

# one

endeavour

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# From the Chairman and CEO

## Support forums show the way

There are many reasons for everyone connected with Endeavour Foundation to look back on 2014 with pride.

Whether opening new Learning & Lifestyles, launching our Walk and Talk program, or raising funds through the Great Endeavour Rallies, this organisation has done some fantastic things over the last twelve months. Some of our most important work has been in preparing for the National Disability Insurance Scheme (NDIS).

Our NDIS Families Forums and staff forums in North Queensland offered information and first-hand experience of the NDIS system. This was the start of a series of public forums in New South Wales, Victoria and Queensland so that Endeavour Foundation offers support through the NDIS process.

We must be ready. The NDIS has been launched at sites in Tasmania, South Australia, Victoria, New South Wales, Australian Capital Territory, Northern Territory, and Western Australia. The full NDIS rolls out progressively across all states and territories from July 2016. Not long now!

Thank you to everyone who has made Endeavour Foundation what it is. Best wishes for 2015.



**Grant Murdoch**  
Chairman



## Milestones and more to do

A few weeks ago I attended our NDIS awareness sessions with families and carers in North Queensland, meeting many people for whom the scheme cannot start soon enough.

These forums emphasised the importance of the NDIS for the millions of people who should have the opportunity to have control over their life, independence, and inclusion in the community. We heard from two families participating in the roll out in New South Wales. That experience-sharing was insightful and uplifting.

Endeavour Foundation continues to prepare itself for the future, achieving more milestones recently. Community Solutions Group and Endeavour Foundation have formally become one organisation and have begun the task of transitioning all aspects of our operations into one organisation. Staff planning this transition are keen to ensure we take the best aspects of both organisations into the future, so that we are stronger and better as a result.

We will then be better placed to ensure people have access to the services and choices they want as we move towards the NDIS.

Thank you to our supporters, volunteers, members, stakeholders and, most of all, to the people at the heart of what we do. You are an inspiration.

Enjoy the festive season.



**David Barbagallo**  
CEO



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## How can employment be open to all?

### facebook

*"For people not to be so judgemental as far as people with a disability go, most of the time they just need to be given a chance."* – **Kate**

*"We are all equal."* – **Helen**

*"I'm a strong believer that everyone has to be given the opportunity to reach their full potential because I strongly believe that everyone has gifts."* – **Daniel**

*"People are stuck in the mindset of focussing on the disability, not the ability."* – **Adam**

*"People with disability don't work at the same rate as those without for three main reasons: the perception from employers that it is too costly, that it is too risky and that employers lack information (confidence)."* – **Bevan**

*"Get companies to be more accepting of people with disabilities. I only have mild problems but I fear I will never get a job again."* – **Wayne**

### twitter

*"Single biggest roadblock to opportunities for people with disability is community attitude."* – **Rick**

*"37 per cent of discrimination complaints relate to disability. We need to change attitudes to increase disability employment."* – **Every Australian Counts**

*"Not all people with disability need supported employment. They just need an opportunity to work."* – **Sharon**

*"Attitudes, awareness and lack of understanding are the biggest barriers for employers."* – **ANDisability**

We would love to hear your comments, thoughts, reactions and ideas.

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# Around our regions

North  
Queensland

*the burdekin*



1. **Phillip Stockham** (right) is one of a number of people propagating native plants for the community alongside **Peter Thomas** of the Lower Burdekin Landcare Association Nursery in Ayr.
2. Receiving certificates at the 2014 Rotary Club of Ayr Awards were (left to right) **Caroline Hansen**, **Michael Kane**, **Irene Waite**, and **Kirsty Neylan**, with Rotary's **Bevan List**.
3. **Philip Edwards** moves on to the next job at the Home Hill business service.

4. Getting a hand at the mosaic table are (left to right) **Phillip Stockham**, **Claudette Everingham**, and **Karen Bartie**.
5. **Irene Waite** cuts the cake at the Rotary Club Awards celebration.
6. **Claudette Everingham** shows **Janet Ypinazar** of Arts in Ayr her creative side.
7. **Ian Bell** measures up at the business service cutting station.
8. **April Bonassi** crafting alongside **Sandy Milan** of Arts in Ayr.



# Growth for the Future

Endeavour Foundation continues to prepare for the future under the National Disability Insurance Scheme. It has expanded commercial operations in New South Wales, and welcomed a disability employment service.

Endeavour Foundation has acquired Down Under Safety which has two branches located at Newcastle and Wollongong. The Newcastle branch will assist with the existing Peabody Energy Australia contract for safety products in the Hunter Valley. Wollongong will assist with Peabody Metropolitan Mine in Wollongong. Endeavour Foundation won the Peabody Energy Australia tender to supply personal protective equipment Australia-wide for three years.

Personnel West has been delivering disability employment services in the Toowoomba and Darling Downs region of Queensland since 1992. It provides support for eligible jobseekers to obtain sustainable professional skilled and semi-skilled positions.

Personnel West amalgamated with Community Solutions earlier this year and as a result has now joined with Endeavour Foundation. Other organisations which have joined with Endeavour Foundation as part of the Community Solutions merger include Capricornia Respite Care Association (CRCA), Compass Whitsundays, ACCLAIM Apprentices and Trainees. Past organisations which joined together to form Community Solutions Group include Community Employment Options and Pioneer Employment Service, creating a strong foundation to expand the range of employment services we can offer in the future.

## Step towards national Footprint

Following many months of engagement with the South Australian government and community sector, we are excited to announce that Endeavour Foundation is now providing accommodation support in South Australia.

Endeavour Foundation will support eight people living in five houses. Four people are being supported through the successful tender for the South Australian Government's Homeless 100 Project. This aims to provide support for people with a disability in hospitals or emergency accommodation, who are either homeless or on a waiting list for support.

In a separate successful accommodation submission, four people will be supported to live in three newly-built houses in Adelaide. Endeavour Foundation will work with key stakeholders to ensure that residents achieve greater choice, control, and independence.

