

# One Endeavour

AUTUMN 2017

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**ENDEAVOUR**  
FOUNDATION  
Opportunities for people with a disability





Max Tindall

# Looking beyond the surface

**AS PART OF AUTISM AWARENESS MONTH, ADEANE TINDALL SHARES THE STORY OF HER SON MAX AND THE IMPORTANCE OF SUPPORT FOR 'INVISIBLE' DISABILITIES.**

"If you walk into our home or Max's classroom, you couldn't pick him out as having Autism. But then we've funded nearly ten years of support – from speech and occupational therapy to psychology appointments. I can tell you now, he'd be a very different child if we hadn't been in the position to do so."

Adeane Tindall's 13 year old son, Max, was diagnosed with Autism at the age of four, but it was an uphill struggle.

“We know that Max’s disability isn’t visible, but that doesn’t make it any less real. In fact, it’s tackling the issue head-on that has enabled him to achieve so much.”

For many people with an intellectual disability, brain injury or mental health condition, the impact of an ‘invisible’ disability is significant.

It’s relatively clear when someone uses a hearing aid, guide dog or wheelchair, and it’s equally clear that a response – from friends, neighbours or the community – is required. The hearing aid prompts an adjustment in our communication style; the guide dog reminds us to avoid visual communication; and the wheelchair guides us away from stairs.

### WHAT IF YOUR DISABILITY IMPACTS UPON HOW YOU THINK OR PROBLEM SOLVE, OR UNDERSTAND THE PERSPECTIVE OF OTHERS?

But what if your disability can’t be seen? What if your disability impacts upon how you think or problem solve, or understand the perspective of others?

Because these processing differences are invisible, others often misjudge what is being communicated and how best to respond.

Early intervention is fundamental for Autism Spectrum Disorder, and the cost of not making these supports available is simply too great for the community to bear – including social isolation, overwhelmed families, and escalating lifetime support costs.

Adeane and her husband have funded Max’s therapies and opted to send him to a private, independent high school – a “caring, nurturing school environment where he isn’t compared with his peers or measured against a ‘standard’ but Max is judged on Max”.

Even then, with mammoth family support, Max’s path has not been easy.

“He struggles with communication – his trouble expressing himself leads to a whole lot of pent-up frustration – and we’re currently weaning him off anti-anxiety medication. He even struggles with things like heat sensitivity and sensory overload every day, but who can tell any of these things just by looking at him?

“He is doing so well, but that doesn’t mean that he doesn’t need people to be aware, to understand, and not to have too high expectations. He does well on the surface but, spend a bit of time with him and you’ll soon work it out. And ‘working it out’, for Max, means we have to make adjustments – walk in his shoes, so that we can understand how to enable him to reach his full potential.”

The challenge for the NDIS is for both policy and implementation to reflect an understanding of the often significant support needs of people with developmental disabilities, and to invest in them conscientiously and equitably.

# Social Stories

## SOME PEOPLE WITH AUTISM STRUGGLE WITH NEW SOCIAL SITUATIONS AND SOCIAL SKILLS. THIS CAN SEEM LIKE A DISINTEREST IN OTHERS BUT OFTEN THAT IS NOT THE CASE.

People with Autism can tend to struggle to pick up on social cues, and to understand how others are thinking or feeling – this is called “Theory of Mind”. This makes it hard for a person with Autism to know how they are ‘supposed’ to respond in certain situations.

Having difficulty understanding the views of others can mean anything outside what the person with Autism wants, knows or understands is overwhelming and anxiety provoking, and can lead to tantrums and challenging behaviour (often referred to as ‘meltdowns’), particularly in children. It’s not because they are being ‘naughty’ or intentionally badly behaved but because they have no context with which they are able to frame and therefore understand the situation.

A primary intervention for ‘theory of mind’ deficits is known as social stories. The use of social stories teaches the person with Autism what to expect in social situations and what others are likely to be thinking, because they are unable to infer it. This helps them to know – explicitly – what to do and how to respond in certain situations. As a result, the clear expectations that are conveyed in social stories lead to less difficulty, overwhelm and a reduction in challenging behaviours for people with Autism in social situations.

Simon Wardale has worked with people with intellectual disability and challenging behaviour for over 20 years. Simon manages the Specialist Behaviour Service with Endeavour Foundation. Simon and his team have extensive understanding of the developmental impact of Autism, as well as expertise in using social stories as an intervention.

