

10. Please see below an extract from the NDIS Price guide. It appears the NDIS pays \$286.56 for a sleepover. Is this correct as our sleepover payment is \$57.99?

We looked in detail at the sleepover rate in the recent Enterprise Bargaining with employees and the Union. When looking at elements of pay on their own it may seem they are not as good as other employers. Or it may seem they are not as good as the upper limit of the price guide.

The Endeavour Foundation Enterprise Agreement 2024 had to pass a 'Better off Overall Test'. This means our pay rates need to be better off overall than the base award. In terms of the NDIS price guide, it is a guide, and the amount given is the upper limit. It is not necessarily what we charge. The rate includes a number of things, not just direct support worker wages.

11. What measures are in place to protect the confidentiality of progress notes in CarelinkGo?

CarelinkGo passes all necessary checks of privacy and security standards.

12. When we hire new people could they work a full week in a site first to see if they are a good fit?

We have improved our processes for new employees. It is important we continue to embed those new processes. This includes the requirements for buddy shifts when a new employee commences.

We also need to make sure people we support have a small group of familiar people supporting them.

13. Is it possible for CarelinkGo progress notes to automatically link to the client account? Individually linking progress notes is very time consuming and difficult with large client numbers at Learning and Lifestyle hubs.

This is not possible at this point in time.

14. Is there a way we can access CarelinkGo on a computer or laptop as it would be quicker to type daily progress notes than on a mobile device?

It is not possible for CarelinkGo users to complete progress notes on a computer or laptop.

We are currently exploring a number of potential solutions, to support easier completion of documentation. This includes Artificial Intelligence and alternative system solutions.

15. Could there be an option in CarelinkGo when linking progress notes to show only participants linked to the facility and not every person in the system?

Yes, this is possible by searching for the individual's name and linking that name to the progress note. Take a look at the [CarelinkGo](#) resources on the intranet for more information.

16. Will Endeavour Foundation be building housing in Victoria?

We will not be building housing in Victoria. We do have plans to expand our Home services in Victoria. We will be looking at leased and partnered Specialist Disability Accommodation. We will be looking at this rather than direct development of new homes.

17. Will we get Supported Independent Living services in Victoria?

We are looking at opening Home services in Victoria. We are working with the Property team to achieve this.

18. Do we have any plans to lease homes where there is demand?

Yes. This is something we already do on a small scale, and is how we commenced our Youth Disability services, and our Home service in Sydney. We are exploring a range of property options to support growth in different locations.

19. Will the Townsville Learning and Lifestyle Hub be renovated to make it more inviting for people to attend?

We are looking at options for Community service sites in Townsville. We are doing repairs and upgrades to maintain buildings while we continue our review.

People and Wellbeing

Questions answered by Chief People Officer, Amanda O'Reilly

Employee Engagement Survey

1. Why is the employee engagement survey important for all employees to complete?

Engagement surveys give employees the opportunity to provide feedback. It gives us a good idea of what is working for employees. And what is not working across the organisation. It gives us a clear direction of action we need to take. Action that will make a difference to people's experience as an employee.

2. Will there be progress updates communicated to teams about the survey outcomes?

You will all receive communication in various forms about the survey:

- when the survey is released,
- when results are shared,
- and the actions taken to make changes as result of survey responses.

3. Have we updated the employee engagement survey to differentiate between local leadership teams and senior leaders?

This employee engagement survey uses the following terms for leaders:

- **Your Manager** is the person who you directly report. Or your direct supervisor.
- **Senior Leader** is the Executive Leadership Team. This also refers to their direct reports.

This includes the following role types:

- Chief Executive Officer
- Executive General Managers
- General Managers
- Heads of

Career development opportunities

4. Are there opportunities for secondments across different divisions within the organisation?

You should let your leader know you would be interested in a secondment. You can let your leader know in your one-to-one conversation. They will then have you in mind if they become aware of an opportunity.

We are looking at how we make these opportunities known across Endeavour Foundation.

5. How can employees put themselves forward for these types of opportunities to broaden their skills and experience within different areas of the Foundation?

Speak with your leader in a one-to-one conversation. Let your leader know what you are interested in. You can also speak with leaders in areas you may be interested in working in.

6. How is Endeavour Foundation helping support staff with upskilling and career progression and what does this look like?

There are various training courses and qualifications available for team members. This includes certificates for frontline staff. Employees should visit the [Engage](#) site to look at training opportunities. Employees should talk with their leader in one-to-one conversations about career development.

7. Could management provide information on the leadership development programs available over the next 12 months for employees looking to advance their careers within Endeavour Foundation?

A new frontline leadership program is being developed. Employees should check the [Engage](#) site for current opportunities. Employees should discuss these opportunities with their leaders.