"This is a significant step towards Endeavour Foundation becoming a national service provider of choice, enabling greater choice and control for as many Australians with a disability as possible," CEO David Barbagallo said.

"Please join with me in warmly welcoming the new tenants, their families, carers and essential staff to Endeavour Foundation."

## Support for a new life

For Toowoomba's Rhema Monka-mbula, 2015 will be a year of new beginnings. Rhema, brother Franck and mother Delphine arrived in Australia two years ago, and have been assisted by Personnel West Employment Service to secure employment and settle into their new lives. This support has led to Rhema learning to drive, finding suitable local employment, and completing a Bachelor of Commerce degree. She starts a permanent full-time position in January.



*Moving ahead: Rhema Monka-mbula is looking forward to an exciting new year.*

## Tribute to Lorna Fuchs

Mrs Lorna Fuchs, who has passed away at the age of 84, was a longstanding and unwavering supporter of Endeavour Foundation. She volunteered her time and worked tirelessly to support people with a disability alongside her husband Mr Les Fuchs.

Lorna and Les (who passed away in 2001) were pioneers of Endeavour Foundation in the Maryborough region of Queensland. They helped to run fetes, Lorna cooked and sewed, and they were at the heart of fundraising to establish the organisation on the Fraser Coast. They were instrumental in establishing the Caringa school in the early 1960s, and were also involved in the fundraising to open Mervyn Whittaker House in the late 1970s.

Lorna Fuchs is remembered as someone without whom Endeavour Foundation would not have prospered in Maryborough and beyond on the Fraser Coast.

She leaves three children – Ian, Leone, and Margaret – five grandchildren and six great grandchildren.

## Tribute to John Anderson

Mr John Anderson, who has passed away at the age of 74, was a kind-spirited community man who always wanted to help and support people.

He was awarded a life membership of Endeavour Foundation for his dedicated service having volunteered his time for more than a decade on the organisation's regional Branch Board based in Gladstone and the Area Committee. He also supported Endeavour Foundation with great acts of generosity through his family car dealership. He served on the Board of the local fire service, with the state government, and also supported the Lions Club for more than 20 years.

John Anderson "simply liked helping out" and dedicated his life to supporting the Gladstone community as much as possible. He leaves wife Elene, children Brad, Les, and Jenni, and six grandchildren.



# Q and A



The Hon Tracy Davis MP was appointed the Queensland Minister for Communities, Child Safety and Disability Services in 2012. She is committed to improving the lives of Queensland's most vulnerable people. Achievements in her portfolio include a record investment in the state disability budget ahead of the National Disability Insurance Scheme, responding to the Queensland Child Protection Commission of Inquiry, and releasing the Social and Human Services Investment Blueprint.



**Describe your role ?**



My work as Minister is very rewarding as it focuses on helping Queenslanders.

In Disability Services we are preparing for an exciting future under the National Disability Insurance Scheme (NDIS) and are working hard to ensure the community as a whole is ready for this change.

In Child Safety, we work to protect some of our most vulnerable children and assist families so they can be stronger and have a bright future.

Finally, in the Communities portfolio we are working collaboratively with our partners in the non-government sector to deliver services to people who need them most.



**Is there a 'normal' day for you?**



No two days are the same, which makes this such an interesting job!



**What are the best bits about your job?**



There are lots of wonderful opportunities as Minister, particularly meeting people and hearing their stories. I am frequently travelling around the state, and I always use these occasions to meet as many Queenslanders as possible and learn about their experiences in their communities.



**What are the difficult moments?**



Any job has its challenges, but I'm inspired by the people I meet and this drives me, each and every day, to make a difference in their lives.



**How important is the disability services portfolio to Premier Newman?**



Premier Newman's passion for improving the lives of people with a disability, their families and their carers is evident in his foreword to the Queensland Disability Plan. Disability Services is a top priority for this Government, and one of the largest funding commitments made in this term is the \$868 million for Queensland to transition to the NDIS.



**In hindsight, would it have been better for Queensland to have got on board with the National Disability Insurance Scheme much sooner?**



Queensland has always been on board. We were the second state to sign a NDIS Heads of Agreement and are undertaking NDIS-like activities such as the Your Life Your Choice self-direction program.

We are working in a strategic and considered manner to prepare our whole state for the NDIS and we already have staff from the National Disability Insurance Agency (NDIA) working on the ground in Queensland.

We have also been observing trial sites closely and are already using these findings to inform our own transition.



**What is being done to prepare for the roll out of the NDIS in Queensland?**



As I said, we already have the NDIA staff on the ground, but there is significant other work already underway to prepare Queensland for the rollout of the NDIS. We have a planning and implementation group which includes people with a disability, carers, providers and other stakeholder representatives, and this group provides important feedback into our current program of work. We also recently launched an Opening Doors campaign as part of our preparations which calls to all Queenslanders to think about the possibilities the NDIS will bring to our great state, whether it is through employment opportunities, business opportunities or community connections.



**What have you learnt from those sites where the NDIS has already been introduced?**



Having the opportunity to observe other trial sites has been an advantage to Queensland.

We've seen how important it is to get people with a disability ready for setting their goals, which is why we are delivering participant readiness activities. We know from the trials how essential it is that the sector is prepared, which is why we are investing in a sector readiness program.

However, we haven't only learnt from the trials. The NDIA is also taking findings from the important NDIS preparation projects we are undertaking here in Queensland.



**What kind of conversations do you have with other disability services Ministers around Australia?**



Ministers keep in contact primarily through the Disability Reform Council, which meets throughout the year. At these meetings, we also have the opportunity to engage with Senator Mitch Fifield, who is responsible for rolling out the NDIS at a national level.



**What will be the difference to Australians once the NDIS has been fully introduced?**



The NDIS will enable many more people with a disability, their families and their carers to have a better quality of life. It will also revolutionise the way disability supports are funded and delivered.

When the roll-out is completed, it is expected around 97,000 Queenslanders with significant or profound disability will have choice and control over the supports they receive.



**How do you relax and enjoy yourself away from politics?**



I enjoy spending time with my family.