**IF YOU’D LIKE A CONFIDENTIAL DISCUSSION ON HOW WE CAN SUPPORT YOU OR A FAMILY MEMBER, PLEASE CONTACT US ON 1800 112 112 OR [HELLO@ENDEAVOUR.COM.AU](mailto:HELLO@ENDEAVOUR.COM.AU) TO FIND OUT MORE.**





Kingaroy Kitchen team hard at work on their famous biscuits

## Exciting opportunities taking root at Kingaroy Kitchen

### ENDEAVOUR FOUNDATION'S KINGAROY KITCHEN IS A HIVE OF ACTIVITY THIS YEAR, WITH GREAT PLANS AFOOT AND A CELEBRITY CHEF IN THE MIX!

A visit by Seven's *The Great Day Out* (formerly *The Great South East*) saw the team give presenter Alastair McLeod a sneak peek at some of their famous recipes.

Andy Simmons, a keen cook and member of the local team for the past seven years, said that he was thrilled to have met his culinary hero.

"It was a really, really good experience, and meeting Alastair was the best bit. I've watched him on TV and always wanted to meet him. He's very talented and I admire his way of cooking."

Television fame, however, is just one of the team's many plans and achievements. Thanks to a local farmer and dedicated volunteer, Rob, a vegetable garden has been

established for use in Kingaroy Kitchen products, but also for supported employees to take home, as part of a drive to promote healthy eating.

To provide some ideas on what to do with their healthy goodies, Site Manager Paul Lowe has been sharing some recipes with the team so they can easily cook up a storm at home.

Paul said that the launch of their new café is the next step in bringing the Kingaroy Kitchen experience to tourists and the local community.

"We're really excited about the potential of the café. My hope is that it will not only help us to ensure that Kingaroy Kitchen – as a business – remains viable, but that it will also allow the teams to gain a host of new skills. Crucially, it offers a chance for people with an intellectual disability to show first-hand just how capable they are, and how much they have to offer our community."

**If you're interested in trying Kingaroy Kitchen goodies for yourself, visit [www.kingaroykitchen.com.au](http://www.kingaroykitchen.com.au)**

# Reaping rewards of vocational employment

**FOR MANY PEOPLE WITH AN INTELLECTUAL DISABILITY, WORK AND STUDY PROSPECTS CAN BE FEW AND FAR BETWEEN. BUT FOR SUPPORTED EMPLOYEES AT ENDEAVOUR FOUNDATION SITES ACROSS QUEENSLAND, NEW SOUTH WALES AND VICTORIA, THE PURSUIT OF NEW SKILLS AND PERSONAL PROGRESSION IS ACTIVELY ENCOURAGED.**



Amanda Upton

In 2016, a total of 309 Certificate II courses in Food Processing and Skills for Work and Vocational Pathways were completed, enhancing skills across areas such as quality assurance and workflow management.

"For people with a disability you're typically looking at around 53 per cent in the labour market – that is in, or actively looking for, work – compared with 83 per cent of people without disabilities", said Michelle Howells from Endeavour Foundation's Wacol site.

"That's why we're so motivated to provide access to vocational education that complements practical experience, allowing supported employees to explore their individual abilities and ambitions."

Amanda Upton from Redbank is one of those reaping the rewards of hard work.

"The course was explained in a way that anyone with a disability could understand. I really enjoyed it," Amanda said.

"I feel more confident with my job as I have learnt heaps."

Since achieving her Certificate II in both courses, Michelle noted that Amanda has applied the new skills to her role and is impressing supervisors with her professionalism.

"The students have worked very hard throughout the program and their certificates are testimony to that. The certificate means that they have the industry skills to respond to the demands of the workplace. That might be in open employment, or it might mean new opportunities within a supported environment – either way it's a success in our book."

## Building a bright future in Innisfail

**CONSTRUCTION IS OFFICIALLY UNDERWAY ON TWO NEW, ACCESSIBLE HOMES FOR PEOPLE WITH A DISABILITY IN INNISFAIL.**

Endeavour Foundation Chief Executive Andrew Donne said the two new five-bedroom houses in Spina Court and Downing Street, which will be home to eight people in total, were funded entirely through the generosity of Endeavour Foundation's wonderful supporters.

"Once these houses are complete we will have built five new homes for people with a disability in Far North Queensland in just five years. In addition, we are investigating options to build more accessible accommodation in Cairns soon."

Service Development and Innovation Manager Andrea Dobson said other people moving into Endeavour Foundation's



accessible homes have enjoyed an improved quality of life and the sense of personal independence that came from managing household tasks like cleaning, washing and cooking.

"It is a pleasure and a privilege to partner with eight local people as they prepare for this new chapter in their lives," Andrea said.

"Both houses also include a spare room for support staff and incorporate environmentally friendly features such as a 5 kW solar system and skylights to reduce electricity costs. The houses will also be built to the Platinum Level of Liveable Housing Australia's guidelines," she said.