Training opportunities

8. What specific training or initiatives are planned over the next 12 months including frontline leadership training?

The Engage site on the intranet has the current training we have available. Frontline leadership training is a focus for the next 12 months.

9. What type of training courses are available to gain qualifications for our team members?

There are various training courses and qualifications available for team members. This includes certificates for frontline staff. The focus for the next 12 months is on frontline leadership training. The Engage site on the intranet has the current training we have available

10. What training is available for how to use Teams in meetings and webinars?

There is an online course through Engage called Working Smart with Microsoft Teams. Visit the Engage site for more information.

11. I would like to please bring up overtime. We have lots of trouble filling shifts in North Queensland. We have staff that are always willing to fill them. But we are told no because they go into overtime and sometimes that is 100 plus hours. What are the rules behind this please?

We assume this question is being asked about rosters in Home and Community. Overtime requires management approval. We are not able to support or approve the working of excessive overtime on an ongoing basis.

Asking people to work excessive overtime hours is not reasonable. It is also not something that could be done on a continued basis. These are some of the reasons why:

- the impact on an employee's wellbeing,
- negative effect on work-life balance
- safety risks due to tiredness.
- Overtime pay also adds significant labour costs for the organisation.

Our focus is on ensuring consistent, reliable, and quality supports for our clients. This needs to be done in a sustainable way that is in line with our new Enterprise Agreement. We can do this by ensuring:

- we have the right number of support workers.
- their rosters are appropriate and sustainable.

12. Is it true that staff need to be enrolled or have a Certificate in Individual Support (Disability) to continue in the field at the end of this year?

We are looking at the minimum qualification requirements for all positions. There has not been a decision that certification is required by the end of the year.

If you are doing Support Work each day, we encourage you to get certified. Please speak with your Manager, if you are interested in doing a Certificate III in Individual Support (Disability). We have a number of avenues to support people to get that qualification.

13. Do employees go to a different pay rate after completing certificates such as Certificate III and IV?

It is not an automatic transition to a different pay rate if you have a Certificate III or IV. Having a Certificate III or IV will support you in the work you do. The pay rates

are based on the position description and the requirements of the role. When you look at position descriptions, some will have a requirement for a certificate or degree. That is a way to look at what training you may need to do to progress your career.

14. Could you please provide an update on whether Endeavour Foundation offers or plans to offer Mental Health First Aid training for staff and how we can get involved across all Portfolios?

We are looking at how Mental Health First Aid training can be offered for staff in all divisions. The Work division are currently offering this training to staff who work with employees we support in the Work division.

Other People and Wellbeing questions

15. Are performance reviews done annually?

We have an annual process for performance reviews. For some teams this is done through Culture Amp. Some teams have a more manual process. You should be having a discussion with your leader at least once a year about:

- what your goals are,
- what your role requirements are and then,
- a review of how you perform those role requirements.

Have a chat with your leader about how that is done in your team. Make sure you're very clear on what the goals are of your role. If you are very clear on your goals you are more likely to perform well in your role. Getting feedback is really important in understanding what is going well and where we may need to make changes.

16. As a new Home Site Supervisor, with a small but great team it's difficult to assist in sharing different areas of employment/ interest within the organisation if I am unaware of what Endeavour Foundation has to offer. Can someone send me some links please?

Visit our website's [Careers page](#) to see available jobs in the organisation. Your Weekly Update is emailed to all employees each week. It includes a link to our internal [Jobs Board](#). This has the latest jobs across the whole organisation. It also includes internal opportunities.

17. When are Senior Managers going to visit sites?

It is very important to visit sites. It gives employees a really good understanding of what we do. We visit sites when it is suitable for the clients at the site and site operations. We are looking at including some more structured visits at induction and onboarding stage for new employees. This needs to work for clients and site operations.

18. Do the one-on-one supervisions need to be done on Culture Amp or can leaders use the supervision form on DMS?

We are working on rolling out Culture Amp one-to-one conversations for frontline employees. We are working on including questions from the current supervision form used by frontline leaders. It is still suitable to use the supervision form in the meantime.

19. Staff have asked how they achieve a higher pay rate. Is there a scale?

We do not have a pay rate scale. We suggest employees use the opportunity to complete training or a Certificate. Look at opportunities to build your career by learning about other areas of the organisation. An important part of understanding those opportunities is through one-to-one conversations with your leader. You can talk with your leader about your goals and how you might reach them.

20. Is it possible to transfer interstate, particularly to NSW?

We certainly want to retain people. It would be good to have a conversation with your leader about whether there are roles like your role in other States. Keep an eye on our [Jobs Board](#) to see if there are any vacancies for roles you are interested in in NSW.

21. When will we (employees we support) be getting our pay rise?

Pay increases are being made over a three-year period for employees we support. This is under the Supported Employment Services Award (SESA).