# The benefits of *person-centred* active support

**Desley Wallace is a resident in Caboolture, north of Brisbane:**

"My home is happier and nicer now. I like to help and do things around the house and if I don't want help today, I don't. I choose what I want for dinner and when to go to bed. I choose to go to bingo, I really like bingo. I wrote a letter to have my wardrobe fixed. I felt happy someone listened to me and my wardrobe was fixed."

**Hazel O'Byrne, support worker:**

"Person-centred active support for Desley has been a rewarding and an energising experience. Being encouraged to take a more active role within the home has empowered Desley to gain more self confidence and self motivation. It has been amazing to witness such a positive change."

**Elizabeth Lally, Support and Operations Manager:**

"Person-centred active support (PCAS) has significantly improved the quality of Desley's life. Over the past two years I have witnessed Desley gain control within her life, to make choices on a daily basis and to have the confidence to have a voice. Desley has grown into a happier and more confident woman. These changes have come about through the staff team who are passionate, have strong values, and believe in PCAS and creating better lives for people."



*My choice: Person-centred active support is making a difference for Desley Wallace.*

# Person - centred *active support* is the future

The latest person-centred active support research shows there is great promise, but always more room for improvement.

The Living the Good Life: Embedding Active Support and Practice Leadership Study is a five-year project about person-centred active support (PCAS). It is being conducted by La Trobe University, and Endeavour Foundation is one of nine industry partners across Victoria, New South Wales and Queensland.

PCAS enables staff to translate person-centred philosophy and planning into practice. This leads to just enough support to enable people to create their own agenda, participate in meaningful activities and relationships, and to experience a sense of success and independence in doing so.

Three decades of evidence tells us that if staff use the approach consistently, people will experience an increase in engagement, growth in skills, more choice and control, and will use less challenging behaviours. PCAS is also associated with higher job satisfaction for workers and lower staff turnover.

In 2014, consent to take part in the second year of research was given by 33 people with a disability who are supported by Endeavour Foundation and live in houses in the Moreton-Sunshine Coast region, selected because of staff interest in person-centred active support.

The quality of active support for the participants scored an average of 62 per cent, slightly less than the benchmark of 66 per cent. This places Endeavour Foundation in the top four of the nine partner organisations.

However, active support could be provided more often. On average, it is for three minutes in every hour. Previous research indicates a 'good'

benchmark is 9.6 minutes per hour of high quality active support per person. Staff can use more opportunities to support people to grow skills and independence.

The research team also assesses the engagement levels of people supported and, in 2014, people were engaged for 56 per cent of their time. This is a 23 per cent improvement on last year's results, and has Endeavour Foundation performing above the full sample average across service providers. It was noted that people with more complex needs were less likely to be engaged.

People were being supported to make choices 52 per cent of the time, above the average of 39 per cent. However, for seven per cent of the time people we support were not offered any choices, and people with more complex needs were not offered as much choice as people with less complex needs. This compares favourably to the full sample average of 23 per cent but we strive to reduce this to zero.

The aim of the study is to identify the organisational factors required to embed PCAS in practice and sustain high quality support. Evidence strongly indicates that effective supervision, mentoring and coaching of direct support staff is one of the keys to good PCAS. The 2013 restructure and redesign of our frontline management roles has us well-positioned to achieve this. Funding and staffing resources are also a contributing factor, so working to develop effective strategies to ensure maximum staff engagement with the people we support is critical to success.

The focus over the next 12 months will be to build PCAS skills, given that the future of the disability sector under NDIS is fundamentally about people with a disability having independence, choice and control.



# National Disability Insurance Scheme

## The story so far

On 29 October 2014, the National Disability Insurance Agency (NDIA) Annual Report 2013-2014 was tabled in Federal Parliament. This reported on the first year of the National Disability Insurance Scheme (NDIS) which heralds arguably the most significant change to Australian society in a generation.

The NDIS was launched on 1 July 2013 at sites in the Hunter Valley in New South Wales, the Barwon region in Victoria, Tasmania and South

Australia. The NDIS was rolled out in the Australian Capital Territory, the Perth Hills area of Western Australia, and the Barkly region of the Northern Territory on 1 July 2014.

At the helm is the Chair of the Board of the National Disability Insurance Agency, Mr Bruce Bonyhady AM. In this special report, some people at the forefront of the NDIS tell their story so far.

Nearly eighteen months after the launch of the National Disability Insurance Scheme (NDIS) in four initial trial sites and now in seven locations, the NDIS is on time, on budget and participant satisfaction is 95 per cent.

Already more than 10,000 people have been found eligible for the Scheme and before year end the 10,000th plan will be approved. These are remarkable achievements in a short period of time given the complexity of the Scheme. This reflects the dedication, knowledge and skills of the Agency's 500 staff, more than 50 per cent of whom have a lived experience of disability.

The National Disability Insurance Agency's Strategic Plan outlines the Vision, Mission and goals of the Agency - to optimise the independence and social and economic participation of people with disability, for the NDIS to be a world leader, for the Scheme to be sustainable, based on control and choice and to build the confidence and trust of all stakeholders.

The NDIS is insurance which will give all Australians peace of mind because disability can affect anyone at any time, and having access to the essential right supports can make a huge difference.

At the NDIS we understand that needs, preferences and aspirations are different. We recognise that individuals have individual needs. There is no "one size



fits all" answer. That's why we provide to eligible people a flexible, whole-of-life approach to the support they need to pursue their goals so they can lead more fulfilling lives.

NDIS staff provide information and referrals, links to services and activities, tailored support plans, and nurture and support families to assist those they love. They keep the participant as the central focus of the Scheme, assisting them to develop their own goals and aspirations.

At the same time, based on evidence, research and critical analysis by the Scheme Actuary we are finding new and better ways of providing support. We listen to clients and build on what works well.

The NDIS is like the technology sector's approach to software development with new releases every 6 months since inception. Another version is due for implementation from 1 January next year.

Our philosophy of learn-build-learn-build is laying the strongest foundations for the start of the full roll-out of the NDIS from 1 July 2016.