"The design also allows for private space such as a patio from each bedroom, and the assistive living technologies can be tailored to suit the needs of any individual living in the house. This is all about meeting needs now and into the future," Andrea said.



# Understanding Support Coordination

**AS YOU ARE FAMILIARISING YOURSELF WITH NDIS LANGUAGE, YOU WILL START TO HEAR THE TERM 'SUPPORT COORDINATION' AND MAY WONDER WHAT IT IS.**

Under the NDIS, people with a disability can now choose the providers they use to ensure they get the support they need, when they need it, and how they need it.

However, sourcing and then managing multiple providers and services can be complicated and time consuming. 'Who are the best people to use for a service I've not used before?', 'How do I manage so many appointments?', 'I need to ensure all my providers are kept up to date with my treatments'.

Some people may prefer to do this themselves. For other people there is a service called 'support coordination', which can provide assistance with implementing your plan. Support coordination works with you to source the right providers and the right services, coordinating your supports for you and building on your informal support like your family.

**THERE ARE THREE TIERS OF SUPPORT COORDINATION AVAILABLE DEPENDING ON HOW MUCH OR LITTLE ASSISTANCE YOU'D LIKE:**

- ② **SUPPORT CONNECTION** – this is short term assistance to help you source a range of providers that meet your needs but with you taking the responsibility for coordinating all your support and selecting your providers.
- ② **COORDINATION OF SUPPORTS** – available longer term, throughout your plan, to provide connection and coordination of your supports from a range of providers in a more complex environment.
- ② **SPECIALIST SUPPORT COORDINATION** – specialist supports for more complex situations. This is more like case management.

**Support coordination may be funded as part of your NDIS package, where it is deemed 'reasonable and necessary'. It's important to ensure you mention support coordination to your planner, if it's something you think you'll need.**

**IF YOU'D LIKE TO KNOW MORE ABOUT SUPPORT COORDINATION, PLEASE CALL US ON 1800 363 328 OR EMAIL US AT [HELLO@ENDEAVOUR.COM.AU](mailto:HELLO@ENDEAVOUR.COM.AU)**

# Our journey into NDIS

**CHRIS TAYLOR IS THE SITE MANAGER AT ENDEAVOUR FOUNDATION'S TOOWOOMBA BUSINESS SERVICE. HE IS ALSO STEP DAD TO SIX YEAR OLD JAYDEN, WITH A DISABILITY. CHRIS SHARES HIS FAMILY'S EXPERIENCE SO FAR WITH THE NDIS.**



Jayden

## ***Tell us a little about your family, Chris:***

We are a blended family – between my partner Carolyn and I, we have four children. One of those children is my stepson Jayden, who has a mild intellectual disability and has been diagnosed with Oppositional Defiant Disorder, anxiety and ADHD.

Until the NDIS, Carolyn had dealt with Disability Services Queensland (DSQ) for funding, which was next to nothing. However, because I work for Endeavour Foundation and had been discussing the NDIS with her, I've been able to help her with Jayden's pre-planning and planning meeting to get him ready for the NDIS.

## ***What was your experience like to the lead up of Jayden's planning meeting?***

Jayden was already on DSQ's Register of Need so the NDIA made contact with us to confirm our details and Jayden's disability.

The documentation arrived in a couple of days, and while it looks like a lot of paperwork when it first arrives, in fact it wasn't the case at all. We only had to fill out two sections and send it back.

We were contacted a month later by the NDIA Planner to arrange a meeting. So it was straight forward for us.

## ***How was Jayden's planning meeting?***

I've been surprised at how easy the whole process has been so far. The NDIA Planner came to our house for a face-to-face meeting. I was very surprised this happened, I thought it was going to be a meeting over the phone.

The meeting went for about three hours and was very successful. After years of fighting for funding, I was very surprised at how easy it was to tell the Planner what Jayden's needs were, and have someone listen to us and reassure us that it was very possible to receive funding for these supports.

## ***What advice would you give to other people about their planning meeting?***

You need to go into your planning meeting very prepared. Understand and know what your short and long term goals are. If you have a young child, you really need to know what outcomes you would like for them and of course what they want.

## ***Do you have access to any supports that you didn't before?***

Despite my partner constantly lobbying DSQ for funding to help with Jayden's supports, we have only ever received two nights of emergency respite, and this was because as a family we were at breaking point, especially my partner.

Jayden's NDIS plan includes in-home support which will allow him to receive the support that he needs while relieving some of the pressure on my partner and the family generally. We've also got funding for other supports that match Jayden's needs – like speech pathology and a psychologist.

