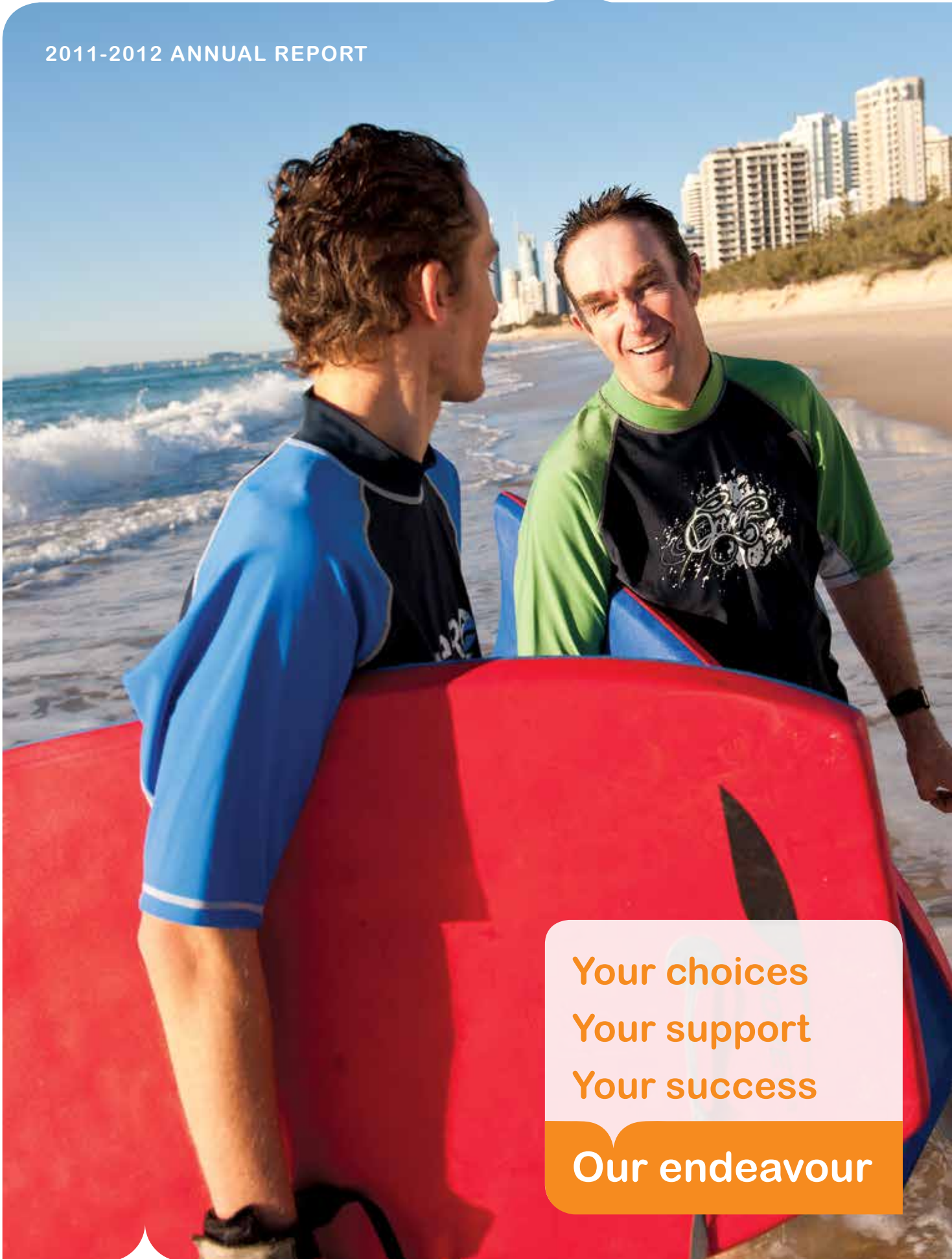


2011-2012 ANNUAL REPORT

A photograph of two men on a beach. The man on the left is seen from the side, wearing a blue and black wetsuit, holding a large red surfboard. The man on the right is facing him, wearing a green and black wetsuit, and smiling. In the background, there are waves, a sandy beach, and a city skyline with tall buildings under a clear blue sky.

Your choices
Your support
Your success

Our endeavour

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Life is a beach for mates Grant Stevens (left) and Matt Creswick (right), who live and work on the gorgeous Gold Coast.

Grant is a familiar face at Burleigh Heads business service, where he's worked since 1984. A typical working day includes packing and sealing bottle tops or helping with mailouts. He reckons the job has helped him hone his skills over the years. "I enjoy everything about working here... the work I do and talking to the people I work with," he says.

Grant shares a unit with three housemates and says living independently has had a positive influence on him. "I've learned how to get along with all kinds of people and I love where I live," he reveals. A favourite pastime is walking on the beach near home, but Grant also enjoys travelling overseas, visiting family and eating out.

Matt Creswick has worked with Grant since January 2011 and has busy days packaging, pallet wrapping and sealing products. "Since I started, my skills in all areas are growing and I'm learning new things every day," he says. Matt would like to go for his forklift licence and is saving for a better car. But in the meantime, he likes to hit the beach with his girlfriend and enjoys body-boarding.

In 1951 when children with a disability were denied the choice to attend public schools, their parents came together and began to provide an education on the veranda of a family home in Brisbane.

This was the beginning of Endeavour Foundation. Now, more than 60 years later people with a disability are offered a person-centred service that is developed with each individual to support a fulfilling life in the community.

Endeavour Foundation is a diverse community organisation supporting thousands of people in more than 230 locations, and is one of Australia's leading disability support providers. We exist to support the choices of an ordinary life for people with a disability.

Chairman's Report

In the twelve months which have passed since I last penned my thoughts for our annual report, I have had much cause to reflect on Endeavour Foundation's beginnings in advocacy, which still inform and motivate us today.

Last year we celebrated 60 years of support for people with a disability. At our core in 1951 were parents and carers who fought for children with a disability to have access to a state education – a basic right of citizenship in this nation. Ours is a story of campaigning for what we believe is a fundamental right – that people with a disability should be afforded opportunities like all other Australians so that they can lead an ordinary life. The solution lies in total reform of the disability sector.

Some four years ago the Board embraced sector-wide reform proposed by the Productivity Commission – the National Disability Insurance Scheme (NDIS). Since then we have campaigned alongside other disability organisations, taking and making many opportunities to explain the need for a NDIS. We've laid out in detail the benefits Australia as a whole would enjoy if the broken and fragmented disability system was replaced with a national, equitable, no-fault disability support scheme.

The year held many twists and turns on the road towards the NDIS. While we are thrilled that all Australian governments have publicly supported the NDIS, there is much debate to be had around the source of funds for this desperately-needed reform. Endeavour Foundation has strongly reaffirmed our support for the NDIS and our commitment to call for its introduction. We inevitably need the NDIS and must support its implementation.

There is nothing convenient about this kind of courageous advocacy. At times we are heavily criticised for speaking out. A number of those reading have added your voices to the chorus for change – and know the cost of doing so. Many brave families have spoken openly about the stress, pressure and exhaustion of supporting family members with a disability, with little respite or assistance. Others have written letters and emails, called talkback radio, marched in public rallies, met politicians and staged DisabiliTEA events to demonstrate your support for the NDIS. We must ensure there is continuing strong public support for the NDIS until we have leadership at all levels of government to solve this problem.



Ours is a story of campaigning for a fundamental right – that people with a disability should be afforded opportunities like all other Australians so they can lead an ordinary life.