**Bruce Bonyhady, Chairman NDIS**

**Talking points:** More than 200 people who attended the forums in Cairns, Townsville and Mackay had plenty of questions.



**Getting ready:** Participants at the Plan Ahead workshop in Ipswich included employees (left to right) Praveen Weergsooriya, Amanda Upton and Heather Raas alongside co-facilitator Samantha Matheson.



## Preparations gather pace

Endeavour Foundation has been preparing people for the journey towards the NDIS with NDIS Families Forums. The first forums in Cairns, Townsville and Mackay received positive feedback. Families most enjoyed hearing from family members currently involved in the NDIS in Newcastle. NDIS Families Forums will also be offered in other parts of Queensland, New South Wales and Victoria. Stay tuned for details.

Meanwhile, business service employees Kane Wojcicki, Samantha Matheson (pictured above), Dan Rivers and Alex Baker are members of the Plan Ahead Project Team. In association with Queenslanders with Disability Network, they have been co-facilitating workshops for people to hear what NDIS implementation will mean for them.





## NDIS National Update

# Managing my plan is important

Thomas Banks published his first book 'Through the Eyes of a Person with a Disability' at the age of 16. Now 23, he runs his own business educating people to communicate and work with people with a disability in schools, businesses and other organisations. He is also an actor. Thomas, who was born with cerebral palsy, lives in Victoria.

"I have received the supports within my NDIS plan for more than a year. They are for taxis, gym membership, support workers, and miscellaneous items directly associated with my disability. I also received some funding to employ someone to support me in the first stages so I could manage my NDIS plan myself. It was important for me to do that.

I work in a vast array of environments on a national and international level so I really challenged the planner about my supports. It was a long process from first contacting the NDIA to see whether I

was eligible to when my plan was implemented. There was a lot of paperwork, and meetings with several different people in the NDIA.

I really love having the ability to employ my own support workers. I work in the arts as a performer and a writer, but I also run my own business where I teach people about how to communicate with people who have disabilities. It's not a typical support worker role because my work environment is complex. Without the NDIS, I wouldn't have the finances to employ my own support workers.

I was advised that the NDIA wouldn't be able to fund gym memberships any more but would fund home fitness equipment. However, I'm the type of person who feeds off other people's positive energy.

Once the NDIS is fully implemented across Australia, I believe the NDIS will be a success. I love having more choice and control."

Thomas can be contacted at [author.thomas.banks@gmail.com](mailto:author.thomas.banks@gmail.com)



Thomas Banks



# I get to choose

Siobhan Daley is a 14 year-old athlete living with mum Caroline in New South Wales. She has been training hard to represent Australia in boccia at the Paralympic Games. Siobhan, who was born with cerebral palsy, won a gold medal at the recent Boccia NSW Junior Titles.

"The support I have been receiving is phenomenal. I have been able to find and receive the exact supports I want and need. This also means that I can choose my support workers who I call my "crew". When something isn't working right, it's just a matter of a conversation with mum then a phone call and a meeting if needed. I get to choose who gets me up every morning, works with me every afternoon and, if needed, who has me if mum is away overnight. I also get to hang with friends without mum like everyone else. I get to employ a ramp assistant to help me play boccia.

The process is really easy. We just need to have a specific plan and reason for doing whatever it is that we're doing. It requires a phone call,

an email, a discussion and, if really necessary, a meeting. Mum and I know we both need to have a say in my supports and respect each other's opinions (mostly).

Be very clear about your plan. Think about what you want for your future and the little steps to get there. Be prepared to have difficult conversations with service providers. Never accept "but that is the way we have always done it" as a reason for things not changing to support the way you want things done.

(The NDIS) will take time to become what it is designed to be. This is one of the biggest changes in how people with a disability are supported so there are going to be bumps along the way. It will succeed, and the journey will be well worth it!"

**Siobhan Daley**



Siobhan Daley





## NDIS National Update

# Exciting support has improved *options*

Rachel and Karl Klose, three year-old Harrison and baby Joshua live in a remote area of South Australia. They have been receiving NDIS support for Harrison, who was born with cerebral palsy, for more than a year. Supports include speech, physio and occupational therapy, and access to a children's service as Rachel explains:

"Novita Children's Services makes quarterly visits and provides specialist equipment, and we have attended bike and walker clinics at their Adelaide office. We have received a customised tricycle suited to Harrison.

The most exciting support that the NDIS has enabled us to access was a feeding intensive and Skype conversations through 'Lively Eaters Feeding Services' in Adelaide. We had exhausted all options and were desperate to get our little boy to eat solid food.

The NDIS planning process was efficient and ran smoothly. Our planner understood our child's unique needs. We were relieved that Harrison was finally able to access the support that he needs. The fact that a care plan is developed for each individual is a win-win situation for everyone. We enjoy being able to find the best supports and choose skilled therapists for our child.

It is hard to guess the level of support and equipment Harrison will need in advance of a one year plan. We tried our best but after eight months we've found that some of Harrison's needs have changed and we wish we could modify the plan to reflect this. A six month plan would be beneficial to keep it relevant for a child growing and developing.

We believe the NDIS is already a success. Our son has achieved so many gains over the past year and it is because we have so much access to support and services that just wouldn't be possible without the NDIS. It is a huge relief as parents to know that this support will be with Harrison for the rest of his life."

Rachel, Karl, Harrison, and Joshua



Ben and Jo



# Heard and *understood*

Ben Gower has a support package for five days a week in Tasmania. Every second weekend he takes a break in a group respite centre. His mother Jo Ryan says Ben, who was born with Fragile X Syndrome, is now swimming, goes to the gym, plays golf, and meets new people in the community.

"Once we received the registration package from the NDIA, it didn't take long to meet a lovely man who really understood the importance of a one-to-one package for Ben. This was such a relief after being expected for so long to just fit in with what was available. Our case manager worked with Ben as an individual.

Our local office didn't make us feel like we had to fight for every bit of funding. We just wanted Ben to reach his full potential and be happy.

**"...It was just the way they said it would be - individualised..."**

The way in which it was presented to us was just the way they said it would be - individualised. The staff we dealt with had an enormous knowledge of the disability sector.