During Jayden's planning meeting I indicated that I would like to see Jayden have access to some one-on-one support at school. In terms of schooling, I understand this falls under the Department of Education, however there is a way around it and this will allow Jayden to have this support when it's required. I was really surprised about this one.

"I guess it's a case of, if you don't ask, you will not receive."

## ***Final thoughts?***

Our overall experience has been excellent. The NDIS is something that people shouldn't be stressed or worried about. It's a great opportunity to be able to have a Scheme like this now.

I can see now that Jayden is going to have a lot more opportunities throughout his life that will possibly lead to a better future for him. This makes me really happy.

**IF YOU'D LIKE HELP WITH YOUR NDIS PRE-PLANNING OR YOU HAVE ANY NDIS QUERIES, PLEASE CALL US ON 1800 112 112 OR [HELLO@ENDEAVOUR.COM.AU](mailto:HELLO@ENDEAVOUR.COM.AU).**





# Accommodation Modifications

HOUSING HAS LONG BEEN A HOT POTATO IN THE DISABILITY SECTOR WITH MANY PEOPLE WHO REQUIRED ACCOMMODATION UNABLE TO ACCESS IT DUE TO LACK OF PROVISION, LACK OF ACCESSIBLE HOUSING STOCK AND NO CLARITY AS TO WHETHER IT WAS A STATE OR FEDERAL RESPONSIBILITY.



The NDIS is a game changer in this respect, partially because it is able to provide the support needed for people with a disability to live more independently. This could be through building of life skills like cooking, budgeting and learning to catch public transport, all making a transition into independent living more feasible. Or it could be through funding a support worker to assist with showering, shopping or preparing meals in the home environment.

It is important to talk to your NDIS planner about your longer term goals and how and where you would like to live, and with whom. This can be factored into your plan over a number of years, working towards increased independent living.

### **SPECIALIST DISABILITY ACCOMMODATION (SDA)**

Only a small percentage of NDIS participants will get any assistance with accommodation via the NDIS – about 6%. By and large the NDIS won't cover funding for your rent or any other type of accommodation costs.

For that 6% who do qualify, there is provision for Specialist Disability Accommodation (SDA). Some Australians living with disability require access to SDA in order to best meet their needs. This may be due to physical needs, or requiring high levels of support.

Including support coordination in your plan can assist you in sourcing alternative housing options if you do not qualify for SDA.

### **PRIVATE RENTAL**

You can use any income you may have and/or your Disability Support Pension and Commonwealth Rent Assistance (if you are entitled to them) towards your rent. The NDIS will not pay your rent as it does not pay for costs that people who don't have a disability incur in their daily lives.

Many people have found sharing a house with one or two others can significantly reduce the amount of rent they pay, and they may be able to share supports e.g. a support worker stays overnight to enable independent living, or helps housemates with dinner, or to catch the bus with them to work.

### **COMMUNITY HOUSING**

Community housing is accessible public housing for people with a disability and is delivered through state governments. If you are eligible you may still receive funding to live independently, in the same way as a private rental.

### **THE FAMILY HOME (OR LIVING WITH FRIENDS)**

Many people with a disability prefer to stay in the family home amongst their nearest and dearest and many families prefer that option too. While funding is not available under the NDIS for this option (e.g. to go to parents towards 'board'), there is still plenty of support available.

There's a raft of support available now through the NDIS to enable people to remain in the family home, such as in-home support, community access or respite, which can help lighten the load on parents with support (where eligible) for showering, home maintenance, transportation, life skills or cooking.

Housing is most definitely not one-size fits all for people with a disability and their families, and it's important to have an idea about what you would like before you attend your planning meeting. The NDIS certainly brings incredible opportunities to live more independently and in ways that had not been an option previously.



**FOR MORE INFORMATION ON YOUR HOUSING  
OPTIONS UNDER THE NDIS, CALL THE  
NATIONAL DISABILITY INSURANCE AGENCY  
ON 1800 800 110.**

# Preventing mate crime

FRIENDSHIP IS AN IMPORTANT PART OF LIFE FOR MOST PEOPLE, AND BRINGS A SENSE OF SHARED INTERESTS, CONNECTEDNESS AND TRUST. SADLY, THERE ARE SOME PEOPLE WHO WILL USE FRIENDSHIP TO TAKE ADVANTAGE OF OTHERS FOR THEIR OWN PERSONAL GAIN.



Mate crime happens when a person is 'befriended' by someone who goes on to abuse or exploit that friendship. Most recently, the shocking US crime involving a mentally disabled young man who was tied up for five hours and horrifically assaulted by a group led by his school 'friend' while being broadcasted on Facebook Live is an extreme example of such abuse of friendship and trust.