Of course the Board has not lost sight of those things which keep Endeavour Foundation sustainable and strong into the future. I am proud to report that the CEO, executive team and staff have worked hard to consolidate the changes of recent years. From their efforts we have an organisation not only committed to the highest standard of service delivery, but one recognised as a thought leader to turn to.

The Board has also reinvigorated the Endeavour Foundation Council and initiated regional council visits. Through regional council meetings, Board members become more familiar with facilities in various locations. More importantly, they meet and talk with people with a disability and family members who live distant from Head Office. Since our organisation's 2,400 kilometre footprint can make face-to-face interactions difficult to achieve, the Board is keen to meet people at regional councils, in addition to email and telephone contact.

From strong foundations, we are together remaking the organisation, ensuring our core values are at the heart of our work with people with a disability. Without a community of dedicated people, none of this would be possible. Whether you volunteer at cycling events, sort and display second-hand clothing, support learning and lifestyle activities, navigate a rally car, collate mail, run a family support group, recycle used computers, sell lottery tickets, package food and pharmaceuticals, answer phones, or plan and build new houses, I sincerely thank you for your vital part in this one endeavour: to provide the choices of an ordinary life for people with a disability.

I commend the 2011-2012 annual report to you.

Grant Murdoch *Chairman*

Chief Executive Officer's Report

If just one word were used to describe the 2011-2012 year for Endeavour Foundation, it would undoubtedly be challenge. As CEO, I'm thankful that the people involved with our organisation have once again proven they are not the sort to shirk a challenge.

Depending on your perspective, the National Disability Insurance Scheme (NDIS) proposed by the Productivity Commission is either the greatest challenge or the greatest opportunity of our generation. Perhaps it is both.

The people who are charged with its introduction face the challenge of ensuring its implementation provides enduring benefit to people with a disability. This will require a disciplined approach towards the implementation and a system which is not burdensome to people with a disability or their families and carers.

Following the Queensland election in March, our organisation embraced the challenge of establishing a relationship with a new state government. Despite our apolitical stance, Endeavour Foundation's advocacy efforts have sometimes made us unpopular in the halls of government. In the face of this challenge our unswerving conviction remains that Endeavour Foundation was born out of advocacy and must continue to advocate, until people with a disability no longer have need of advocacy.

Rewarding employees appropriately, and in keeping with their skills and commitment, remains a challenge. As a not-for-profit organisation we continue unashamedly driving all available funds into better services. Many of the talented and dedicated people in our employ could enjoy considerably higher wages in the private or public sectors, but have chosen instead to put their skills to use for people with a disability. Very few CEOs lead a workforce with such goodwill, and it's an honour I don't take for granted.

The Endowment Challenge Fund is funding significant research, having awarded the first round of research grants this year (see pages 33 and 34). We should be especially proud of the long term positive impacts that the application of this research can achieve.

As ageing presents new challenges for people of the "baby-boom generation", we are working with public health and transport providers to come up with better



I've been with people who negotiate many challenges each day, and do so without fuss or fanfare... getting on with making the choices of an ordinary life, often with splendid enthusiasm and determination.

access. After all, by meeting the challenge of access for people with a physical or intellectual disability, these public services will deliver better access and usability for all members of the public. On the other hand, poor access has the most severe impacts on people with a disability.

Like other organisations in these uncertain economic times we face a major challenge to effectively raise funds. Thanks to our loyal supporters and careful resource stewardship, we can sustain our operations in spite of the global financial crisis. In the face of a continued tight outlook, we are reliant on a broad income base and prudent managers to remain financially secure.

But the picture is not as bleak as it seems. Whenever I visit a Learning & Lifestyle, work alongside employees manufacturing stakes and pegs, or on a food packaging line, I leave with greater inspiration and energy to face these many challenges. That's because I've been with people who negotiate many challenges each day, and do so without fuss or fanfare. They are getting on with making the choices of an ordinary life, and often doing so with splendid enthusiasm and determination.

With so many people alongside me, I can not only accept these challenges, but relish them, because they make overcoming every obstacle especially pleasing.

Whatever your part in meeting the challenges that lie ahead, I thank you for your essential role within our community of support. I look forward to the year ahead where, upon the foundations which have been laid, we can continue to serve those who place so much faith in our ability.

A handwritten signature in black ink, reading "David Barbagallo". The signature is written in a cursive, flowing style with a long horizontal line extending from the end.

David Barbagallo Chief Executive Officer

2011-2012

Year in Review

JULY 2011



Grand Highland Ball

More than 500 paying guests enjoyed a spectacular Scottish-themed night out, featuring 120 performers and Scottish dancing a-plenty. Raffle ticket sales and a silent auction raised funds for Endeavour Foundation's Endowment Challenge Fund.

Latch-On® Sydney opening

Endeavour Foundation's expansion into New South Wales took another leap forward when NSW Minister for Disability Services Andrew Constance officially opened Castle Hill Latch-On®, made possible by the generosity of the Talbot Family Foundation.

Clockwise from back left: Amanda Brown, Sandesh Nayagar, Cameron Matheson, CEO David Barbagallo, Nick Jones, James Meagher, Daniel Brotherhood, Andrew Constance MP, Roxanne Ling and (centre) Lisa Jaffrey

Endeavour Foundation Client Council

Endeavour Foundation's first Client Council meeting for 25 years saw more than 50 delegates gathered in Brisbane to discuss the issues facing Endeavour Foundation stakeholders. Parliamentary Secretary for Disabilities and Carers Jan McLucas was also in attendance.

Client Council delegates, from left, Beau Bradbury, Matthew Lee, Praveen Weerasooriya, Kane Wojcicki and Charles Sinclair with Nagadeva Higgins (standing) of the Community and Advocacy Support Unit



JULY 2011

John Leadbetter tackles the mud on his 24th Great Endeavour Rally

Great Endeavour Rally

A whopping 86 rally cars journeyed 4,000km from Goondiwindi to the Gold Coast via the Golden West on the 2011 Great Endeavour Rally from July 12 to 21. Won by rally stalwart Allan Lawson, the event raised an impressive \$185,000 for Endeavour Foundation.



SEPT 2011



SEPT 2011

Biloela Respite Centre opening

A state-of-the-art respite centre to support people with a disability and their families was opened in Biloela. The \$500,000 service, with three resident bedrooms and a staff room, was the culmination of more than five years of tireless work and fundraising by local people - especially Biloela Respite Service Reference Committee: Councillor David Snell, Aileen Trace, Julie Watson and Jenny McLeod. Banana Shire Council donated the land on which the service was built.

OCT 2011



OCT 2011



Fox Street opening

Three new modern houses at Fox Street in Redbank Plains, south west of Brisbane, feature the latest assistive technologies providing greater independence for residents. The \$900,000 project was part of the At Home With Choices program, with a \$200,000 flood assistance grant from RACQ Foundation.

From left: Kim Taylor, Jacqui Silcock and Darryl Beaven cut the ribbon at Fox Street, alongside David Contarini, RACQ's Sponsorship and Events Manager.

500km Endurance Relay

Athletes from around Australia took part in a gruelling 500km running race around regional south-east Queensland to raise money for Endeavour Foundation. A total of 16 teams ran from Mount Gravatt to Warwick, around to Toowoomba and back to Fernvale in the three-day event.



NOV 2011

NOV 2011



Melbourne Cup

Endeavour Foundation was the beneficiary of a fabulous Melbourne Cup Gala luncheon held at Hillstone St Lucia Golf Club, Brisbane. 320 guests turned out for the event, digging deep to raise thousands of dollars.

NSW Parliament 60th Anniversary Reception

Endeavour Foundation was hosted by both houses of New South Wales parliament at a bi-partisan 60th anniversary reception.

