

one

endeavour

The path to
independence
in open
employment.

| PAGE 13



From the Chairman and CEO

We must be ready for NDIS

The National Disability Insurance Scheme continues to be on the agenda for politicians and media. We always knew there would be peaks and troughs along the way but, importantly, Endeavour Foundation continues to ready itself.

We aim to be a disability service provider of choice. We must have a strong position in the new disability landscape which is being re-drawn now and will continue to be so over the next few years.

We won't be able to establish just who is eligible for NDIS support for some time. However, from an Endeavour Foundation perspective it is worth reminding ourselves where we are at in New South Wales, Victoria, and Queensland.

Away from those areas where it has already been launched, the NDIS will roll out on a widespread scale from July 2016 in each of those states. All eligible residents will be covered by July 2018 in New South Wales, and by July 2019 in Victoria and Queensland.

The wheels may be turning slowly, but they are turning.



Grant Murdoch
Chairman



Foundations for better quality of life

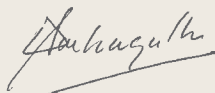
Moving forward as an organisation and as a sector, there are many issues to consider such as improving living conditions of the people we support.

One of Endeavour Foundation's key programs is At Home With Choices, which is building modern houses with no more than four people living in each. A primary aim is to assist people to develop independent living skills in a supported environment.

A recent report which evaluates the quality of life outcomes for people in new houses in Maryborough and Durack is positive on several fronts.

Improvements were identified in personal development, social inclusion, and interpersonal relationships. For example, there are opportunities to participate in household tasks. One person said "I can do more jobs in my new house – it is better". People can be more active in the community, such as going grocery shopping.

There are also challenges and areas for improvement. We will monitor the research outcomes and implement changes. We must review our performance continuously in preparation for the new-look disability sector. Most importantly, changes must improve the quality of life of the people we support.



David Barbagallo
CEO



In this edition:

Warwick and Stanthorpe.....	3
Wonderful volunteers	6
Wedding of the year	7
Olympians to watch	8-9
A self-directed journey	12
Paul moves on	13



Feedback competition winner

In our Autumn edition, we asked for your feedback about the new-look magazine. And Barbara Brumby was drawn as the winner of a \$400 Flight Centre travel prize. Barbara said, "It was truly uplifting to see the opportunities now being offered to people with an intellectual disability." Congratulations Barbara!

What people are saying about the NDIS

facebook

"[The NDIS] is a national issue that not only touches the lives of many thousands of people every day, but we all need to know that we have a workable system if we ever need support of any kind." – **Debbie**

"It's great that the NDIS has started to change people's lives but as a mother with a child with a disability and working in the industry, I have seen both sides of the coin and see the flaws. If they are not fixed it could be disastrous." – **Joanne**

"Don't mess with the NDIS but I am certainly happy for you to iron out the bugs! Right now I feel we have one flawed system being replaced by another. Still so many important questions without answers..." – **Jodie**

twitter

"The NDIS is handing us the key to our own potential. We can contribute to the economy and be of use." – **Karni**

"We're talking about generational change, we're talking about people with a disability being welcomed into the community, a world where it's not strange to see someone with a disability." – **Kurt**

"We must ensure that students with a disability are not left behind in whatever education system we have." – **Phineas**

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

Phone: 07 3908 7138 | Email: newsletters@endeavour.com.au

Mail: Newsletter, PO Box 3555, Tingalpa DC QLD 4173

If you no longer wish to receive this publication please call 1800 63 40 40.



Keep in touch with us at
facebook.com/endeavourfoundation



Find us on **twitter** @endeavourf

Around our regions

Warwick and Stanthorpe



1. **Tanya Ryan** keeping fit at Sports Ability.
2. **Kim Spendelove** and friend at the circus in Warwick.
3. **Suzanne Hepple** enjoying a winter's day in Stanthorpe.
4. **Kim Davies** is one of a number of people who help with the gardening at the Whistle Stop Heritage and Community Garden in Stanthorpe.
5. **Scott Maher** straps a cardboard bale at the Warwick business service.
6. **Susan Adamson** (left) working with twisted willow branches alongside **Carol Parkinson**, who is the Coordinator of the Whistle Stop community project.
7. **Joe Potts** sorts plastic bottles in the recycling process at the Warwick business service.
8. **Billy Van Kuyck** measures the fibro to build hearths.

Every person counts

Many strategies and plans are being developed to move Endeavour Foundation towards the introduction of the National Disability Insurance Scheme.

One of them, the Individualisation of Block Grants Pilot Project is focusing on ten Endeavour Foundation sites in Queensland and is due for completion by February 2015.

National Business Manager, Vickie Bachmann, who is leading the project, says the changes will result in clear individual funding arrangements for each person, based on needs and fairness.

"With the input of people supported at the pilot sites, as well as their families or decision makers, we will come up with a process that enables that to happen."

The fairest and most equitable process determined through the pilot will be used by Endeavour Foundation and the rest of the sector to individualise block grants from next year.

"The involvement of those included, their families and guardians is very important," said Vickie.

"We need to take each person's situation into account and how they can be best placed for the future. This will take time, but will be worth it in the long run."

"Combined with advice from a reference group, we will determine the fairest and

most equitable arrangements that reflect each person's interests within the existing block funding provided by the State government."

The reference group includes people with a disability, parents and family members of participants in the project, staff from other service providers, and Endeavour Foundation staff.