It is also widely unreported and happens more often than we realise, particularly to people with an intellectual disability. Indeed some figures suggest that 80% of young people with a disability felt they had been bullied or taken advantage of by someone they considered a friend.

Some people with an intellectual disability may have a trusting nature, not realising they are being taken advantage of and believing the person to be a real friend.

Mate crime is not just 'mucking about' or 'a bit of harmless fun'. It often involves serious offences, and can take many forms, such as:

- 1. Financial Abuse** – manipulating the person with a disability to 'shout' for the cost of things, lend money, or sign loans and legal contracts
- 2. Physical Abuse** – exerting force to control the individual
- 3. Emotional Abuse** – manipulating or misleading a person, or making them feel worthless, in order to control them
- 4. Sexual Abuse** – coercing the person into sexual activity, prostitution or some form of sexual exploitation
- 5. Criminal exploitation** – coercing or grooming the person to commit criminal offences.

Many of these instances can be extremely abusive.

Rod Landman from ARC in the UK, who raise awareness of mate crime, says that financial abuse is typical of mate crime and talks about a group of young people with Asperger's he met who referred to their "Tuesday friends".

"Tuesday is the day that their benefits get paid and so a particular group of people would turn up and help them to the cash point, help them to the pub and help them spend all their money. Then they don't see them again for another week," he explained.

Often people are manipulated into paying for petrol, phone credits, clothes, food or cigarettes. Some people can even be encouraged to take loans out or change their wills.

Worse, it can be for sex.

In a 2007 case involving juveniles, a 17 year old girl with a developmental delay was invited to meet two young men that she knew at a train station. She was met by 11 youths, friends of the original two, who coerced her into sexual activity and subjected her to brutal physical abuse. This was all filmed by the ringleader and the footage was later sold to teenagers across the region for \$5 each. Seven of the offenders were eventually convicted for this horrific crime.

These are shocking and extreme examples, but they highlight the fact that the perpetrators of these mate crimes were falsely perceived by the person with a disability to be a close friend: someone who had their best interests at heart and cared for them.

So, how can we stop mate crime? It's important to reiterate at the outset that most people are genuine friends, and not to create a sense of unnecessary fear about people in lives of any person with a disability.



# HOWEVER, THERE ARE THREE KEY WAYS TO PREVENT MATE CRIME:

## 1. FRIENDS AND FAMILY CAN HELP SPOT MATE CRIME.

Mate crime is often covert but the following could be signs that something is wrong:

- ⦿ If the individual suddenly has a new friend or a much larger friendship group, and a more active social life with the new people having a big influence on them.
- ⦿ If the person comments that their friend/s will be angry or disappointed if something doesn't happen e.g. going to the pub. Anxiety about losing the friendship and agitation over their friend's displeasure can signal a manipulative or controlling relationship.
- ⦿ If the individual is paying for everything in a friendship or relationship, such as movie tickets, round of drinks at the pub, taxi fares, or even doing something as drastic as changing their will. Are bills going unpaid suddenly?
- ⦿ Observe other outward changes. Has the person with a disability changed their routine, behaviour or appearance? Do they have unexplained injuries? Have they let themselves go, stopped bathing or are they showing other signs of mental ill health? Have they lost a significant amount of weight? Are they isolating themselves and withdrawing from their other social networks?
- ⦿ Use of threats to control victims: threats are a common feature of hate crimes across the board, but seem to play a particularly strong role in cases of mate crime, where the perpetrators want to control the victim.
- ⦿ Accusations of sexual misconduct: accusations of a sexual nature are a very common feature of mate crime and are often used by perpetrators to justify an escalation in violence.
- ⦿ Fear of reporting: when victims do recognise that something is wrong, they may be too afraid to report it.

**If you detect any of the above signs, you may want to use our Easy Read Guide to preventing mate crime (right) to discuss this with the person you care for.**

## 2. HELP PEOPLE WITH AN INTELLECTUAL DISABILITY TO DETECT THE DIFFERENCE BETWEEN GENUINE FRIENDSHIP AND THOSE WHO ARE OUT TO MANIPULATE OR ABUSE THEM.

It's especially important to spend time developing these skills so people are enabled to recognise the kinds of behaviours they should not accept from others.

## 3. REPORTS OF MATE CRIME SHOULD BE TAKEN SERIOUSLY AND PROPERLY INVESTIGATED.

The covert, controlling and escalating nature of these crimes means that any reports must be acted on immediately to prevent more serious abuse occurring.