From left: The Hon. Linda Voltz MLC, CEO David Barbagallo, Director Sally Herman, Director Edward Mason and Minister for Disability Services The Hon. Andrew Constance MP



NOV 2011

Year in Review cont



Gladstone DAP site visit

Then-Queensland Minister for Disability Services Curtis Pitt, General Manager Gail Davidson, Service Co-ordinator Tanya Taylor and the Gregory family viewed construction work on two state-of-the-art houses for people with a disability. The \$530,000 houses were built by Endeavour Foundation, with \$501,000 contributed by the joint state-commonwealth Disability Assistance Program (DAP). Ongoing support funding will be provided by the Queensland government.



New venture in Toowoomba

Supported employees at the commercial enterprise in Toowoomba planted 2,000 chrysanthemum bulbs on its Ramsay St land in the lead-up to Mother's Day. Local Girl Guides lent a hand at harvest time, creating valuable community connections.

Rosehill Gardens Silver Slipper Race Day

Endeavour Foundation's second annual race day at Rosehill Gardens in Sydney attracted more than 200 people.



Bundaberg DAP opening

Funding for two modern three-bedroom houses in Bundaberg came from the joint state-commonwealth Disability Assistance Package (DAP), worth \$18.3 million to Queensland over three years. Half of all new DAP accommodation is set aside for people with a disability who currently live with an ageing parent-carer. Recurrent support funding will be provided by the Queensland government.

From left: Curtis Pitt MP and CEO David Barbagallo cut the ribbon to open a new house with Donna Lee Hardy and Anne Treacey.

Inaugural Speaker Series Breakfast

The first event in Endeavour Foundation's 2012 Speaker Series took place on 30 March at Brisbane's Customs House. Guest speaker, former Adult Guardian Dianne Pendergast, challenged perceptions around 'Disability and the Law: Risks v Rights'.



Maryborough sod-turning

Client Barry Mortimer and CEO David Barbagallo kick-started construction of three modern four-bedroom houses which will accommodate ten people with a disability near Maryborough.

The houses are part of Endeavour Foundation's ambitious, self-funded At Home With Choices project to upgrade and develop residential services into contemporary homes with no more than four co-tenants.

Geebung visit

Federal Treasurer Wayne Swan and Disability Reform Minister Jenny Macklin visited Geebung in a national tour to promote the National Disability Insurance Scheme (NDIS). The visitors took time to chat with Gavin Surman, as Patrick Collaco observed.



NDIS rallies in Sydney & Brisbane

Our capital cities were awash with red t-shirts when we took to the streets in our thousands for NDIS Rallies. Some 2,000 people gathered at Reddcliffe Place in Brisbane's CBD while in Sydney 8,000 people poured into Allphones Arena at Sydney Olympic Park. The Prime Minister told an elated crowd that the NDIS launch sites would begin 12 months ahead of schedule.

Minister Davis flags off Great Endeavour Rally in Brisbane

The 25th Great Endeavour Rally was flagged off in style by Qld Minister for Disability Services Tracy Davis at Colmslie Beach Reserve in Murarrie. Leon Aarsse from Woombye - one of ten people with a disability who joined the 2012 rally - assisted the Minister with the flag-off.



Disability Services

Person-centred approaches to support are at the core of many changes and developments within disability support in 2011-2012.

Person-centred supports enable people to achieve life goals and aspirations by focusing on what's important to each person and designing a response to meet individual needs, whether in supported accommodation, learning, recreation activities, in-home support, respite or other supports.

Endeavour Foundation's decision to replace large residential accommodation with smaller, modern homes has provided an opportunity for staff to work through a Service Needs Assessment Profile with each resident.

This outline of each person's support needs, coupled with additional person-centred planning approaches, enables planning of individualised accommodation arrangements.

The profile also provides a launching pad to plan responses for greater independence and choice for each person moving into new homes built by the At Home With Choices project (formerly No More Than 4 Beds). Read more about the project on pages 10 and 26.

The Creating Opportunities in Learning and Lifestyle (COiLL) pilot project has been finding ways to embed person-centred practice within all aspects of our Learning and Lifestyles (L&Ls).

It is hoped that COiLL is the first step in transforming L&Ls into hubs of community activity, which are outward-focused and invite genuine social inclusion opportunities. Gympie, Caboolture, Maryborough and Lawnton sites participated in the trial and staff provided feedback to area committees in these regions.

The project review found people are enjoying new experiences, greater use of assistive communication devices and techniques, increased independence and expanded opportunities.



Hi my name is Prue. When mum and dad asked me how I'd like to live my own life I asked a lot of questions. I did not know how to cook, do my own washing and answer the phone. I said I would give it my best shot and that meant I had to practice responsibilities, learn to live independently, learn to help my flat mates as well as my supervisors. Now I have been living here for fifteen years. Denise taught me things I never knew I could do like going to the gym, budgeting and cooking. Then I met Debbie and Ty. It is the most fantastic thing that has happened... giving me all the opportunities for changing myself into a totally different person and teaching me a lot about myself.

Prue Chappel

As staff members assist individuals to communicate their personal interests and choices, activities will reflect the desires of people who attend.

The COiLL person-centred model will become part of all services and supports.

Endeavour Foundation's under 30s strategy provides a platform for developing and offering more services for people with a disability from birth to the age of 30.



215 services across Queensland and New South Wales offering
1,861 placements for people with a disability

Biloela Respite House in Central Queensland was officially opened on October 20, 2011 - the result of tireless work by local advocates. The \$500,000 service will provide respite to an estimated 50 families.

Carlisle Gregory, who has utilised the respite service, gave media interviews at the opening.



Post-school education opportunities remain a focus, including the successful launch of the Latch-On® literacy and technology training program in Castle Hill, Sydney, in September 2011.

Endeavour Foundation and The University of Queensland jointly presented the outcomes and achievements of Latch-On® at the Australasian Society for Intellectual Disability conference in Adelaide in November 2011.

The Continued Learning for Under-30s at Endeavour (CLUE) program has also expanded with the recruitment of two additional teachers.

Endeavour Foundation provides a response to emergency and crisis situations with the Queensland Department of Community Services' Child Safety division. We also work with Child Safety and Disability Services divisions to assist young people in care as they make a transition into adult support services.

Respite, flexi-respite and sibling support have been identified as important service needs for families of young people with a disability, along with suitable supported accommodation options.

Endeavour Foundation is conducting a feasibility study into the provision of weekend respite and recreation for children, utilising existing buildings.

We also offer home-schooling for children who are unable to attend school.

Life-long learning is a desire for most people and several families in Townsville saw the need for a program to

capture this for people who are over 30 years of age. A new Education and Learning Program was developed in response and we are looking at the option of providing accredited courses in this setting. Once established, this is likely to be offered in all areas.

Cognisant of the benefits for physical and psychological wellbeing, Endeavour Foundation is looking at ways to increase sport and recreation participation rates among people who utilise disability services. An initial audit will measure whole-of-life participation rates with a view to providing targeted responses for people of different ages.

While it is still unclear how aged care services would intersect with disability services under the NDIS, Endeavour Foundation is working now to ensure that as people age, they can gain access to age-appropriate support without moving to an aged care facility, within existing infrastructure.

A number of houses have been earmarked for this purpose across Queensland, with planning focused on how to achieve a smooth transition within current budgets.

Endeavour Foundation's campaign to improve services in New South Wales received a major boost with approval to provide support throughout the state, on referral from government, for both children and adults.

Disability Services cont

New Accommodation

We continue the push to provide more supported accommodation places through the Disability Assistance Package (DAP) and to improve existing residential services through our self-funded At Home With Choices project (formerly the No More Than 4 Beds project).