Ben's never been able to play sport but now he's at the gym, swimming, has learnt to play golf, and is out and about five days a week. I've been able to return to work two days a week and have joined a gym.

The only thing that hasn't worked for us is that once we had our package in place, it wasn't flexible. However, at our first annual review it sounded like this would be addressed.

When I was a member of the National People with Disabilities and Carers Council, we were working on the NDIS. I didn't think I would be around to see it. Now, I am absolutely thrilled by the change it has made to our lives, and also in our city where I see the knock-on effects of the public attitude towards people with a disability. I am thankful every day that people listened and acted on what we had to say."



## NDIS National Update

# Working towards independence

Jake Doyle's plan includes personal care, respite, and one-to-one support to take a course. The 20 year-old was born with global intellectual delay and autism. He also has ADHD and anxiety disorder. Parents John and Carey say the NDIS will give Jake opportunities to secure a job and live semi-independently, as Carey told One Endeavour:

"The respite funded under our son's NDIA plan means he can hang out with people around his age and take a break. Jake has started a short course in mechanics at the Canberra Institute of Technology. He has thoroughly enjoyed the hands-on course and is asking what he can do next.

The fact that the person with a disability and their family can choose what services they use, and what they want to achieve while using the services, is amazing.

One of the best things is that we now have access to non-disability specific services as well. The process with the NDIA planner was very thorough.

Initially, the onus was on services to understand the requirements under the plans. It can also be a bit daunting for families to work out the paperwork. We found it very helpful having a case and finance manager, who was costed into our plan.

The NDIS will be a great success as long as government allows it to be. It can't be any worse than the system we have been living with. Embrace it and look at all the positives. For us, the real positives are our son being included in non-disability specific programs



Jake and Buddy

and learning independence skills tailored to his needs, not a 'one size fits all' model.

It will open many doors for people with a disability and allow them to turn some of their dreams into reality. We have an idea for a business for our son based on his interests but it wasn't achievable because of support worker costs. Now we have been able to approach services with our idea and discuss how we might work together to give it a go."



# It is so empowering

Cheryl Hilson is a National Disability Insurance Scheme participant in Western Australia. She has cerebral palsy and low vision, and uses a wheelchair. She now purchases her supports through a local provider, and can also pay for transport for her busy social calendar.

"The National Disability Insurance Agency has been very easy to contact. In fact, I've been back to the offices as they wanted people to tell our story on a course for new workers. Mine is a birth disability, someone had an acquired disability, and there was a parent of a child with a disability. If I can do this, I can help to improve the service for the next group of people coming through.

The process was difficult to get started. The forms were quite long and complicated and I got tired. They put out a standard form. I said

they needed a form so that a person can write about their own challenges. You can't put a person in a box, everyone is different. They must remember they are working with people.

For me, the service has been very good. Once the preparation has been done, everything works well. When my plan was first done by my officer, she didn't know if it would be approved but the more practice, the better. People on both sides need to have the right amount of information. All support must be person-driven. Once it is widespread, it will work as long as people take it slowly and remember that no two cases are the same.

Now I have options. It's so empowering to be able to exercise choice and control over the supports that best suit my needs. I'm even more active when I'm alone and currently I'm writing my memoirs.

I'm very happy. I have choice and control over my supports, and for the first time I'll be able to live a life I've only ever dreamt about."



Cheryl Hilson



# SUCCESS

## on the national stage

Special Olympics Australia hosted the tenth National Games in Melbourne, Victoria in October and many business service employees and people who access Endeavour Foundation supports were among the 1,000 athletes.

In the winter edition of One Endeavour magazine we introduced the Geebung business service employees Nicole Groth, Debbie Ham, and John Griffiths, and Adam Knust who works at the commercial enterprise in Gladstone. They all enjoyed terrific results in Melbourne.

Adam claimed a silver medal in the soccer tournament. Nicole took home three ribbons for ten-pin bowling – fourth in both singles and teams, and eighth in doubles, Debbie “felt like an Origin star” when she donned maroon as part of the Queensland basketball team which placed fourth, and golfer John also received a fourth-place ribbon.

Their Geebung colleague Jay Nardi won a gold medal in a second Queensland soccer team. Brisbane CLUE students Rebecca Allison and Chelsea Stebbing took to the courts competing in tennis and basketball, respectively. Rebecca won gold in doubles tennis and was fifth in the singles, while Chelsea was part of the Queensland team which came fourth.

Burleigh Heads employee Emma Barrett claimed three swimming bronze medals and Michael Sedgwick, who works at the Rockhampton business service, won two silver medals in the riding events.



*Alex Baker*



*Debbie Ham*



*Michael Sedgwick*



*Rebecca Allison (left) and Chelsea Stebbing*



*John Griffiths*



*Jay Nardi*



*Nicole Groth*

In recognition of his successful sporting career, leadership skills and positive attitude, Wacol business service employee Alex Baker was selected as an athlete ambassador for the National Games. Alex assisted in medal presentations, marshalled players, and made a number of speeches at events including the Closing Ceremony.

“It was great to be there for the people I know and see them compete,” Alex said.

The athletes will take a well-deserved rest before the Australian team to compete against the world’s best is announced later this year. Selected athletes will represent Australia at the Special Olympics World Summer Games in Los Angeles, USA in July 2015.

# News in brief

- ⑤ **Alex Baker**, who works at the Wacol business service and head office, was one of three Queensland finalists for the Courage Medal in The Courier-Mail and The Sunday Mail Pride of Australia awards for 2014. Congratulations Alex.
- ⑤ Endeavour Foundation won the Employer Achievement Award in the 'large employer' category of the Q-Comp – Return to Work Awards for using proactive strategies that encourage safe return to work.
- ⑤ Geebung business service supervisor **Gwen Parker** was given two heartfelt send-offs after 42 years with Endeavour Foundation. She has been a valued staff member, contributing to employment, training and skill development. Thank you Gwen.
- ⑤ Our e-waste recycling centre in Townsville claimed the Rossko Award for excellence in waste management from North Queensland councils for recycling electronic waste from across the region. Go team!
- ⑤ Business service employees from Bendigo, Victoria were invited to the Moscow State Circus which included a dazzling array of trapeze artists, jugglers, knife throwers, and horses.
- ⑤ CEO **David Barbagallo's** friends and colleagues were so keen for him to keep quiet for a whole day as part of the Chatterbox Challenge that he raised \$7,735 for Endeavour Foundation, Multicap, Cerebral Palsy League, Centacare, and Life Without Barriers.