## WE HAVE PRODUCED AN EASY READ GUIDE FOR PEOPLE WITH AN INTELLECTUAL DISABILITY THAT'S DESIGNED TO HELP PREVENT MATE CRIME.

You can use the guide to help you have a conversation with the person you care for about the nature of true friendship and about mate abuse. The guide is available for download from [endeavour.com.au](http://endeavour.com.au)

# Apprentice goes full circle

**HAVING COMPLETED HIS OWN QUALIFICATION THROUGH COMMUNITY SOLUTIONS' GROUP TRAINING SERVICES IN 1997, BROC CATTLEY KNOWS THE VALUE OF A QUALITY APPRENTICESHIP.**

Since obtaining his qualification, Broc has paved a career that has spanned yacht-building, making custom furniture and, more recently, being his own boss.

Broc started Outback Touring Solutions six years ago, and has recently returned to Community Solutions' Group Training Services ... this time as a Host Employer.

Broc took on Cabinetmaking Apprentice Jacob Brown in December 2017 and says he is doing "really, really well" within the team.

"As a Host Employer, I like the ease of working with Community Solutions' Group Training services," Broc said.

"All of the processes are taken care of for me, from recruiting to payroll. I like to have my paperwork simple, so it is convenient with a weekly invoice for the apprentice."

"I also have the security of knowing that Jacob will have continuous work throughout his apprenticeship with other host employers if work was to go quiet."



Jacob Brown and Host Employer Broc Cattley

Shane Sullivan (left)  
with employer Brent



## Shane's cleaning up in Mackay

**SINCE GETTING A JOB AT MACKAY'S MYCOW ACCOMMODATION PARK, SHANE SULLIVAN HAS BEEN MAKING A TANGIBLE DIFFERENCE TO THE AMENITIES.**

"I clean up, use a Gernie, do the gardens and mow the lawns," Shane said.

"My boss is going to get me to make tables and benches for around the caravan park. I am looking forward to do some woodwork."

Shane hadn't worked for more than two years when he commenced his new role via Community Solutions' Host to Hire initiative, which provides opportunities for disadvantaged or at-risk jobseekers to engage in meaningful work placements with established employers in regional Queensland.

"I can't read and write real well and I don't have any certificates to get a job," Shane said.

"Community Solutions said that this was a good chance to get a permanent job and helped me to do a course to get a certificate in cleaning."

"Then Community Solutions helped me do work experience and then helped me to get this job at MyCow."

Shane said he enjoys his financial independence, and being part of a team.

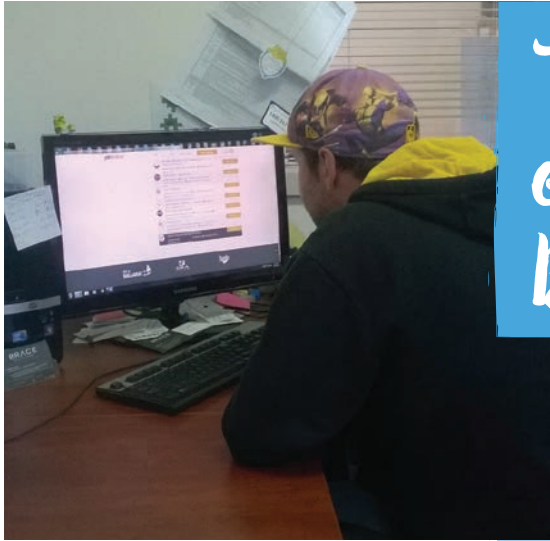
"I like having a job so I can get more money and I like the guys who I work with."

"(My goals are) to keep my job and get more hours."



# First customer commences with BRACE under NDIS

**WE ARE THRILLED TO HAVE WELCOMED OUR FIRST NATIONAL DISABILITY INSURANCE SCHEME (NDIS) CUSTOMER IN BALLARAT.**



Drew Jones

Drew Jones has been with BRACE for over 10 years and was the first of two customers to transition from an Individual Support Package to the NDIS in January.

Drew, a passionate basketball coach and umpire, has many goals that he hopes to achieve through his new plan; including working towards getting a job, studying to improve his skills, and increasing his independence to become more active in his local community.

Drew is also expecting his first child and hopes to become an active parent in his child's life.

Alongside his Support Worker Angela Lyons, Drew is working to implement his plan, access support and commence the job search process.

"They (Local Area Coordinators) use a lot of confusing words and it is all different... but Angela and the Ballarat team are helping me understand it all," said Drew.