People living in all new residential accommodation will enjoy greater independence as a result of state-of-the-art technologies incorporated in their construction.

Thanks to the joint state-commonwealth funded Disability Assistance Package, we have been able to construct five new homes for people with a disability in Cairns, Bundaberg and Gladstone.

The majority of construction funds were supplied by the federal government, while ongoing support funds for residents will be provided by the state government.

Endeavour Foundation's contribution to this three-way partnership is to provide land, to plan and manage construction, to work with the Department of Communities to identify and prepare tenants for the transition, and to provide accommodation support for residents. Half of all support places created by this initiative have been earmarked for people who currently live with ageing parent-carers.

These five houses have been purpose-built to provide 24-hour support from a rostered support worker on site. The assistive technologies in the houses are designed to suit the varying needs of the individuals living there,

with optional environmental sensors to detect gas, smoke, and fire; entry and exit sensors; help alarms and panic buttons. Extras such as a patio attached to each bedroom ensure individuals have access to their own private space.

The ambitious, self-funded At Home With Choices project is upgrading and developing current residential services into contemporary homes with no more than four co-tenants.

The program will deliver 300 bedrooms in brand new homes for people with a disability in just eight years, providing a better lifestyle, more independence and greater flexibility.

Three new homes were opened at Redbank, south west of Brisbane, in September 2011. More homes are under construction at Durack, south west of Brisbane and in Maryborough, three hours north of Brisbane.

While any transition to new accommodation can bring challenges, residents are making the most of opportunities to develop new skills, investigate new interests and make decisions about the details of everyday life.

Planning and consultations are well underway for more new homes to be built in the 2012-2013 financial year.

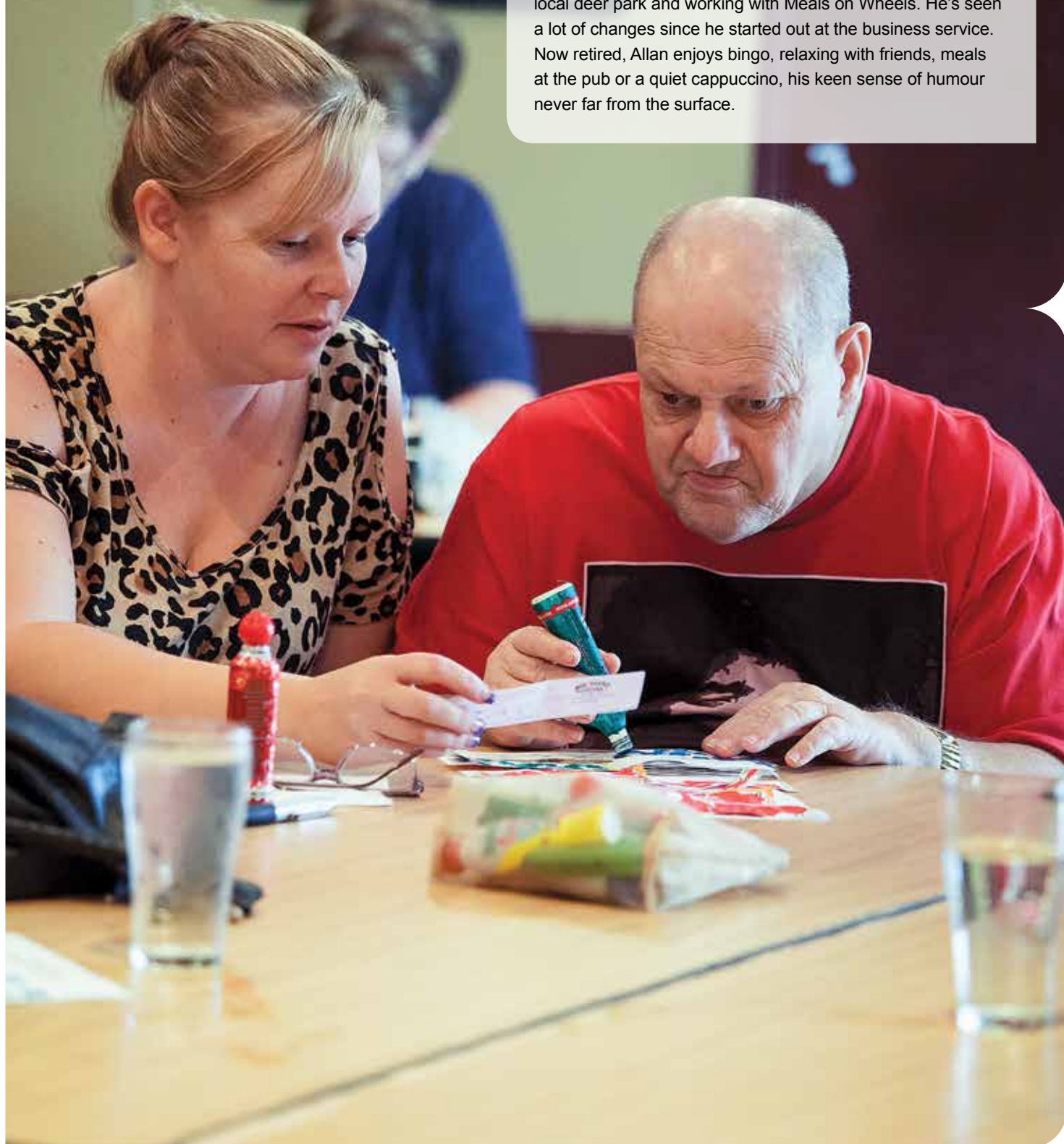


Roma Learning and Lifestyle was made over with new paint, walls and flooring, in time for a combined community open day and 60th anniversary on October 28, 2011. Nola McPherson and CEO David Barbagallo cut the cake, while Kay Sanderson looked on.

Allan Wheeler is something of a celebrity in Gladstone these days.

Allan (pictured with support worker Christine) was presented with a gold watch at a recent awards night to mark 25 years of involvement with Endeavour Foundation. After the local newspaper printed photos of the event, a number of locals approached Allan to shake his hand in congratulations as he ate lunch at the pub. The award recognising longevity means a lot and Allan's pride in his watch is evident.

Over the years, Allan has contributed to the local community as a recycling volunteer at the Council, helping to set up at the local deer park and working with Meals on Wheels. He's seen a lot of changes since he started out at the business service. Now retired, Allan enjoys bingo, relaxing with friends, meals at the pub or a quiet cappuccino, his keen sense of humour never far from the surface.



Commercial Operations

Expanded opportunities have been the hallmark of the 2011-2012 year for both supported employees and Endeavour Foundation's commercial enterprises as a whole.

Following on from the successful social skills training introduced in 2009 is the development of the Right On! program and website. This provides supported employees and families with a ready source of information about the rights and responsibilities of all individuals within Australian society.

We are also proud to have introduced accident insurance for supported employees, which will provide income protection in case of time off work due to an accident at work or elsewhere. This, combined with the introduction of nine per cent superannuation for supported employees and ongoing training opportunities, represents a significant boost to employment conditions.

ADE AWARDS

Endeavour Foundation was recognised as runner up in a national award scheme, open to 220 Australian Disability Enterprises (ADEs). The ADE Excellence Awards are an initiative of the Department of Families, Housing, Community Services and Indigenous Affairs. The awards acknowledge organisations that provide best practice training opportunities, achieve strong wage outcomes, provide safe working conditions and promote social inclusion and participation for employees with a disability.

COMET program

A number of business services continue to seek wider employment opportunities for supported employees through the Creating Opportunities for Mainstream Employment Transition (COMET) program. This year we have expanded this program to facilitate traineeships,

creating another pathway for supported employees to transition to open employment (see Nola's story on page 38).