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[facebook.com/endeavourfoundation](https://facebook.com/endeavourfoundation)

## Inaugural *plan* for reconciliation

The Reconciliation Action Plan Development Group is developing Endeavour Foundation's first-ever plan to contribute to the reconciliation process between Aboriginal and Torres Strait Islander peoples and other Australians.

With the support of Traci Williams of Mirii Media and Paul Dodd of Corporate Culcha, the development group has established practical actions to assist Endeavour Foundation to build the right framework for reconciliation throughout the organisation.

The two Aboriginal cultural respect consultants have lent their expertise to many large businesses and community organisations.

Their Indigenous owned and operated companies were established to support Indigenous organisations, business and Australian industry to build and develop sustainable Indigenous workforces.

Chair Vickie Bachmann says the development group includes a cross-section of people from within Endeavour Foundation who have a particular interest in reconciliation.

"The group members have shared their expertise, ideas and knowledge to create an aspirational plan to build strong and meaningful relationships and enhance respect with Aboriginal and Torres Strait Islander People," she said.

"It is important that the plan is meaningful, mutually beneficial and sustainable.

"One outcome will be improvements to Endeavour Foundation's culture and how staff relate to and interact with indigenous people, especially those with a disability."

The draft plan is being finalised with Endeavour Foundation senior executive and Reconciliation Australia, which is an independent organisation.

The Reconciliation Action Plan is expected to launch publicly during National Reconciliation Week 2015.



**RAP group:** Development group members are (left to right) Paul Dodd, Hazel Patterson, Brett Adams, Peter Duffy, Mark Reimers, Angela Hegarty, Sean Connelly, Maria Hoogstrate, Naomi Matcham, Traci Williams, Belinda Miller.

## Local *hero* John Pendleton

John Pendleton has one of the most important jobs in his local soccer region – he keeps the scores.

This season he marks 23 years of voluntary score keeping for the Fraser Coast Soccer Association. This includes regional soccer carnivals, representative games, and regular season competition. The Maryborough business service employee is a life member of the Association.

Last year at the Disability Action Week Fraser Coast Council Community Awards, John was recognised with an Excellence in Sport award for his outstanding voluntary commitment.

"It was wonderful to get the award. There was a YouTube video of me and I got more than five thousand people commenting on it," John said.

"A lot of people were saying, 'good on you John, you deserve this', I loved it and I felt very proud."

John also volunteers at the annual Technology Challenge in Maryborough, which is a 24-hour Human Powered Vehicle Championship.



**Outstanding:** John Pendleton is a long-serving volunteer on Queensland's Fraser Coast.

"I love volunteering my time. I just do it, and I am very happy with what I do at work and when I'm volunteering," he said.

"It's really good to be able to give back to the community."

When John isn't working or volunteering, he enjoys playing darts and tenpin bowling. He competes in regional tenpin bowling competitions and participated in the 1998 State Championships.



# Politicians walk a mile

Politicians took the opportunity to 'Walk a Mile' in the shoes of Endeavour Foundation's business service employees when they visited during Disability Action Week.

Executive General Manager of Employment Services Andrew Donne said 'Walk a Mile' was a chance for people to work alongside people with a disability and see what it means for them to have a job.

Politicians who visited their local business service included Leichhardt MP Warren Entsch in Cairns, Cassowary Coast Regional Council Mayor Bill Shannon in Innisfail, Fraser Coast Regional Council Councillor Chris Loft and Maryborough MP Anne Maddern in Maryborough, Petrie MP Luke Howarth in Redcliffe, and Senator Glenn Lazarus in Toowoomba.



**In my shoes:** Kirsten Drier (right) directs Anne Maddern MP with supervisor Darryl Williams.



**Like this:** Redcliffe employee Ben Ketley (left) shows Luke Howarth MP roofing products in the metal fabricating area.



**Adjust your set:** Cairns employee Tracey Bellerio demonstrates for Warren Entsch MP how to refurbish aeroplane headsets.



**Line up:** At the Toowoomba site are (back row, left to right) Jocelyn Wilson, Peter Neilson, Ross Faint, Paul McIntosh, Senator Glenn Lazarus, and Andrew Donne; (front row, left to right) Diana McKay, Sandra Neilson, Thelma Wilson, Tanya Halbert-Pere, Ray Smythe.

# Campaign to keep working

The campaign to safeguard the future of Australian Disability Enterprises (ADEs) continues to gather pace, and there is some good news.

The federal government announced a commitment of \$173 million towards the development and implementation of a new wage assessment tool. This will replace the Business Services Wage Assessment Tool (BSWAT). Meanwhile, the Fair Work Commission is convening at least five meetings before the end of the year to seek a resolution to the BSWAT issue.

National Disability Services (NDS) is driving a campaign which calls on the government to guarantee ADEs into the future through its 'ADEs Work for Me' promotion. Its goals are no job losses, fair wages, and sustainable businesses.

ADEs employ more than 20,000 Australians with permanent and significant disability. Endeavour Foundation business services employ 2,125 people with a disability, some of whom share their stories about the importance of employment on our Facebook page.

Wacol business service employees Cathy de Vos and Kirk Steenbok (see front cover) featured in a major article in The Australian newspaper about the future of ADEs. Employees with a disability and family members are also encouraged to write to their MP and explain the importance of employment in ADEs.

## Work gives confidence

**Marek Klus works at Endeavour Foundation Castle Hill in Sydney and loves his job so much that he is always one of the first people to arrive every morning.**

During his 20-year career at the business service, Marek has done a variety of jobs including general packaging, sewing and operating the shrink wrapper and the pallet jacks machinery. His favourite job is using the sewing machines because he likes to sew and it's different to the packing jobs.