# Framing a bright future

## OUR TRANSITION TO WORK TEAM ARE HELPING PEOPLE ACHIEVE THEIR EMPLOYMENT GOALS

Tamim Jamali began the Transition to Work Program at SkillsPlus Narre Warren in August 2016. His goal was to work as an apprentice carpenter on building frames, but he had been struggling to find an apprenticeship for the past two years. Tamim had been with other employment service providers previously but didn't get the help he needed, so he came to SkillsPlus.

Youth Coach, Aruna Pandiri marketed Tamin to employers in the construction industry, and three days later Tamim was successful in securing a job as an apprentice carpenter at Hop John Building. SkillsPlus assisted him with purchasing tools so that he could start work the following Monday.

Tamim was surprised at how quickly he was able to secure an apprenticeship, and was very excited to start his dream job. He is now working full time and taking big steps towards achieve his goals.

"Tamim is great at his work, he is on-board with our business, and we're happy to have him working with us," said Hop John Building General Manager Mark Hopper.

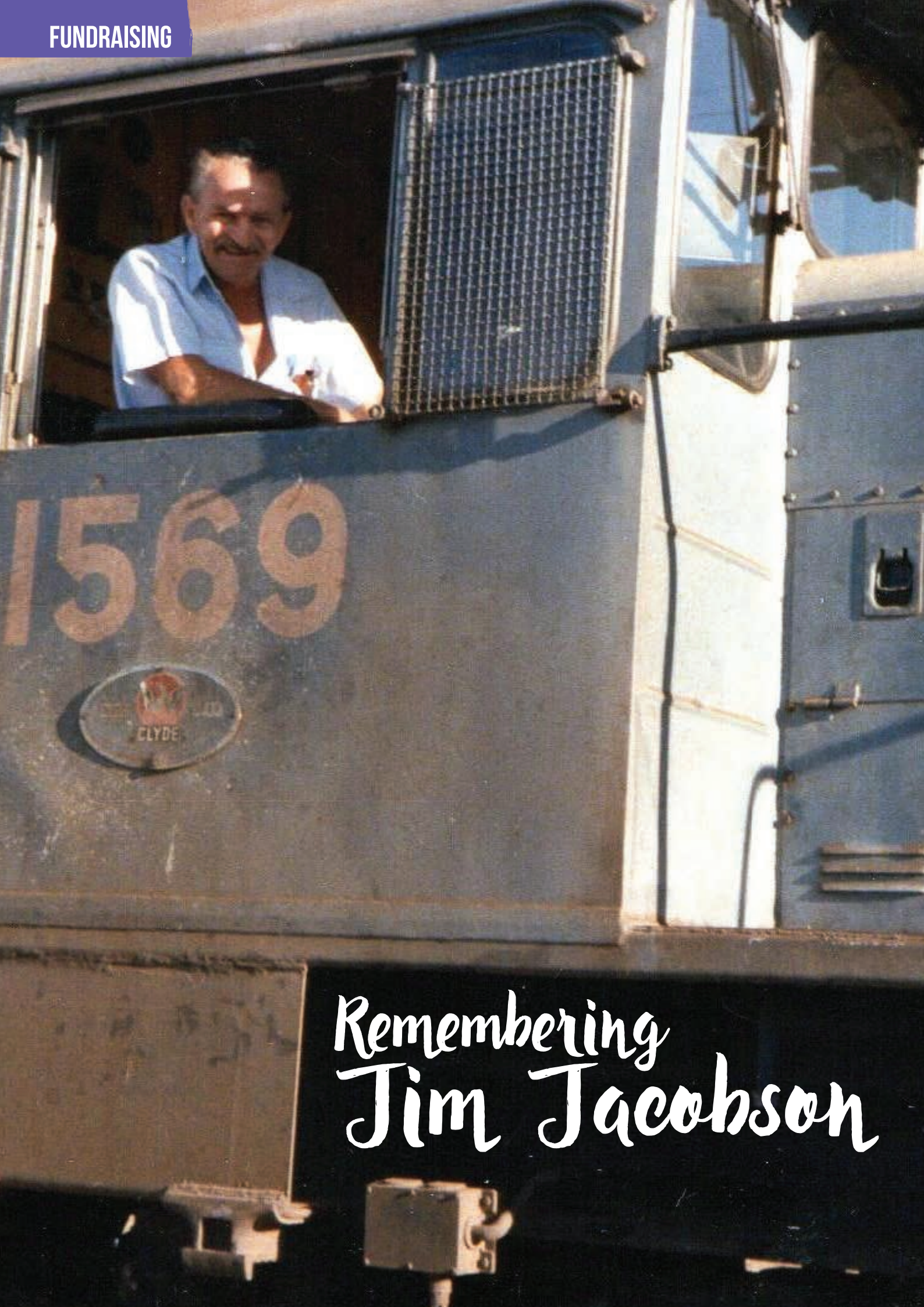
Well done to Tamim and thank you to Aruna for her support in helping him get his dream job!