Certificate program

Endeavour Foundation has begun a program to recognise and enhance the skills, knowledge and achievements of supported employees through the implementation of a Certificate program. Thirty supported employees have enrolled in a Certificate II of Workplace Practices and following a review of this course, we aim to ensure most supported employees have the opportunity to enrol in this or a similar course in the future.

Western Sydney

In New South Wales, our supported employment vacancy rate has dropped from 65 to zero, thanks to the promotion and recruitment efforts of staff at Castle Hill, Seven Hills and Mt Druitt. All three Western Sydney commercial operations continue to grow in size and sales revenue. These thriving enterprises are bucking the trend in manufacturing at a time when many similar businesses are struggling to stay afloat. The success of these highly accredited operations was recognised when they were named winner in the manufacturing category of the 2011 Western Sydney Awards in Business Excellence.

The Seven Hills operation continues to fulfill pharmaceutical packaging contracts at capacity, within the constraints of the site. Mt Druitt supported employees are also kept busy providing services to existing clients. A number of supported employees are enjoying increased wages, along with higher productivity at work, as a direct result of training and skills development. Likewise, supported employees in the sewing business at Castle Hill have gained additional sewing skills, boosting their wages as a result. While a number of high-profile companies are customers of Castle Hill, the service is also seeking opportunities to make better use of the commercial shrink-wrapping equipment on site.



Our recycling ventures kept **5,532** tonnes of cardboard, textiles, TVs and more from entering landfill in 2011-2012.

Waste and recycling

Last December, Southern Downs Regional Council south of Brisbane signed a \$1.5 million, three-year contract for the continued management of waste facilities and recycling services. Endeavour Foundation runs the weighbridge and gate house for the Warwick and Stanthorpe waste stations and manages the recycling centres, providing meaningful employment for more than 30 people with a disability in the region. Suitable items are cleaned for sale at the Tip Shop while cardboard, plastic, cans and other materials are recycled, significantly reducing landfill.

The expertise gained by working with Southern Downs Regional Council has enabled Endeavour Foundation to provide similar services to other councils – such as the highly successful Brisbane City Council Tip Shop at Acacia Ridge in Brisbane's south, which receives more than ten tonnes of material each month. Endeavour Foundation now also manages waste transfer facilities at Buderim, Kenilworth and Yandina on the Sunshine Coast.

E-recycling

E-recycling services are providing an increasingly significant source of income. The commercial enterprise at Redcliffe, north east of Brisbane, has piloted recycling of electronic goods such as televisions, computers and mobile phones - known as e-waste - for 18 months. Business service and quality management staff worked together in order to attain a globally-recognised quality accreditation. Following a rigorous evaluation, SAI Global has certified the Redcliffe business service as compliant with the international benchmark for environmental management, ISO 14001. More than 60 supported employees work at the Redcliffe e-waste business.

Nangarin timber mill

Queensland Senator Warren Truss officially opened the new Nangarin timber mill near Maryborough, three hours north of Brisbane, in December 2011. The mill is the culmination of a partnership with the Butchulla traditional owners of the Wide Bay region to provide employment and training opportunities for members of the local Indigenous community. A number of staff members have completed training in an accredited Certificate II in Forest and Timber products course. The opening of the mill establishes a secure supply chain for the many timber



My life has moved forward thanks to Endeavour Foundation. I work at the business site in Geebung, Brisbane and I have my forklift driver's ticket now. I do quality checking on the rag-cutting and bale-pressing. I have moved out of home which gives me so much more independence. I've got my driver's licence, too. Things are really looking up.

I used to be a bit wild when I lived in Adelaide and my attendance at work wasn't great but it's been good since moving to Brisbane about five years ago and working with Endeavour Foundation. You just meet the right people and you click. I've been given some responsibility and I really like having it. It's great what you can do if you have the right plan and work in the right atmosphere with people who can help you to get what you want. I've had a good year and enjoy my life because of Endeavour Foundation.

Dez Nettleton

products produced by hundreds of people with a disability working in the region.

Line Assistant training - food packaging

Supported employees at Yeerongpilly food packaging enterprise in Brisbane have a new career path available, thanks to a new training program, which will soon be offered elsewhere. It gives supported employees the chance to develop a set of highly employable skills, including how to safely operate machinery, managing people in teams, planning the flow of activity along a production line and achieving a Certificate II.

Commercial Operations cont

Northgate and Strathpine amalgamate at Geebung

Endeavour Foundation formed Queensland's largest Australian Disability Enterprise with the amalgamation of existing Northgate and Strathpine services at a new modern and comfortable site in Geebung, on Brisbane's north side.

Staff carried out extensive preparation with all supported employees over many months, including training and support to manage the change of public transport arrangements and other details, paving the way for a smoother transition to the new workplace.

Boasting a floor space of 4,600 square metres, 190 supported employees and 32 full-time staff, the new combined workplace offers more variety and greater options for training and career progression for supported employees working on packaging, mailing and collating, textile recycling, industrial cleaning cloth, distribution of timber stakes and pegs, and distribution of trailers.

Chrysanthemums

The annual chrysanthemum harvest at Bundaberg was a sight to behold with perfect growing conditions leading to extraordinarily tall plants and a beautiful bumper crop – all in time for Mother's Day. Generous volunteers and hardworking supported employees made light work of the huge crop, some of which was sold in other regions.

In Toowoomba, a plot of land behind the business service was used to pilot a flower-growing program with just

2,000 bulbs. Although differences in growing conditions and farming techniques gave a much smaller yield, harvesting blooms with the Girl Guides has opened up valuable community connections.

Assisted Holidays

The assisted holidays program, launched in late 2011, provides recreational and holiday options including music festivals, coastal holidays and theme park visits. The exemplary work ethic of many supported employees creates a positive challenge for our commercial operations due to leave accruals. While large leave accruals are not encouraged, it's also important to ensure supported employees can enjoy the rest, recreation and rejuvenation which are a cherished part of Australian working life.

We're pleased to report that, with the planning and support provided by the assisted holidays program, a number of supported employees have found it much easier to take a break.

MBA student program

The General Manager of Commercial Operations, Andrew Donne, has worked closely with The University of Queensland Business School for MBA students to be involved in selected projects. They initially developed a business development strategy for the e-waste and recycling facility at Redcliffe, north east of Brisbane.



General Manager Andrew Donne accepts an Australian Disability Excellence Commendation from Senator Jan McLucas (see p12).

A photograph of Chris Mount, a man with a mohawk, sitting on a yellow Yale forklift in a warehouse. He is wearing a high-visibility yellow shirt and dark shorts. Another man in an orange high-visibility shirt stands next to him, holding a clipboard. The warehouse has a corrugated metal roof and metal shelving units filled with bags of clothing in the background.

Chris

Chris Mount started work at Strathpine eight years ago, before relocating to Geebung.

He bales clothes for Endeavour Foundation Recycled Clothing Stores, knows the warehouse like the back of his hand and has a forklift ticket to load and unload delivery trucks.

"I've made a lot of progress since I started," he reflects. "It's physically hard labour baling the clothes, you've got to do your quota. I was nervous at first, but now people would say I'm a veteran. I'm confident on the forklift – I know what I'm doing. I'm aware of what the workplace is all about now. I know that safety is of peak importance."

Having built up a wealth of knowledge and experience, Chris takes real pride in his work and enjoys helping employees who are just starting on the job. "I like to give my knowledge to newer workers – it's what I enjoy most about working here," he says.

Fundraising Activities

Recycled Clothing Stores

Endeavour Foundation Recycled Clothing stores continued a growth strategy for the past year, focusing on opening new stores, relocating stores to more desirable locations and upgrading stores to the 2010 Store Concept.