The project team is keen to explain that there won't be any changes made during the life of the project. It is expected that participants will continue to receive the same type and amount of services as they currently have.

"The pilot will eventually result in everyone being better prepared for self-directed funding under the NDIS," said Vickie.

"This is a positive change for people with a disability, enabling them in the future to have increased choice, control and independence."

Funding the future: The block funding project has many positive aims.

Communication is taking place with people supported in nominated locations, and their families, to explain the process and invite their involvement. Further updates are being provided as developments happen.

People involved with the pilot can provide input or raise their concerns with their Endeavour Foundation contact or through their representative on the reference group. Endeavour Foundation staff can provide input directly to their management. The project team can also be contacted directly, or emailed at individualisingblockgrants@endeavour.com.au

For Endeavour Foundation itself, the pilot supports the organisation's preparation for the NDIS when it rolls out nationally. It will enable the organisation to help people move smoothly into the new system.

Planning is so important

Endeavour Foundation Gold Coast Area Committee Chairman, Bernie Scobie OAM, whose brother-in-law, Graham Heiniger, lives in supported accommodation at Southport, says wide consultation is important to the successful individualisation of block grants.

Graham will be one of the people who moves from block funded support to an individualised arrangement as part of the project.

"Everyone should have an equal opportunity to have their say," said Bernie.

He believes the changes will be good as long as everyone's interests are looked after.

"The new arrangements need to take each person's situation into account because they can change from week to week. We also need to make sure that what we plan and do now is good and proper for some time."

Bernie would like to see some training or guidance to help people work with the new arrangements. He feels that it's important for people to understand the true cost of the support each person needs, in order to better plan for the future.

Changes: Bernie Scobie OAM and family will be involved in the project, as Queensland disability services prepare for the NDIS.



Q and A



Ever wondered about the results of our Family Satisfaction Survey? We asked independent survey analyst, Queensland University of Technology's Associate Professor Cameron Newton, all about it.



Why is the Endeavour Foundation Family Satisfaction Survey important and how is it conducted?



Endeavour Foundation has conducted a Family Satisfaction Survey for the past seven years to ensure that services are having a positive impact in the lives of people with disability – meeting people's needs now and into the future. The survey is part of Endeavour Foundation's commitment to continual improvement. The survey is distributed to 3,300 potential participants and replies are sent to Queensland University of Technology for confidential data treatment and analysis. This method ensures that Endeavour Foundation is not privy to any confidential information and that the identity of respondents cannot be known by the organisation. Most respondents to the survey (more than 75%) were parents of a person with a disability who accesses Endeavour Foundation services.



How many respondents were there?



We received responses from 511 families of people who access Endeavour Foundation services.



How do the 2013 survey results compare with previous years?



Overall, Endeavour Foundation received exceptional satisfaction ratings across all services which has also been the case in previous years. In 2013, results were actually higher than any previous survey, showing that the quality of service is extremely valued and of great assistance to clients and their family members. By examining the details of the identified opportunities to improve, Endeavour Foundation can continue to build on this overall success.



What areas are covered by the survey?



The survey assessed satisfaction across a range of Endeavour Foundation services. Each service was rated on a range of aspects such as skill development; support for personal goals; staff communication and feedback; staff attitudes and skills; involvement in decision-making; flexibility in service delivery; personal planning process; cleanliness, comfort and surroundings. While there were large regional variations, we were able to determine a mean satisfaction rating for each service area. The possible ratings range from mostly dissatisfied through to mostly satisfied. Overall assessments were as follows:

Business Services – Somewhat/mostly satisfied. Mainly driven by staff attitudes, staff skills, cleanliness and comfort, and support for personal employment goals.

Learning & Lifestyle, Post School Services – Somewhat/mostly satisfied. Driven by value for money, flexibility, and staff skills.

Accommodation Support – Somewhat/mostly satisfied. Highest-rated aspects were staff attitudes, cleanliness and comfort, staff skills, involvement in decision making, and health and wellbeing.

Respite Services – Somewhat/mostly satisfied. Value for money was the top driver, although staff attitudes, and both staff communication and staff skills, were rated highly.

Contract Transport Services – Somewhat/mostly satisfied. Driven by staff communication and feedback, availability and reliability, and fees and charges. Poor communication, particularly around pick up times, was a problem for some respondents.

Head Office – Somewhat/mostly satisfied. Contact with Head Office was rated as very satisfactory, with staff communication and attitudes rated similarly highly. A change in the format of payslips has not been well received.

Executive and Senior Management –

Somewhat satisfied. The highest ratings were attributed to the Community and Advocacy Support Unit and Support Groups. Many respondents felt that there were too many managers and those funds could be better used to hire support staff.



What were some of the positive survey findings?



The survey shows that overall satisfaction levels have increased since the last survey. Across all services, survey results showed high satisfaction rates with staff attitudes and skills.



What were some of the key areas for improvement?



Communication procedures were often a central issue. The turnover of employees and use of casual staff continues to be a cause of dissatisfaction due to lack of continuity for people accessing support. Employee safety at worksites, and attention to the hygiene and appearance of people we support, were also raised. Some services could better match the demands of work to client skill levels.



What are some of the recommendations made as a result of the findings?