Tamim Jamali



FUNDRAISING



Remembering  
Jim Jacobson





## JIM JACOBSON, A LONG-TIME SUPPORTER OF ENDEAVOUR FOUNDATION, WAS THE SON OF DAIRY FARMERS; HE SPENT MOST OF HIS LIFE LIVING IN GYMPIE AND WORKING ON THE RAILWAY AS A TRAIN DRIVER.

His niece, Joanne, said Jim was a self-taught and creative man.

"I can remember as a kid hearing him play some pretty great tunes on the harmonica. He was also a talented drawer and wood carver."

Jim was very close to his family, especially his brother Ron, his wife Jan, and their children.

"When he retired, Jim bought the house next door to our family home. He and Dad spent most days going down the street and having a yarn and I think that was probably his most enjoyed pastime right until the end.

"They also spent many hours under Jim's house restoring old furniture. They did some absolutely beautiful work under that house. Nothing was too run down or got thrown out," said Joanne.

Jim's family are left with many treasured memories of him, and he will forever be remembered through the incredible gift he gave to people with a disability.

In Jim's younger years, when he was working on the railroad in Brisbane, he came across Endeavour Foundation assisting people with a disability. He was so touched, and this memory was etched in his mind forever. He knew then that he wanted to give back and to help people with a disability in his own way. His wish came true many years later, when he left a gift to Endeavour Foundation in his Will.

Jim felt a strong desire to give back to his local community, including Endeavour Foundation. Whether it was a small or large

amount, Jim knew it would still have an impact on the lives of people with a disability.

"Many people would have thought of Jim as a lonely sort of man but I don't like to think of him that way. To me he was a man of an older time, who enjoyed the simpler things in life and didn't want much in the way of possessions.

"This enabled him to be very charitable and he was, I think, proud to be able to give to charities he felt deserving. He gave an incredible gift to Endeavour Foundation on his passing. This, in a way, was his greatest accomplishment," said Joanne.

Jim's legacy will live on by ensuring the next generation of people with a disability have the support they require to make their possibilities a reality. Thank you for your wonderful gift Jim, and the continued support of the Jacobson family.

Like Jim, you can also leave a lasting legacy through a gift to Endeavour Foundation. Any size gift can make a positive difference to the lives of people with a disability. We recommend talking to your family and loved ones about the decisions in your Will, and discussing plans with your solicitor.

**IF YOU WOULD LIKE MORE INFORMATION, OR JUST HAVE A CHAT ABOUT HOW YOU CAN SUPPORT PEOPLE WITH A DISABILITY, PLEASE CONTACT COMMUNITY RELATIONS ON 1800 63 40 40 OR EMAIL [PHILANTHROPY@ENDEAVOUR.COM.AU](mailto:PHILANTHROPY@ENDEAVOUR.COM.AU)**

**"THIS ENABLED HIM TO BE VERY CHARITABLE AND HE WAS, I THINK, PROUD TO BE ABLE TO GIVE TO CHARITIES HE FELT DESERVING. HE GAVE AN INCREDIBLE GIFT TO ENDEAVOUR FOUNDATION ON HIS PASSING. THIS, IN A WAY, WAS HIS GREATEST ACCOMPLISHMENT,"**





# Annual APPEAL

Every dollar makes a  
difference

**DONATE NOW**

 [donate2endeavour.com.au](https://donate2endeavour.com.au)  
 **1800 63 40 40**

## 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)

## Emergency Contacts

### EMERGENCY SUPPORT

#### COMMONWEALTH RESPITE & CARELINK CENTRES

1800 052 222 (Business hours)

1800 059 059 (Emergency after hours)

Pre-register by phone to gain easier access to support

#### STATE GOVERNMENT DISABILITY SERVICES

Queensland:

13 74 68

NSW: 133 677 – TTY (hearing impaired)

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 – landline

106 – TTY (hearing impaired)

112 – mobile

Alcohol and Drug Information Services

1800 422 599

### SUPPORT CONTACTS

#### ENDEAVOUR FOUNDATION DISABILITY AND COMMUNITY 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

Endeavour Foundation: 1800 363 328

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: 1800 363 328

#### 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

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

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

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

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

**Moreton – Sunshine Coast:**

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

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

**South East Queensland:** [SEAC@endeavour.com.au](mailto:SEAC@endeavour.com.au)

**South West Queensland:** [SWAC@endeavour.com.au](mailto:SWAC@endeavour.com.au)

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

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



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