The retail network grew from 37 to 41 stores in the past year with a store opened in Yeppoon to capture the tourist trade and a second store for Mackay on the north side of town to better service the growing population.

We've opened a second store in Western Sydney at St Mary's, which is our first store in a shopping centre complex. We also started our first online store utilising the eBay website as a pilot for this channel.

During the past 12 months we also relocated the Woodridge (south east Queensland) store to a better location across the road and moved the Condon store in Townsville to the Willows-Kirwan area.

The floods that caused havoc for our stores during 2011 continued into 2012 with the complete destruction of the Cooroy store during a freak storm that saw the collapse of the roof.

Following a closure of more than six weeks the store reopened with our 2010 Store Concept, which has contributed to significant sales growth.

This and other positive responses to the 2010 Store Concept have driven our decision to continue focusing on improved store presentation and achieving customer service expectations, for revenue growth even in the face of a difficult retail climate.



Working for Endeavour Foundation is very important to me. Being a caring person, if I can help other people it can be very gratifying. I am a person who has to be busy, fitting as much as possible into my day. As I have children and grandchildren, much of my spare time seems to be about them.

I have volunteered for Endeavour Foundation Recycled Clothing for 14 years, so a lot of time has been spent at the store. As a volunteer-managed store, we become a little family which makes my job as convenor a lot simpler.

*Lyn Hood - 2012 Volunteer of the Year
Volunteer Convenor, Nanango Store*

This objective will be achieved late in 2012 when our Paddington (south east Queensland) and Sheridan Street (Cairns) stores are upgraded.



Paddington Endeavour Foundation Recycled Clothing gains a new lease of life, thanks to extensive renovations and the vibrant 2010 Store Concept - perfect for the retro-cool shopping strip.



First prize in our 60th anniversary lottery - a gracious Queenslander home in the Sunshine Coast hinterland at Maleny - was the perfect backdrop to tell the story of Endeavour Foundation's beginnings.

The financial performance of the retail stores has been strengthened by sales growth in excess of the Consumer Price Index, but not strong enough to counter the increasing cost of fighting major Australian discount stores.

These competitors commenced a price war during mid-2010 and have driven an exponential price decrease on key loss-leading items, targeted primarily in the clothing departments.

Although economic and retail conditions are expected to be equally if not more challenging in the coming year, we are better positioned than ever to grow. We will continue to provide a source of profitable employment for supported employees who sort and distribute second-hand goods into the retail network.

During 2013 we will continue to invest in people and processes that improve our stock supply, volunteer management and customer service experience, and will plan for technology systems upgrades.

Endeavour Foundation Lotteries

Endeavour Foundation Lotteries has been operating for more than 40 years. We have conducted 10 lotteries each year in recent decades, offering a prize home to the lucky winner, with incentives for buying more than one ticket.

The system for managing the lotteries business is more than 25 years old. The focus of the past year has been to prepare for a transformational change of the lottery prize and price structure in mid-2012.

This change is in response to a significant market shift, driven by the competitive intensity of major players offering prize homes which are triple the value of our own, along with an increased number of lotteries by some competitors.

The transformational change culminates in the implementation of a new lotteries technology system and the launch of the Life-Changer Lottery in August 2012.

This will be the first move to significantly expand Endeavour Foundation Lotteries into markets outside of Queensland.

We are entering the New South Wales and Victorian markets, offering more than a thousand prizes with a value of \$2.9 million, including a \$2.5 million Noosa beach house.

While preparations were underway for the Life-Changer Lottery, we continued to offer 10 lotteries in the past year.

The highlight of the year was the 60th anniversary lottery in Maleny offering a heritage-style Queenslander. This beautiful house was the perfect backdrop to tell the story of Endeavour Foundation's beginnings and the relationship between lottery fundraising and support for people with a disability.

All funds raised from lotteries go towards the At Home With Choices program to build smaller modern homes for people with a disability so that they may have the choices of an ordinary life.

Fundraising activities cont

A significant investment has been made in mass media advertising using television and radio to advertise the lotteries. We've also been able to maximise access to community service announcements thanks to charitable support from the television and radio networks we have partnered with. This change in advertising mix has provided a leverage point and created a base level of awareness for us to launch our new lottery to the public.

Our focus is to continue developing lotteries that meet customer expectations, build greater loyalty with long-term supporters and foster growth outside of Queensland.

Philanthropy and development

It's been a busy year for the philanthropy and development team. Your kind donations have gone to fund several projects including the supported employment initiative, building new purpose-designed homes for people with a disability and bringing Christmas cheer to service users and supported employees.

The world of philanthropy is changing, with philanthropists desiring more input, reporting and control over the causes they choose to support.

The number of organisations vying for support is also increasing in response to the number of people needing support.

Endeavour Foundation has fared well over the past 12 months despite the increased competition for the donation dollar.

Corporate Donations

The number of corporate partners has increased by ten per cent from last year, with more organisations choosing to give in non-financial ways through volunteering, provision of prizes, event attendance and the use of Endeavour Foundation products and services.

This reflects a national trend and is also mirrored in workplace giving.

Bequests and Trusts

Leaving a bequest to Endeavour Foundation is the greatest compliment you can bestow upon us and an enduring legacy.

This year we have been honoured by contributions totalling \$554,894. Our thanks goes to 16 forward-thinking families and individuals, many of whom set up trusts from which we receive an annual distribution.



Thank you

Estate of Beryl Jean Gardner

Estate of Catherine E Carter

Estate of Clara Angela Miles

Estate of Edith Rita Lewis

Estate of Jeanette Holroyd Porter

Estate of Martinex Luz-Marie

Estate of Michael Quentin Serisier

Estate of Susan Fleur Dart

Estate of Una Collingwood Gyles

The Hart Family Trust

Keidge Perpetual Charitable Trust

Kenneth Gordon Anderson & Edith Anderson Memorial Trust

Russell McKimmon Charitable Trust

Lesley Dickson Charitable Trust

Appeals – smaller amounts in larger numbers

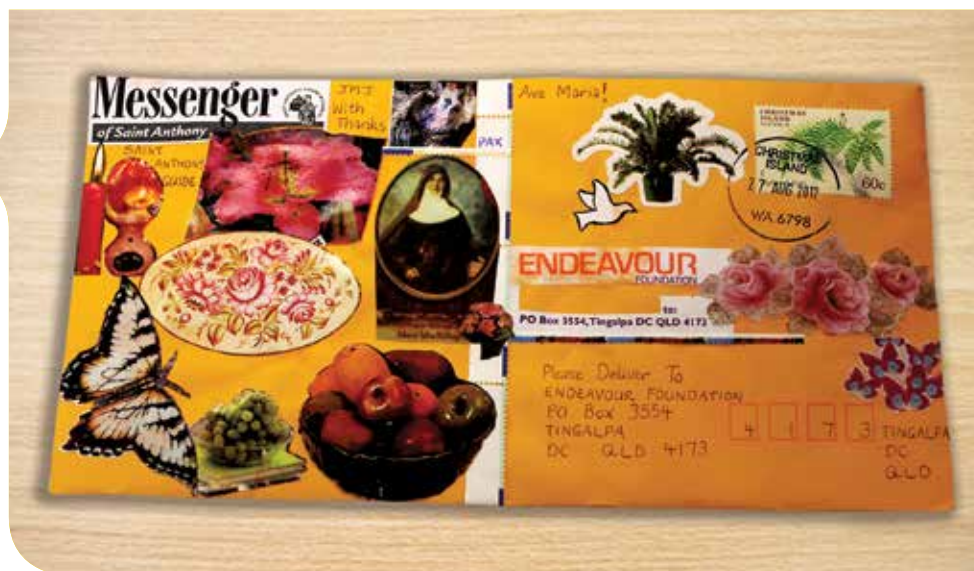
"Every little bit counts" has been our theme this year and thanks to your collective donations, 23 per cent more funds have been raised in 2011-2012. Some of you purchased doors for new homes, while others supported their local service. No matter what you chose to support, your donations were put to good use.