The recommendations include an audit of Endeavour Foundation's communication mechanisms, styles and procedures; investigation of the reasons for staff leaving and an assessment of the organisational culture to assist with reducing staff turnover levels; and the review of training and procedures around personal care processes, safety and sun protection. Members of the Executive Management team are responding to specific survey findings with actions for change in each division.

Celebrating the *power* of volunteering

Endeavour Foundation's more than 1,100 volunteers are worth their weight in gold and National Volunteer Week 2014 last month was an opportunity to acknowledge their dedication and hard work.

To celebrate their amazing contribution, morning and afternoon teas were held at many stores and services during the week. Every volunteer received a personally-signed certificate of appreciation from CEO David Barbagallo.

Mr Barbagallo said volunteers are the mainstay of Endeavour Foundation and thanked them for their on-going commitment.

"If there's one thing National Volunteer Week highlights, it is that these are dedicated, community-minded ordinary people who do extraordinary work to assist people with a disability," Mr Barbagallo said.

"We're immensely grateful for the support of volunteers and the powerful role they play in contributing to improve the lives of people with a disability."

To mark the 25th anniversary of National Volunteer Week and to highlight this year's

theme 'celebrate the power of volunteering', for the first time Endeavour Foundation recognised four outstanding volunteers for their commitment. One exceptional person was named as Endeavour Foundation's Volunteer of the Year.

This accolade went to Judy Higginson, an administration volunteer at the Mackay business service in Central Queensland.

Inspired by her two daughters, both of whom are living with a disability and work at the Endeavour Foundation site, Judy decided she wanted to become a volunteer to give something back to her local community.

"I'm absolutely shocked and very surprised to receive this award," Judy said.

Silvia Arnold of the Penrith Endeavour Foundation Recycled Clothing store in Sydney was a finalist for the second consecutive year.

The Penrith store manager Joan Frare said, "Although Silvia only works four hours a week, she gives so much more of her time at home with mending and fixing things as well as visiting weekend garage sales for bric-a-brac to donate to the store."

Moreton-Sunshine Coast Area sub-committee chair for events and fundraising volunteer Heather Christie, and recently-retired Tewantin store manager Judith Murray, were also finalists.

"I do what I do because I love the cause and to be appreciated like this is an added bonus," Ms Christie said.

"I've loved doing it because of the cause – working in a happy store raising funds to support people with a disability," Ms Murray said.



Thank you: Mackay business service volunteer Judy Higginson is Endeavour Foundation Volunteer of the Year.



Heather Christie



Silvia Arnold



Judith Murray

Endeavour Foundation offers a wide variety of volunteering options including recycled clothing stores, disability services, commercial enterprises and events. Anyone interested in volunteering should contact Volunteer Coordinator Kimberly Pullen on (07) 3908 7253 or email k.pullen@endeavour.com.au for more details.

Congratulations *and* celebrations



"Spending the day with family and friends was lovely" – Mark and Annie

On 28 March 2014, Mark and Annie Blasdall renewed their wedding vows on their 22nd anniversary.

This was no ordinary occasion. A special ceremony was held at the business service at Wacol, south west of Brisbane where Mark works, in order to replace their wedding photos which were lost in a house fire.

Guests who were at their original wedding, and other family, friends and colleagues were there to share the day.

Mark's brother flew in from Sydney to celebrate, there were flowers from local MP Bernie Ripoll, while Moreton-Sunshine Coast Area Committee member and celebrant Deborah Taylor travelled from the Coast to do the honours. All in all, it was a glorious occasion...and a huge surprise for Annie from whom it had been kept a secret!

Congratulations to Mark and Annie on your special day.



"It was a lovely surprise seeing my Dad who travelled from Mt Tamborine" – Annie



"Thank you to everyone who helped with the flowers, hair, dress, make-up, rings, the vows, food and photos, and to everyone there who made it a very special day" – Mark and Annie



"I had tears of joy" – Annie



"It was a bit of a shock but the wedding was really nice" – Annie



Enough said...



Annie with her father John, Mark with his mother Lorraine, and Penny and Bob.



"It made me happy to see Annie so happy when I told her we weren't really going to the movies but were renewing our wedding vows instead, and everything was organised" – Mark

Thank you to everyone who helped to make this a wonderful day, including celebrant Deborah Taylor, Jason Dickfos for new wedding rings, Ninjasnaps Photography www.ninjasnaps.com.au, King of Cakes www.kingofcakes.com.au, food from Bidvest www.bidvest.com.au

Olympians *ready* for the national stage

It's a life-changing event for which only a few are selected, but a number of athletes who work for Endeavour Foundation will head to Melbourne to compete at the tenth Special Olympics National Games, as part of a group of more than 1,000 sportsmen and women.

Adam Knust

Adam Knust has dedicated more than 10 years of his life to playing sport, competing in numerous Special Olympics events and supporting the organisation in a variety of ways. The athlete's commitment has certainly paid off – he has been selected to compete in the soccer at the Special Olympics National Games and will be travelling to Melbourne later this year. Now that he has achieved national selection, he can't help but count down the days to the opening ceremony. "I'm proud to represent Queensland, the team I am playing with," he said. "It was so exciting to find out I was selected for the national competition." Adam has been part of the Special Olympics before, competing in a range of sports including football, basketball, tennis and sailing, and already has several medals to his name.