Marek says he is really "grateful" to have a job.

"I love coming to work because it's a lot of fun and there are so many jobs to do here. I also like to have lots of fun with my friends. My job gives me confidence and I like to be able to help others," Marek said.

"If I didn't have a job I would be at home with nothing to do."

Marek says having a job means he earns his own money and most of all he likes to save his income. This offers the opportunity to enjoy his time outside of work. Away from the site, Marek enjoys spending time with his sister and casting a line in hope the fish bite.



**Busy man:** Castle Hill employee Marek Klus says he is "grateful" to have a job.

For more about the campaign, visit [www.ade.org.au](http://www.ade.org.au), email our Community and Advocacy Support Unit at [casunit@endeavour.com.au](mailto:casunit@endeavour.com.au), and share the stories at [facebook.com/endeavourfoundation](https://facebook.com/endeavourfoundation)

# Get involved

Area Committees are an important part of the governance structure of Endeavour Foundation. By being involved in a local Area Committee, family members, carers and supporters can provide information and feedback in relation to local services, educate the community about disability, raise the profile of the organisation, and raise funds. Get in contact with the Area Committee Chair in your region to find out more.

## Far North Queensland

Brian Willis

[FNQAC@endeavour.com.au](mailto:FNQAC@endeavour.com.au)

## North Queensland

Brian Fanning

[NQAC@endeavour.com.au](mailto:NQAC@endeavour.com.au)

## Central Queensland

Leon Powell

[CQAC@endeavour.com.au](mailto:CQAC@endeavour.com.au)

## Wide Bay

Gerry Crotty

[WBAC@endeavour.com.au](mailto:WBAC@endeavour.com.au)

## Moreton – Sunshine Coast

Peter Coleman

[M-SCAC@endeavour.com.au](mailto:M-SCAC@endeavour.com.au)

## Brisbane Metropolitan

Scott Ellis

[BRISAC@endeavour.com.au](mailto:BRISAC@endeavour.com.au)

## South East Queensland

Bernie Scobie OAM

[SEAC@endeavour.com.au](mailto:SEAC@endeavour.com.au)

## South West Queensland

Diana McKay

[SWAC@endeavour.com.au](mailto:SWAC@endeavour.com.au)

## Sydney

Tony Hodge

[SYDNEYAC@endeavour.com.au](mailto:SYDNEYAC@endeavour.com.au)

## Victoria

Beverley Knowles

[VICAC@endeavour.com.au](mailto:VICAC@endeavour.com.au)

## Walking and talking in the *sunshine*

Sunshine Coast resident Karen Marshall is putting her best foot forward to support local people with a disability to get fit, healthy and active in their community, as part of the Walk & Talk program.

The initiative pairs community volunteers – known as walking buddies – with people with a disability and together they spend at least half an hour every week engaging in conversation while walking.

"I like being a part of a person's life, empowering and engaging with them, the positive interaction and connection, making a difference," Ms Marshall said.

To find out more about Walk & Talk, contact Endeavour Foundation on 1800 63 40 40 or email [volunteering@endeavour.com.au](mailto:volunteering@endeavour.com.au)



*Time out:* Walking and talking on the Sunshine Coast are Karen Marshall (left) and Desley O'Farrell.

## Scholarship opportunity in Sydney

Four young Sydneysiders with a disability have the opportunity to improve their literacy and technology levels, and gain a qualification thanks to a generous scholarship available for 2015.

Global speciality insurer Catlin Insurance is funding Endeavour Foundation's Latch-On® program at Castle Hill which delivers two years of Certificate II studies (Literacy and Technology). The interview process for potential students is underway.

This study program is tailored to suit individual needs and goals. It focuses on developing literacy, communication, technology and lifestyle skills that build self-confidence and enhance employability.

Latch-On® was developed by The University of Queensland and is available exclusively through Endeavour Foundation in Sydney, Brisbane, Bundaberg and Townsville.

Thank you to Catlin Insurance for such generous support.

## New patron of Endeavour Foundation

We are very pleased to announce His Excellency the Honourable Paul de Jersey AC has accepted patronage of Endeavour Foundation for the duration of his term as Governor of Queensland.

This continues a tradition of support for Endeavour Foundation by the Governor of Queensland. As such, he takes over from his predecessor, Ms Penelope Wensley AC.

His Excellency was born in Brisbane in 1948. He graduated from The University of Queensland in Arts (1969) and Laws with Honours (1971). He was called to the Bar at the end of 1971 and was appointed as Her Majesty's Counsel (QC) in 1981.

The Governor was appointed as a Judge of the Supreme Court of Queensland at the age of 36 in 1985. His excellency became the 17th Chief Justice of Queensland in 1998, and served in that role until this year. In recognition of his contribution to the Australian community, the Governor

was appointed a Companion of the Order of Australia in 2000, and awarded a Centenary Medal in 2003.

The Governor and his wife, Mrs Kaye de Jersey, are devoted Queenslanders and have travelled extensively throughout the state. Mr de Jersey was appointed the 26th Governor of Queensland on 29 July 2014.





# THREE IN A ROW

## The family team of Marty, Rowena and Karen Crouch from Mount Mee in Queensland have won their third consecutive Great Endeavour Rally.

The trio triumphed in their 1977 Holden station wagon in the 2014 New South Wales Great Endeavour Rally from Parramatta to Dubbo via the Flinders Ranges in South Australia. This follows their victory in the same event last year and the Queensland rally earlier this year.

The 17 teams comprising 44 entrants (and 83 people in total including officials) covered 3,300 kilometres over eight days and raised more than \$87,000 which will go towards the purchase of educational equipment, tuition, sports support, and social respite care for children.

The top fundraisers were Jeremy Muller, Martin McNamara, Jamie Ross, Nicola Mitchell, Mitchell Ryan, Nicholas Stramilos, Simon Bramley and Allen Barry of the 'Where's Wally?' team with \$19,100.