Supported employees will not receive pay increases at the same time as pay increases take place after individual wage assessments by an external assessor.

If employees have specific concerns about their own pay, they should reach out to their Site Manager.

Community Solutions and BRACE

Questions answered by Acting Executive General Manager, Jenny Madden

Disability Employment Services tender

1. Do we know what's happening with our tender for Disability Employment (DES) services?

There has been a delay in announcing the new tender results and the new Disability Employment Services contract. This is due to the federal election. The current contract will continue for another six months. The new contract will be announced in September or October 2025.

We have applied for a specialist disability service contract. The new contract will be

called Inclusive Employment Australia. It will not be called Disability Employment Services.

This will be operated under Endeavour Foundation rather than Community Solutions if we are successful. We have applied for a lot of different locations. We won't know how many of these are going to be given to us until the results of the tender come out.

2. What is the difference between the current DES and the new DES?

We have applied to deliver a specialist service which is for people with intellectual disability. The current DES contract is for all people with disability

A big difference for us is that we would deliver the new contract under Endeavour Foundation not Community Solutions. That is a really important difference.

3. Can you please elaborate more on the DES program. How jobs are tailored or what assessments are made to identify job market openings?

We spend time getting to know and understand our clients and their needs. We do this so we can:

- make sure they will be able to succeed in a job.
- find the right job for people.
- give them ongoing support if needed.

4. What is the plan for integration (DES contract) into Endeavour Foundation pending positive decision on new contract?

We are planning for what we will do if we win the tender. This is so we can prepare for the markets we may move into. We have a great opportunity to play a big role in the Inclusive Employment Australia program. This is an area where we could be a market leader.

5. Will the new DES contracts allow for closer relationships and referrals from Social Enterprise worksites?

The new contract will be delivered by Endeavour Foundation. It is a specialist intellectual disability employment service. People could be referred from lots of areas for that program.

Other Community Solutions and BRACE questions

6. Some employees and families need help with plan reviews or change of circumstances due to urgent needs. Can CSG team help them with the process?

Community Solutions is able to assist people for whom we coordinate supports.

The Endeavour Foundation Intake and Assessment team may also be able to provide some support.

7. What does BRACE stand for?

BRACE stands for Ballarat Regional Adult Community Education because it started in Ballarat in Victoria and has expanded and is now just known as BRACE.

8. Can you tell us more about BRACE? Is it only for people with intellectual disabilities?

BRACE is a registered training organisation that delivers training courses. People with disability are very welcome to enrol in courses. However it is not solely for people with disability. BRACE provides training to Endeavour Foundation staff in First Aid. BRACE provide a broad range of programs to the community.

9. Is there an upskilling program from BRACE in NSW?

BRACE currently only offers training for Victorian residents. Please visit the [BRACE Education and Training](#) website for more information.

10. What does COSY stand for?

COSY stands for Circles of Support – Youth (COSY). This program provides vital support to young people aged 12-21 who are facing social, emotional, or behavioural challenges.

11. What is the WorkReady Psychology service and how are job seekers supported through that?

WorkReady is a psychology practice that operates under Community Solutions Specialist Services team. The psychologists support job seekers who have some barriers to finding and keeping a job and who are customers of Workforce Australia. We have psychologists on the Sunshine Coast, in Brisbane and Melbourne.

12. How many people from Endeavour Foundation does the CSG Specialist Services team support?

Our Support Coordination team supports about 380 people who receive one or more supports from Endeavour Foundation. Our Behaviour Support team supports almost 100 people who receive one or more supports from Endeavour Foundation.

13. How many NDIS participants do you currently support across CSG programs?

We support 3,000 people with NDIS plans through the following services:

- Specialist Support Coordination
- Specialist Behaviour Support

- Psychology

We do not ask if clients of Community Solutions' Employment services or BRACE, are NDIS participants.

14. What's the current retention like for Behaviour Support Practitioners, and are there any strategies in place to support long-term staff sustainability?

We have some current Behaviour Support staff who have been part of the team since 2017. We have others who have just joined.

We support our Behaviour Support Practitioners through:

- quality supervision and access to professional development.
- acknowledgement of people who go above and beyond to live our values.
- monitoring workloads for caseload size.

We also ensure every full-time employee has time each week for:

- meetings with their supervisor
- background research, and
- training opportunities.

We also provide opportunities for our practitioners to:

- progress through the Capability Framework.
- progress into leadership opportunities where there are suitable roles.

Legal & Governance

Questions answered by Executive General Manager, Darryn Hammond

1. How will Artificial Intelligence (AI) help a person with disabilities?

We are taking a cautious approach to AI. We want to ensure we can use it safely for people we support and employees. We also want to use it so it can have its highest impact.