For football, he has won gold at both the Trans-Tasman Tournament and the Queensland State Games. He has also represented Australia in swimming and competed at the inaugural Special Olympics Asia Pacific Games. He competed in freestyle, breaststroke and the relays, winning a swimming gold medal in the 100 metres breaststroke.

A testament to the 'practice makes perfect' mantra, Adam trains on weekends and at night, as well as logging countless hours playing for fun at home. He fits his training around work at our business service in Gladstone and his contributions to the local Gladstone community as a member for the Special Olympics.

It all comes together with support from his family. "My family are very proud and excited for me. My mum will be attending



Adam Knust

[the National Games] as team support for another sport and my dad hopes he can attend to watch me," Adam said.

The all-round sports talent plans to represent Queensland with pride. "This is an amazing opportunity," he shared. "I hope to win gold, play my best and have fun!"

Nicole Groth

Sportswoman Nicole Groth had her start in ten-pin bowling 28 years ago, and that decision is taking her to compete on the national stage. For the Geebung business service employee, travelling to Melbourne for the Special Olympics National Games is the culmination of years of training and dedication to the sport. Nicole is one of 202 sportsmen and women to be selected for Queensland representative honours. "It will be great to play against people from all over Australia," she said.

After first giving it a try all those years ago, ten-pin bowling has opened up a whole new world for Nicole. She has many achievements and medals to mark her success, most recently winning gold and silver medals at a Special Olympics bowling invitational held in Alexandra Headlands on the Sunshine Coast.

The athlete's sporting abilities extend beyond the bowling lanes and she has competed in race walking at numerous Special Olympics events. She won an impressive two gold and two silver medals for the sport at the Special Olympics National Games in 2010, and represented Australia at the Special Olympics Summer World Games in 2011 in Athens, Greece.

All these successes come from her hard work and dedication to the sport. The bowler fits training around her work at Geebung, spending her Monday evenings and Saturday mornings practicing her backswing, spins and hitting pins.

Nicole hopes to not only bring home National Games medals to add to her collection, but the athlete aspires to be selected to compete overseas again. The National Games are



Nicole Groth

considered a platform to the Special Olympics Summer World Games to be held in Los Angeles, USA next year. "Hopefully next year I will be against people from all over the world!" she said.

Good luck to Adam, Nicole, John, Debbie and

John Griffiths

Golfer John Griffiths says he loves playing the sport, and being selected to represent his home state for the Special Olympics National Games excites him. Working his way up to the national level takes a lot of time and effort, but swing after swing John knows he's that much closer to his goal.

John is employed at our business service in Geebung and makes sure his training doesn't disrupt his work by practicing his drives, approaches, chips and putts at his local Redcliffe Golf Club course and driving range on the weekends. He also gets to practice at a number of invitational events throughout the year, which also gives him the opportunity to check out the game of his fellow National Games competitors.

John enjoys the fun side of practice and team bonding time at the Special Olympics State Training Camps. These provide athletes with vital information about nutrition, competition expectations and training schedules, as well as as valuable mentoring opportunities.



His family play their part too, supporting John on the road to success.

"My mum takes me to golf practice, so I can improve my game," John said.

John has been involved in Special Olympics for many years, and claimed a bronze medal at the Special Olympics Queensland State Games which was played at the challenging and picturesque Caloundra Golf Club on the Sunshine Coast. He admits that he would "like to bring some medals home" from Melbourne.

Debbie Ham

Excited and happy to don the Queensland maroon and take on Australia's best basketball teams at the Special Olympic National Games, Deborah Ham is brimming with a confidence fuelled by her desire to "win lots of medals".

The basketball player is one quick stride and a bounce of the ball closer to achieving a dream she has held since first taking up the sport. More than ten years later, she can't wait to represent Queensland on the basketball court, saying, "I think it's going to be a lot of fun!"

The Geebung business service employee, who is better known as Debbie, is a very proud member of the 40-person squad taking to the basketball courts at the National Games. The successful sportswoman has too many medals to count from previous Special Olympics competitions and hopes to win some more to bring home. Her family and friends agree with her aspirations and Debbie said of their support, "They are happy for me, they hope I have a good time and maybe win some medals!"

Debbie is well on track to achieve that. She is training hard in the lead up to the National Games and gets to experience competition-



level playing at Special Olympics friendly games throughout the year. "I practice every Wednesday and play competition five to six times a year against all the teams in Queensland," she said.

While in Melbourne, the basketball star said she is looking forward to being with her team and seeing the city.

Special Olympics National Games

Special Olympics Australia will host the tenth National Games in Melbourne, Victoria from 20-25 October 2014.

At the National Games, more than 1,000 Special Olympics athletes will compete in 16 sports, making it the biggest yet.

The Opening Ceremony will be the perfect start to the week, held on Monday 20 October at Lakeside Stadium in Albert Park. A week of top quality sport will culminate with the Closing Ceremony on Friday 24 October at Luna Park, St Kilda.

The National Games serves as a platform for athletes to compete at the Special Olympics World Summer Games 2015 to be held in Los Angeles, USA.