\$1,702,368

raised through events, bequests, and your generous donations

Our philanthropy officers enjoy reading the personal notes which often accompany donations - this collaged envelope from a supporter on Christmas Island is really something special!



Community Groups and Charitable Foundations

The number of community groups and foundations which lent us a hand and supported us financially grew by 50 per cent on last year and provided almost \$400,000 worth of support.

We thank these wonderful organisations for their generosity, time and ideas and hope to continue enjoying their support in years to come.

Community Groups

Banana Shire Social Club
 Boolba Tennis Club
 Ipswich Show Society
 Kingaroy Masonic Lodge (No.189)
 Legume Anglican Ladies Guild
 Lions Club Of Emu Park
 Lions Club of Innisfail Incorporated
 Lions Ladies Auxiliary
 Montville Ladies Social & Benefit Club
 Rotary Club Of Biloela Inc
 Rotary Club Of Kingaroy
 Rotary Club of Wacol
 St Mary's Parish Ladies
 The Advocacy Support Centre Inc
 The Potter House Christian Fellowship of Australia
 The Rotary Cub of Monto Inc

Foundations

AON Charitable Foundation
 Brazil Family Foundation
 Ernst & Young Foundation
 Flannery Foundation
 QBE Foundation
 Queensland Community Foundation
 RACQ Foundation
 Talbot Family Foundation Pty Ltd

Thank you

The philanthropy team love receiving letters and stories from supporters. They also want to thank each advocate, corporate and community partner, member, supporter and donor for the time, donations, introductions, support, knowledge and the good humour and community spirit you bring with you.

We simply could not do it without you and on behalf of all Australians with a disability we thank you for your contribution to the \$1,702,368 raised in 2011-2012.

Community Engagement & Events

Grand Highland Charity Ball 30 July 2011

More than 500 paying guests enjoyed a spectacular Scottish-themed night out at the Brisbane Convention and Exhibition Centre. Knights in full regalia, colourful banners, an Edinburgh Castle backdrop and almost 120 performers helped to create a vibrant atmosphere. The dancing went on into the night and, most importantly, funds were raised for Endeavour Foundation's Endowment Challenge Fund through raffle ticket sales and the silent auction.

60th Anniversary Parliamentary Receptions 2 August 2011 - Qld 23 November 2011 - NSW

Endeavour Foundation was proud to be hosted by then Speaker, the Hon. Reginald John Mickel MP, at a 60th Anniversary luncheon at Queensland Parliament in August.

Both Houses of Parliament in New South Wales later hosted a bi-partisan 60th Anniversary reception in November.

Photography & Short Film Competition

This free competition attracted many inspirational entries but a last-minute entry titled "The Actress" was named overall winner, earning Macquarie University art student Helen Wilson \$2,500. "The Actress", category winners and selected entries were showcased in exhibitions throughout Queensland and Sydney.

Carnival of Flowers 17 September 2011

Toowoomba's business service workers planned and creatively decorated their float for the annual Toowoomba Carnival of Flowers. On the day, carnival spectators were amazed by some 650 flowers - and ten proud creators - on parade.

500k Team Endurance Relay 18 November - 20 November 2011

Athletes from around Australia took part in a 500km running race around regional south east Queensland to raise money for Endeavour Foundation. Sixteen teams of about 20 runners each took a route from Mt Gravatt to Warwick, around to Toowoomba and back to Fernvale in the gruelling three-day 500k Team Endurance Relay. The teams raised more than \$36,233 net.

Playability 3 December 2011

Endeavour Foundation celebrated International Day of People With Disability in December 2011 by co-sponsoring the Playability family event. It was organised by Touched by Olivia Foundation at an all-ages, all-abilities playground at Five Dock in Sydney. The day was used to let young people know about supported employment opportunities available with Endeavour Foundation.



Endeavour Foundation was the beneficiary of a Melbourne Cup gala luncheon at Hillstone St Lucia golf club in Brisbane on November 1, 2011. More than 320 people enjoyed a lavish three-course lunch, a stunning recycled fashion parade and the spectacle of the big race.

Thousands of dollars were raised through raffles, race sweeps, and bidding on these fascinators modelled by our events team (from left, Rachel Bitschkat, Angie Rogers and Andrea Walters).

Rosehill Gardens Silver Slipper Race Day 3 March 2012

Our second annual race day at Rosehill Gardens, Endeavour Foundation Silver Slipper Race Day, was a cocktail event enjoyed by more than 230 people - the perfect backdrop to a great day of racing. It was a memorable day of fun, fashion, frivolity and fundraising enjoyed by a number of people who utilise Endeavour Foundation services, along with families, carers and supporters.

BDO Brisbane Coot-tha Challenge 18 March 2012

Thousands of cyclists turned out for the 2012 BDO Brisbane Coot-tha Challenge. Many took the opportunity to fundraise for people with a disability including Simon Lilley, the everyday hero from Gladstone, who was the top fundraiser for the second year running. Simon raised more than \$1,400 for Endeavour Foundation. Bicycle Queensland presented Endeavour Foundation with a cheque for \$15,213.

Speaker Series 30 March 2012 & 8 June 2012

The inaugural 2012 Endeavour Foundation Speaker Series has created a forum for discussion on various thought-provoking topics over breakfast. The first speaker was former Queensland Adult Guardian Dianne Pendergast who spoke on 'Disability & the Law - Risks vs Rights'. At the second event, Professor Nick Lennox spoke on the challenge of quality healthcare provision for people with intellectual disability.



I once left Endeavour Foundation for another job, but I missed my old work mates and returned. I got my forklift licence here. I love driving it and being on the delivery truck. The work is a little bit challenging but that makes it more interesting. I enjoy what I do and being around my workmates. My wife Josie and I have spent many happy days on the road (on my motorbike). Nowadays Josie can't travel due to illness, but I still like to cruise out to Dalby or Warwick whenever I get a chance. I also enjoy grocery shopping with a helping hand from a support worker who calls in each week. Every so often I'll strap on my helmet for go-karting or head to the local bowling alley.

Ted Ragg

Toowoomba supported employee for more than 40 years

Tour de Dave 5 May 2012 - 7 May 2012

A total of 31 cyclists got on their bikes for charity and covered a whopping 400 kilometres from Graceville in Brisbane to Beaudesert, Casino, Murwillumbah and the Gold Coast. Dave Clarke, manager of the Bike Hub cycling store in Brisbane, is the brains behind the Tour de Dave, which raises vital funds for Endeavour Foundation each year.



More than 170 cyclists tackled the Darling Downs hills in the 2012 Endeavour Challenge, riding 30km, 80km or 125km to raise thousands of dollars (see page 22).

Community Engagement & Events cont

Endeavour Challenge 17 June 2012

The Endeavour Challenge provided an opportunity for amateur cyclists to take part in a significant event while raising money and awareness for Endeavour Foundation.

This was the third year of our collaboration with Toowoomba Cycling Club to bring two key cycling events together over the same weekend: the Endeavour Challenge and the Tour of Toowoomba.

More than 170 riders braved the cold conditions in Toowoomba to ride 30, 80 or 125 kilometres and then enjoyed the professional criterium races at Queen's Park, Toowoomba.