Congratulations and thank you to everyone who took part in the 2014 NSW Great Endeavour Rally.



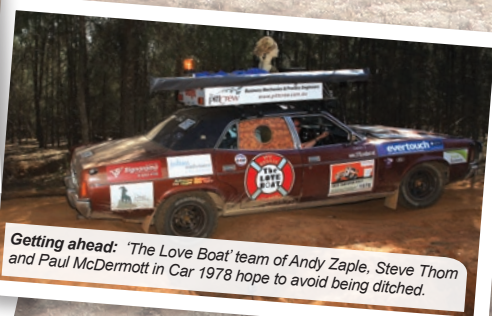
**Country talk:** Volunteer official Danny Clarke is interviewed by WIN TV.



**Good to go:** Ready to hit the trail are (left to right) Karl Sargent, Joshua Parker, Cecil Cleary, and Anthony Bramley.



**On a mission:** Car 8 with Paul Pearce and Brett Garstang of 'Team Tank'.



**Getting ahead:** 'The Love Boat' team of Andy Zapple, Steve Thom and Paul McDermott in Car 1978 hope to avoid being ditched.



**Here's Wally:** The biggest fundraisers were the team of Car 444 'Where's Wally Westpac Trek' with \$19,100.



**Car trouble:** A little body work was required to make it to the finish.



**Thirsty work:** Tanya McClintock (left) and Kerry McLeish take time out to cool down.

## Driven to Succeed

Whether navigating a fork lift at work or a rally car in the outback, it's all the same to Cecil Cleary.

The Seven Hills business service employee in Sydney jumped at the chance to participate in the New South Wales Great Endeavour Rally.

"I had two days of navigating and didn't get lost at all," he said. "Our biggest problem was tyres. We had one puncture and another tyre was completely shredded.

"It was great to get out in the middle of nowhere. I made a lot of new friends and keep in touch with them."

Cecil has organised for five of the New South Wales entrants to visit the Seven Hills site so his workmates can check out the rally cars first-hand.



**On the road:** Cecil Cleary navigated a sizeable section of the 3,300km journey.

All images are courtesy of Red Hot Shotz Sports Photography



# Emergency Contacts

## Emergency support

Commonwealth Respite & Carelink Centres

1800 052 222 (24 hours)

Pre-register by phone to gain easier access to support

State Government Disability Services:

Queensland

13 74 68

133 677 – TTY (hearing impaired)

NSW Metro North

(02) 9407 1855

Victoria

1800 783 783

Child Safety Services:

Queensland

1800 177 135 (24 hours)

New South Wales

132 111 (24 hours)

Victoria

131 278 (24 hours)

If you believe a child is in imminent danger, please contact the police on 000

## Other useful contacts

Health Direct – health and hospital information

1800 022 222

Poisons Information Line

13 11 26

Ambulance, Fire, Police – life threatening emergencies  
000

106 – TTY (hearing impaired)

112 – mobile

Lifeline 13 11 14

Beyond Blue 1300 22 4636

In Queensland, short-term, one off disability support is also available to eligible people through the following local contacts:

### Central Qld

Suncare Community Services

(Wide Bay): (07) 4151 6400

Capricornia Respite Care Association

(Rockhampton): (07) 4930 7600

Central Highlands & Western Queensland

Family Support Association

(Emerald): (07) 4987 7933

Gladstone Community Linking Agency:

(07) 4972 8855

### South West Qld

ALARA (Ipswich): (07) 3817 0600

Breakaway Toowoomba: (07) 4639 5100

### Brisbane

FSG Australia: (07) 3274 3655

### North Qld

Endeavour Foundation: (07) 4729 6007

### Far North Qld

ARC: (07) 4046 3600

### North Coast

Suncare Community Services: 1800 052 222

### South East Qld

FSG Australia: (07) 5501 2400

Ability Care: (07) 3800 4577

**If you have any questions please call 1800 800 585**

## my view Justin Skilton

I'm 30 years old and I have worked at Endeavour Foundation Wacol for three years. I'm a cleaner and do the quality checks. I enjoy working with my new friends and I can earn enough money to live with my friends.

On the weekends I go to see my mum. I like going bowling on Monday and Wednesday nights, and on Saturday afternoons. When I'm not at work or bowling, I enjoy watching TV or playing Wii.

It would be too hard for me to get work outside because of the experience places ask for. My wage helps pay for my travels and bowling gear.

I was an angry man when I started here. I've learnt to control that. Now I'm happy. I like the work I do, the tasks I've learnt and the friends I've made.



Keep in touch with us at  
[facebook.com/endeavourfoundation](https://facebook.com/endeavourfoundation)



Find us on twitter  
[@endeavourf](https://twitter.com/endeavourf)

## Commitment to listen

Endeavour Foundation welcomes feedback and is committed to ensuring people with a disability live lives free from abuse, neglect and exploitation. If you have concerns about any person receiving services and supports, or have a complaint about any aspect of service provided, please contact the Complaints & Incident Management Unit (CIMU) on 1300 730 334 or at [complaints@endeavour.com.au](mailto:complaints@endeavour.com.au)

## Every donation provides an opportunity for people with a disability

(All donations over \$2.00 are tax deductible.)

# ENDEAVOUR

FOUNDATION

Opportunities for people with a disability

Mr / Mrs / Miss / Ms / Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

I prefer to be contacted by: ☐ email ☐ telephone ☐ text message ☐ mail Donation Type: ☐ single donation ☐ monthly donation

Donation Amount: I would like to donate (circle one): \$100 \$40 \$80 \$200 \$500 \$1000 other \_\_\_\_\_

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or Please charge my credit card for the above amount: ☐ Visa ☐ MasterCard ☐ American Express

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\*Why is CCV important? To protect your personal information – your donation will be processed via a secure server which requires your CCV.

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C/- Philanthropy Department, Endeavour Foundation  
PO Box 3554 Tingalpa DC QLD 4173.

OR:



Make a secure online donation at  
[www.donate2endeavour.com.au](http://www.donate2endeavour.com.au)