For more information and to volunteer as a 'Game Changer', visit www.specialolympics2014.org.au



SPECIAL OLYMPICS
NATIONAL GAMES 2014
MELBOURNE, AUSTRALIA

everyone else competing in the National Games

News in *brief*

- ① Artists Ashlea Hill and Kevin Keane, and manager Jan Rowlinson from our QArt studio and gallery in Melbourne attended the official reception for outgoing Governor-General Her Excellency the Honourable Quentin Bryce AC CVO.
- ① The Mt Druitt business service in Sydney celebrated Valentine's Day by encouraging everyone to wear red. There were prizes, a lunchtime function, and free Valentine-themed cakes and cupcakes.
- ① Some of the Lawnton Learning & Lifestyle team took 1,128 steps in a Story Bridge adventure climb in Brisbane.
- ① Bundaberg Latch-On® students hosted the Country Crop Café for 22 family, friends and colleagues. One diner said the food was "worthy of a My Kitchen Rules experience".
- ① Some people who access Endeavour Foundation in Townsville were invited to watch the North Queensland Cowboys NRL team play the Auckland Warriors. And Cowboys star Ricky Thorby and Townsville Latch-On® students helped to launch our Walk & Talk community program.
- ① The team at Endeavour Foundation Mareeba invited the local fire department to share their end-of-month lunch, and to award certificates to employees.
- ① Selected Endeavour Foundation Recycled Clothing stores have clothing by world renowned fashion label Zara for sale while stocks last. Check out your local store.

.....

 Visit us on facebook to find out more:
facebook.com/endeavourfoundation

End of an *era*

One of Endeavour Foundation's loyal employees has retired after 39 years in the workforce.

Brian Cooke said farewell to colleagues at the Geebung business service in Brisbane after a career which dates back to January 1975. He originally worked at the Northgate and Bowen Hills sites before transferring to the merged commercial enterprise at Geebung.

Brian's connection with Endeavour Foundation goes back another 11 years prior to starting work, so he has clocked up half a century altogether. "I'm very thankful to Endeavour Foundation for supporting me for all these years," he said.

Brian will be missed by his many friends at Geebung says Training Development Manager, Glenn Hagate. "As well as his strong work ethic, Brian likes to chat and he engages people. He has been part of the organisation through a period of significant growth and change," Glenn said.



Hard worker: Brian Cooke helps Kay Kirk (centre) and Gayle Johnson while on a visit to see friends at Endeavour Foundation Geebung.

The Cooke family has a long association with Endeavour Foundation. Parents Ron and Bonnie were long-standing volunteers, and Ron helped establish the Parkhaven residence at Wacol, south west of Brisbane, in 1971.

Brian, now 66, intends to stay active in local community groups, keep in touch with family and friends, and follow the Auckland Warriors NRL team. Happy retirement!

Local *hero* Bruce Campbell

Bruce Campbell likes to get involved in the community, and chooses to volunteer at his local St Vincent de Paul second-hand store.

Supported by one of the East Toowoomba Learning & Lifestyle team, Bruce donates his time as a valued member of the Vinnies team each Monday and Wednesday morning. Being part of the workforce is new to Bruce but he enjoys being part of the team, contributing to the local community. He is rightly proud of his contribution.

"Yes, it's good. I'm pricing, sorting, doing the clothes and shelves, and tidying," Bruce said. "People are nice. It's good to help."



Voluntary service: Bruce Campbell serves his local community in Toowoomba.

Good on you, Bruce.

Bruce plays his part in serving his local community, and if there is anyone you would like to nominate as a 'Local hero' write to newsletters@endeavour.com.au

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



REAPING THE REWARDS OF RECYCLING

Endeavour Foundation's venture into the recycling industry is creating a brighter future in a host of different ways.

Recycling, which originally began to help protect the environment, is now big business. It contributes to the economy and creates jobs for people with a disability in a growing sector.

Endeavour Foundation quickly recognised the potential of this relatively new industry and is pressing ahead with moves to grow its interests.

There are plans to expand contemporary waste recycling operations into new areas with e-waste recycling already introduced in Townsville, Southport and Redcliffe. Seventy people with a disability are now employed reclaiming valuable components from televisions, computers and computer accessories at the three e-waste recycling and reprocessing centres.

"E-waste is Australia's fastest growing waste disposal problem," said Endeavour Foundation Commercial Manager Nick Hully.

"Our e-waste recycling centres are able to recover up to 95 percent of materials from these unwanted technology items.

"Along with recycling, Endeavour Foundation is also becoming more involved in the management of waste in general," he said.

Endeavour Foundation is contracting to a growing number of local government

authorities to manage the front-end of their waste transfer facilities. City of Gold Coast's Molendinar and Reedy Creek Waste and Recycling Centres have been added to existing operations at Warwick, Stanthorpe, Buderim, Kenilworth, Yandina and Cooroy already under management.

The work of Endeavour Foundation employees includes operating weighbridges and gatehouses, staffing drive-through resource recovery centres and running tip shops and recycle markets.

Brisbane City Council Tip Shops at Acacia Ridge and Geebung, operated by Endeavour Foundation, are selling quality reusable items donated through four council transfer stations by Brisbane residents, rather than being disposed of to landfill.

"Our Tip Shop and Recycle Market operations in Brisbane, Southport, Warwick, Stanthorpe and Buderim are trading well," said Nick.

"We are always on the lookout for more business opportunities in the waste and recycling sector, and have several in the pipeline."

The best outcome, for an organisation that prides itself on its core undertaking to support people with a disability, are the meaningful job opportunities that are now available.

"The industry has a wide range of jobs, which build work and business skills, and help in the personal growth of our employees," he said.



Sustainable business: Crowds roll up to the Reedy Creek Recycle Market.