We are looking at how we can make administrative tasks simpler. We are looking at how we can make things more efficient. We may be able to use AI in document management and note taking. At this stage there will not be AI used directly with people we support.

2. Are we looking at using Artificial Intelligence (AI) in all service areas? How could this be used in Home services?

The organisation is exploring the use of a large language model like *Chat GPT*. We need to ensure the AI we use is suitable. This means we need to:

- keep a safe environment,
- make sure personal information is secure and not shared with third parties.

We also need to help employees to use AI tools well. We may be able to use AI to:

- summarise voice (in multiple languages) to text notes for clients
- provide concise summaries of recorded information.

3. Can you please give some examples of how Artificial Intelligence (AI) will help?

We may be able to use Artificial Intelligence (AI) within document management. We may be able to make finding documents or information in documents easier. We may be able to do this through:

- using a chat bot
- providing document summaries
- giving steps to follow.

4. Are we only talking about big Artificial Intelligence (AI) programs that can understand and talk like people?

No, we are looking at different kinds of AI. We want to see if this AI can help with jobs at Endeavour Foundation. For example, writing notes about how the person we support is doing.

Finance Infrastructure Lotteries division

Questions answered by Executive General Manager, Irma Hajdari

1. Will sites be getting upgrades of printers, laptops etc?

We are upgrading all laptops to Windows 11 by October 2025. Laptops that are old and can not support the Windows 11 system will be replaced.

We are currently reviewing our printers. There are a number of printers that will need to be replaced.

2. Will sites be getting iPads or tablets so we can do progress notes on them?

Some sites are using tablets for CarelinkGo. Requests can be made to General Managers for iPads or tablets at sites. General Managers can then submit the request to ICT for next financial year's budget.

3. With our old sites are there plans to improve buildings?

Our team work closely with our external contractors. They work to make our properties safe and suitable for use. If you have concerns about specific properties, please contact Simon Northey in the Property and Facilities team by email simon.northey@endeavour.com.au.

4. Are employees allowed to buy tickets in our lottery?

Most employees can buy lottery tickets.

These are the employees who cannot buy lottery tickets:

- The Directors of the Endeavour Foundation Board
- The CEO and Executive Management Team
- The Head of Risk Assurance and Quality
- Employees and contractors who work in the Lotteries team.
- Individuals who live at the same address as any of the people above.

For more information visit the [Lotteries website](#) or contact Prize Manager, Will Noy by email at will.noy@endeavour.com.au.

FAME division

Questions answered by Chief Corporate Relations Officer, Kirrily Boulton

1. How does Advocacy make an impact for our clients?

We work on Advocacy by talking to governments about laws and policy that are not working well for people with a disability. Change can be slow.

There are a few different things we are asking the government to look into:

- Changes to the Disability Support Pension to help people who want to work more.
- Changes to the NDIS to make sure people get the services they need and to make sure shonky operators can't be in the NDIS.

2. Is there a plan to re-brand our vehicles? What would be considered in a plan to re-brand vehicles? Could vehicles be branded to promote Work? When could we expect re-branding to take place?

We are currently working to get final approvals to re-brand our vehicles as part of our Brand Evolution project.

3. Can sites create their own Facebook pages? They would be to share information with families and people we support.

We do have the EF Connect app that is used to update and connect with family members. This is a more private and safe space for you and family members to share photos, events, and activities rather than using a public platform like Facebook. If you have any questions about using EF Connect, please contact Service Design and Implementation Partner, Chris Beaumont at chris.beaumont@endeavour.com.au.

We would also love to share local stories and events through Endeavour Foundation's social media and newsletters. Please submit a [story submission form](#) if you have a story to share. This will go to our Marketing, Communications and Media teams. You can include photos or other content and say if you would like it to be shared on our social pages or in our newsletters.

Be aware our Facebook posts are sometimes targeted to geographical areas or groups of people. This means you will not see all our Facebook posts.

4. How do staff get an overview of areas in Endeavour Foundation

Employees get a good overview of areas of Endeavour Foundation by:

- attending Team Connect
- reading the emailed Your Weekly Update newsletter each week
- reading the emailed Team Possible News each month
- looking at the [Endeavour Foundation intranet](#)
- looking at the [Endeavour Foundation website](#)
- looking at the [Community Solutions website](#)
- looking at the [BRACE Education and Training website](#)

5. How will you be communicating any changes you make to the Client Advisory Group?

We are excited about the Client Advisory Group. The members are people we support across Home, Community and Work. The members represent people we support. They are giving valuable input about things that impact people we support in our services.

We will share information about the Client Advisory Group in the following monthly newsletters:

- *Connections* to families, carers and people we support.
- *Team Possible News* to all employees.