On the telly: Employees (left to right) Leah Mclean, Les Docherty, and Alana Rees dismantle television sets at the Redcliffe site.

RECYCLING REVIEWED

In 2012-2013 Endeavour Foundation recycling services kept more than 10,100 tonnes of cardboard, textiles, plastic, glass, TVs and more from entering landfill. More than 2,700 tonnes of steel and 2,800 tonnes of textiles were collected through recycling operations.

Recycling with *pride*

Doug Wood and Matthew Neilsen are part of the Townsville business service's recycling team. The workmates share duties working the plastics bail press. They are trained to work the machine which handles bails that average 300 kilograms each.

"We take turns at operating the press and dismantling TVs and computers with other team members," said Doug.

The men enjoy sharing their job with one another as it gives them the chance to keep up their other skills. They are proud to be involved in recycling.

"Before, the TVs would just go to the dump, but now they are recycled to make new TVs," said Doug.

They are also experienced in other parts of the recycling business, including sorting and cutting cloth.

"Our favourite part of the job is working in a team and helping each other to learn new skills," said Matthew.

The men, who are also friends away from work, enjoy knocking down the pins in a game of Ten Pin bowling when they aren't pulling apart things for recycling.

Pressing engagement: Townsville business service employees Doug Wood (right) and Matthew Neilsen load up the plastics press.



Peace of mind

As we continue our conversation with Lifestyle Solutions to assess the benefits our proposed amalgamation would create for the people we support, we hear first-hand what a self directed partnership with Lifestyle Solutions means for Carrie. She is a 35 year old woman suffering from Friedreich's Ataxia – a rare neurological degenerative disease.

"Like so many others, I require a little extra help as I navigate my way through the relentless world of disability. Roughly six months ago I started my self directed journey and to be honest I had some reservations. How would the funding be implemented and would the plan even be relevant to me at all?

Many of us in this rather large community share similar symptoms and generally have similar needs that require the same particular support. However, no two people are ever the same. I have my own needs, wants and list of goals that all aim to enhance my quality of life. I was so elated to find that self directed funding allowed me to do exactly this. It focuses on my individuality and hands the control back over to me.

The greatest adjustment in my life recently is my need for personal care. Whilst I am lucky enough to be surrounded by loved ones this

is exactly how I would like them to stay – as loved ones! I do not want to be completely dependent on them for care. Lifestyle Solutions has been so understanding about this and has provided me with invaluable support in constructing an appropriate team of carers for me that fit with my values and attitudes. I could not be happier or more grateful for their support.

One of my greatest loves – and something I have lost along with my independence – is that of travel. It seems that this may now once again be possible with help and encouragement from the amazing team at Lifestyle Solutions.

Self directed funding is instrumental in providing financial, physical and emotional stability in my life in the most unique and wonderful ways. It is also very necessary because people with disability are plentiful and varied. This individual support feels like validation and respect, which are aspects of life we all deserve.

I can honestly say this plan has given me peace of mind. It's a safety net of a different kind as I head forward into a turbulent future."

A pillar of the community

Business service employee Malcolm Craig has been nominated for a 'Shine On' award by the Rotary Club of Appin Park Wangaratta. This is in recognition of the support he gives to his local community in Victoria.

Malcolm has worked at our recycling enterprise in Wangaratta since November 2005. He has been a member of several community groups for many years.

He has supported the Country Fire Authority for ten years, taking part in the weekly truck check, training sessions, burn-offs, and helping to clean up after fires. He was a regular collector for the Apex Guide Dogs, and has been involved in Apex projects for seven years.

Malcolm has been a Friend of Typo Station for disadvantaged and at-risk youths for 15 years, participating in many working bees and sausage sizzles. His strong environmental awareness leads him to cleaning up after others, always with a sense of humour.

He has supported the Wangaratta Jazz Festival for 15 years as part of the set-up and clear-up teams. For 20 years, Malcolm has been with the Rotary Club of Appin Park Wangaratta and has volunteered for numerous trips and working bees, hosted overseas tourists, and made sure they leave the environment as they found it.

Malcolm's 'Shine On' award recognises his commitment to others in the Rotary spirit of 'Service above Self'. "It's good helping other people," Malcolm said. "I'm very proud (to receive the award)."



Busy man: Malcolm Craig with his well-deserved certificate for supporting his local community.

Malcolm's richly-deserved 'Shine On' award is the result of his 'can-do' attitude, and his message to others, who are thinking about serving the community, is plain.

"Go ahead and do it. Helping makes you feel good," Malcolm said.

Getting ahead at work

Paul Rahme shows what can be achieved with the support of like-minded organisations such as Community Solutions and Endeavour Foundation.

Paul was supported by Community Solutions for more than five years, from school to the workplace. The Gladstone resident has been working with the Disability Employment Services (DES) program to forge a path into open employment.

He has become such an invaluable member of the team at a local fast-food restaurant that he no longer requires DES support and is an independent worker.

"(My support worker) helped me to work fast and to walk faster as well. She also helped me with rules of the work," Paul said.

"The highlight was helping me to work nicely and getting a job that pays me."

Paul's support worker, Kerri Bates, says the on-the-job support was vastly reduced over time.

"We supported Paul through his online inductions and training," she said. "Over the last couple of years, Paul has also completed TAFE, computer courses, independent living classes and numerous other social activities due to his confident approach to things."

Paul has thrived in his position, and is looking forward to increased duties.

"Now I want to learn new things, like how to make fries," he said.



Moving on: Paul Rahme is now working in open employment.

Feeling good about the future

Christopher Smith has been developing new skills over the last year, and has now started in a new job.

Christopher improved his literacy, numeracy and teamwork skills as a participant in Community Solutions' Pathwayz Project, with the support of mentors from Community Solutions and Rockhampton Regional Council. He is now working in the kitchen at the local hospital. "Having a job makes me feel good," Christopher said. "I have learned to be more confident."

Christopher was referred to the Pathwayz Project through his involvement in Community Solutions' Disability Employment Service (DES), with the goal of learning through practical activity.

In addition to foundational learning, the program supported Christopher in gaining vital work experience through hands-on garden restoration and community-based activities.

"I wanted to learn new skills, improve my English and maths, and maybe get a job," he said. "We planted trees, bushes and flowers, mowed, used the whipper snipper, learned how to use tools safely, painted and mulched. We volunteered at Riding for the Disabled School and the Beach Day Out. I was happy to help the kids with a disability to ride their horses."

The Pathwayz Project Coordinator, Kevin Yewdale, said Christopher had excelled in order to secure his new position.



Skilled: Christopher Smith's new skills have led to employment.

"I wanted to learn new skills... and maybe get a job."

"Christopher's progress was slow early on, but as he saw the majority of the group completing their work and receiving certificates, he decided he wanted to be part of it all," Kevin said.

"Christopher made extra efforts outside normal times to complete his certificate, and he then updated his resumé and distributed it around town."

With the Pathwayz Project learning now complete, Christopher has his sights set firmly on the future.

"My next goal is to be good at my job," he said.

Pathway to employment

Community Solutions' Pathwayz Program started last June and provides a practical avenue for skill development, training, and foundational learning.

It is for youth, Indigenous people, jobless families, young parents, single parents, and people with a disability or mental health issue.

The program has supported 60 people to develop literacy and numeracy skills while also gaining hands-on work experience through Council-supervised activities. These include planting, soil preparation, whipper snipping, mowing, concreting, painting, mulching, hedge trimming, paving and equipment maintenance.

The program is delivered via a partnership between Community Solutions, Rockhampton Regional Council and Australian Agricultural College – Emerald. It has also been supported by The Smith Family and the Commonwealth Department of Social Services, as well as various local youth organisations, high schools and community organisations.

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

North Queensland

Brian Fanning

NQAC@endeavour.com.au

Central Queensland

Leon Powell

CQAC@endeavour.com.au

Wide Bay

Gerry Crotty

WBAC@endeavour.com.au

Moreton – Sunshine Coast

Peter Coleman

M-SCAC@endeavour.com.au

Brisbane Metropolitan

Scott Ellis

BRISAC@endeavour.com.au

South East Queensland

Bernie Scobie OAM

SEAC@endeavour.com.au

South West Queensland

Jason Lipp

SWAC@endeavour.com.au

Sydney

Kathy Breen

SYDNEYAC@endeavour.com.au

Victoria

Beverley Knowles

VICAC@endeavour.com.au

Regional forum in Sydney

Listen up: Family members provided feedback at the Sydney regional forum.



Families in Sydney have been discussing a range of issues with members of Endeavour Foundation's Board and Executive in the latest regional forum.

There were 35 people at the event, with participants hearing from Chairman of the Board of Directors Grant Murdoch, Chief Executive Officer David Barbagallo, and Executive General Manager of Employment Services Andrew Donne.

Topics for discussion included current Endeavour Foundation activities, the National Disability Insurance Scheme, and the Business Services Wage Assessment Tool (BSWAT).

There were also group sessions to consider the main issues for families in Sydney. The ensuing report will help to inform Endeavour Foundation about the way forward in the region. The regional forums started in 2011,

and are one way in which families can engage directly with Endeavour Foundation Board and Executive. They are an initiative of the Board, facilitated by Endeavour Foundation's Community and Advocacy Support (CAS) Unit.

Meanwhile, the Sydney Area Committee is organising two important events for people who work at the business services at Castle Hill, Seven Hills and Mt Druitt. Next month, they are launching the Sydney Art Competition and, in August, the 'Thank You Party' will be held at the Riverside Theatre at Parramatta.

Nominations for Area Committees

Calling all members! The Area Committee elections are approaching. This is your chance to help shape the future of Endeavour Foundation.

Notices calling for nominations for the **2014 Area Committee elections** have been sent to members of Endeavour Foundation. All members are entitled to stand for election to the Area Committee in your nominated member area.

Area Committees are extremely important to Endeavour Foundation. They are an integral part of Endeavour Foundation's structure, forming an important link between the Board of Directors and our stakeholders who include families, carers, and support groups. Their advice and opinions are highly valued by the organisation.

Area Committees have strong community links, which help to raise awareness of disability and the profile of Endeavour Foundation. These are vital to ensure that Endeavour Foundation achieves its goals and continues to offer the best support possible for people with a disability.

If you would like to become a member, please nominate for the positions which are open on your Area Committee.

This is an opportunity to become an Endeavour Foundation ambassador within your community.

Nominations close at 5pm on Friday 4 July 2014

For more information on the election process, please contact the Company Secretary on (07) 5413 1516 or via email to companysecretary@endeavour.com.au

RALLY EXCITEMENT BUILDING UP



Helen Wakeling

Being a member

Helen Wakeling of Flagstaff Hill, South Australia has been a member of Endeavour Foundation for more than four years. "I live in Adelaide and am an Endeavour Foundation member connected to Sydney.

The *One Endeavour* magazine arrives in the post and keeps me in touch with what's going on across the country. I love the pictures and stories, particularly stories from people with a disability. It would be good to see more which people with a disability could contribute in their own words.

As a regular supporter of the Endeavour Foundation lotteries, I take great satisfaction in knowing that the proceeds assist with building houses for people with a disability. We have a number of disability services in South Australia and hope to see Endeavour Foundation here one day."

Membership makes a difference

There are many good reasons to become a member of Endeavour Foundation, and now it's even easier with two new membership categories! For just \$20 a year (increasing to \$25 a year from 1 July 2014), members have voting rights, eligibility to sit on an Area Committee and be elected to the Board of Directors, receive *One Endeavour* quarterly magazine, and enjoy the benefits of a discount card for Endeavour Foundation Recycled Clothing stores.

We now have new Affiliate Adult and Affiliate Youth memberships. There are no costs for either membership although the entitlements are reduced. If you haven't renewed your membership or are thinking about joining, do it now! You can email membership@endeavour.com.au, call Customer Support on 1800 63 40 40, write to PO Box 3554, Tingalpa DC QLD 4173, or check out our website at www.endeavour.com.au



Taking a break: 2013 Rally participants (standing, left to right) Paul Lydiard, Glenda McDonald, Henry Evans, Phillip Morris, Rachel Hobbs, William Ball and (kneeling) Val Host and Rikki Gambin.

Six people with a disability will be among 150 starters in this year's Queensland Great Endeavour Rally.

The 27th annual charity event is open to entrants for both the rally and cruise courses, and will take participants to some places which don't exactly stand out on maps.

The Rally moves out from Warwick on Saturday 12 July, heading west and almost parallel to the Queensland-New South Wales border until it intersects with the border line of South Australia. From there, it will snake its way north through channel country, before turning east and heading through central Queensland to the finish in Bundaberg.

Paul Lydiard joined last year's event on the cruise course, and says the lucky six will share an experience of a lifetime.

"We had a great time, seeing lots of new places and making new friends. The rally even went through my home town of Mareeba. We took turns at navigating, which was exciting, and being responsible for keeping in touch with rally organisers and other teams on the two-way radio. I'm keen to do it again one day, and recommend it to anyone who has the chance to go," Paul said.

Rally Co-ordinator Joel Stephens says the fundraising target for this year's rally is



\$730,000. The proceeds will support people with a disability who are based along the rally route and in surrounding areas.

The 2014 New South Wales Great Endeavour Rally will take to the road from 17-25 October, driving from Sydney to Dubbo via the Flinders Ranges in South Australia. Last year's inaugural NSW rally attracted 30 starters and was a resounding success.

If the prospect of adventure sparks your interest in either the rally or the more relaxed cruise category, visit great.endeavour.com.au for more information.

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

Alcohol and Drug

Information Services

1800 422 599

Other useful contacts

Endeavour Foundation

Disability Services

1800 ENDEAVOUR (1800 363 328)

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

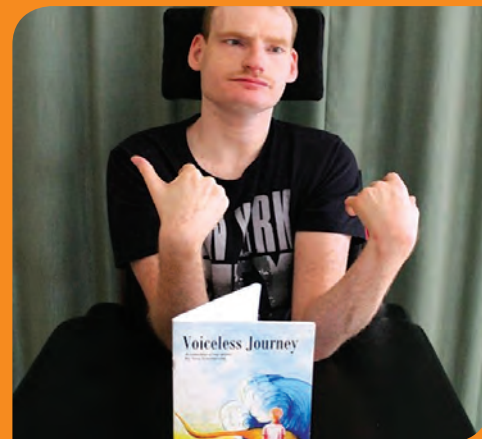
FSG Australia: (07) 5501 2400

Ability Care: (07) 3800 4577

If you have any questions
please call 1800 800 585

my view Tony Summerville

Last year I published my first book, 'Voiceless Journey', a collection of my poems and short stories. This would not always have been possible because I am non-verbal and have severe movement disorder and, for the first 28 years of my life, I had no means of communicating with anyone. I had people talk about me in my presence but not to me directly. I had all my decisions made for me by people who felt they were doing what was best. I don't think many people understand how hard it is living life like this. But thanks to some very special people, I learnt how to communicate using Facilitated Communication Training. At first it was a very slow process. I spent hours writing a very short speech for my 30th birthday. Communication is still a challenge for me, but with a great network of people behind me, life is better than ever!



Tony, supported by Endeavour Foundation since January, has his book available at voicelessjourney@gmail.com



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



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

Every donation provides an opportunity for people with a disability

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

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 _____

Payment Details: Please find enclosed my: ☐ cheque ☐ money order

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

Expiry: _____ / _____ Cardholder Name: _____ Cardholder Signature: _____

Card Number:

Please return to:



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

*CCV is required: You can usually find the CCV on the back of your card.

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

OR:



Make a secure online donation at
www.donate2endeavour.com.au

ENDEAVOUR
FOUNDATION
Opportunities for people with a disability