Super Endeavour Rally 2 July 2012 - 19 July 2012

Great Endeavour Rally 9 July 2012 - 19 July 2012

The Great Endeavour Rally celebrated its 25th year by starting off from its spiritual home in Toowoomba, where it all began a quarter of a century ago. The Super Endeavour Rally kicked off a week earlier in Charleville and travelled into East Arnhem Land before joining the Great in Karumba.

Sixty-two vehicles then journeyed to Yeppoon, where the finish line and a much-needed rest for drivers, navigators and cars awaited. More than half a million dollars was raised by these fantastic ambassadors of Endeavour Foundation, while ten people with a disability enjoyed the opportunity to join the rally.

Business Development - North Queensland

Endeavour Foundation appointed a Business Development Manager in a pilot position to raise the profile of the organisation by working with a range of stakeholders and local media, increasing community engagement and fundraising, and working on specific projects.

Since the role was established in January 2012, highlights have included:

- signing a charity of choice partnership agreement with Townsville Chamber of Commerce
- developing a relationship with James Cook University
- being nominated charity of choice by Central Queensland Cowboys Association
- hosting site visits by Queensland Minister for Communities, Child Safety and Disability Services the Hon Tracy Davis MP and Federal Member for Herbert the Hon Ewen Jones MP
- donations in kind by the Master Builders Association and Sucrogen
- launching Chatterbox Challenge in Townsville with local ambassador, Federal Member for Herbert the Hon Ewen Jones MP
- extensive media coverage of Endeavour Foundation locally



Rally participants raised funds in the wet and wild 25th anniversary Great Endeavour Rally and a Super Endeavour Rally which will long be remembered.



Kiri-Lee

Kiri-Lee Lomax has come a long way since she first started working at Burleigh Heads business service in 2006 and she's rightly proud of her progress.

"When I first started I had a lot to learn," she says. "But working here has made me a better person. I have really grown to respect others and work well with people."

Kiri-Lee's daily routine involves working an "L-Bar" Sealer in the food packaging room and shrink-wrapping breakfast packs.

"We make breakfast packs for hotels and motels across Australia – all different kinds," she explains. "I have fun working here. I make friends and I do good work."

Fishing holds special significance for Kiri-Lee. "It reminds me of the first time I went fishing with my dad - he passed away a couple of years ago. It brought back some good memories," she says.

When asked to take part in a photoshoot for Endeavour Foundation, Kiri-Lee jumped at the chance to do something a bit different. "I was nervous at first about the photoshoot, but the people made me feel very comfortable and I had an amazing day," she says.

Funding & Grants

In 2011-2012, Endeavour Foundation received more than \$71.43 million of subsidies and support from the Queensland government. Federal government subsidies in 2011-2012 totalled \$27.18 million.

These amounts are in addition to joint state-commonwealth funds for the establishment of new housing through the Disability Assistance Program (see page 27).

Endeavour Foundation received a \$200,000 grant from the RACQ Foundation for flood recovery. This grant was put towards the construction of three new houses at Redbank which replaced accommodation damaged in the January 2011 floods (see page 26).

Endeavour Foundation formally acquitted 40 grants worth \$853,090.51 from the Queensland Government's Gambling Community Benefit Fund (GCBF) unit during 2011-2012.

The fund continued to assist those facing real hardship, as many not-for-profit organisations and community groups throughout Queensland sought funding to rebuild, replace and recover lost items after the Queensland floods and Cyclone Yasi.

Endeavour Foundation successfully secured 15 grants worth \$185,944.80 from the Queensland Government's GCBF during 2011-2012.

We thank the senators, federal and state MPs, mayors, councillors and other committed stakeholders whose contribution has assisted our success.

These grants of up to \$35,000 each are invaluable in improving our support to people with modern kitchens, bathrooms, dining areas, activity rooms, computers and cameras. Grants also increase opportunities for learning and life skill development, employment, improved workspaces and more comfortable living spaces.



I emigrated from the UK in January and live with my mum and dad. In the UK I was a power lifter with Bradford Sports for people with disability. I was lucky to be picked twice for the Special Olympics. The first time (1999) in North Carolina I won two gold and two silver medals, and came home to a Civic reception. I was classed Number 2 in Great Britain. I made lots of friends competing, it was like I was with family. After the presentation dinners we would party the night away. I retired last November because I left to come to Australia and was very sad saying goodbye. I am now working with Endeavour Foundation in Wacol, making new friends and hope to have social times with my new friends.

Katie Whittaker, Employee at Wacol.

Endeavour Foundation participated in two quality assurance reviews requested by the GCBF, in relation to two grants. Auditors continue to be impressed by our Quality Management System, policies and procedures, record-keeping and provision for monitoring and improving our systems.

We would like to thank the GCBF for the generous grants that have allowed the projects on the following page to be completed during the 2011-2012 financial year.



GCBF awarded grants totalling \$186,000
- a significant drop with grants directed to rebuilding in cyclone and flood-affected areas

Gambling Community Benefit Fund

Grants completed in 2011-2012

Service	Acquitted Amount	Purpose/Item
Beattie In-home Support	7,517.00	Purchase furniture, television and BBQ
Amersham Residential	7,836.36	Upgrade facilities
Eyles Residential	31,818.18	Upgrade bathroom
Highworth Residential	28,300.00	Upgrade bathroom
Appleyard Residential	24,960.00	Upgrade bathroom
Jill Ferris Residential	8,645.45	Upgrade driveway and security screens
Redcliffe Learning & Lifestyle	31,818.18	Upgrade toilets
Innisfail In-home Support	1,977.35	Purchase laptop
Andrew Fordyce Residential	31,818.18	Photovoltaic system (solar panels)
Gloucester Residential	31,100.00	Replace floor-coverings
Lever Residential	23,950.00	Upgrade deck
Nambour Learning & Lifestyle	27,394.54	Create sensory room
Saxby Residential	31,595.00	Replace fence and create patio
Tugun Residential	10,474.54	Purchase shade-sail and furniture
Wacol business service	28,272.73	Construct shade awnings
Yeerongpilly business service	17,500.00	Purchase metal detectors
Bishop Place Residential	6,266.36	Construct patio roof
Bundaberg Latch-On	4,885.22	Purchase IT equipment and install ergonomic workstations
Halliday Residential	15,597.49	Replace gates and fencing
Rosedale Street Learning & Lifestyle	31,670.00	Upgrade bathroom
Stanthorpe Learning & Lifestyle	31,818.18	Refurbish kitchen
Toowoomba Post School Service	10,676.67	Purchase audio-visual and camping equipment
Vienna Residential	31,803.00	Landscape wheelchair accessible lawn and gardens
Wahroonga Residential	31,818.18	Upgrade driveway and landscaping
Kewarra Residential	9,639.49	Upgrade residential property
Beltana Residential	31,000.00	Upgrade laundry and fencing
Alexandra Hills Learning & Lifestyle	31,818.18	Install photovoltaic system (solar panels) and lighting
Ayr In-home Support	17,138.09	Purchase furniture and equipment
Bundaberg Learning & Lifestyle	31,000.00	Upgrade facilities
Bundaberg Post School Service	16,724.87	Upgrade equipment and building exterior
Warwick business service	29,880.00	Purchase floor mounted bin-tipper and bins
Forrest Beach Residential	25,257.27	Construct patio area
Harris Residential	31,818.18	Refurbish kitchen
Roma Learning & Lifestyle	22,863.64	Upgrade building interior
Administration Office (Buranda)	31,800.00	Renovate building
The Chalet Residential	23,400.00	Install built-in wardrobes
Woolcock Residential	31,818.18	Upgrade bathroom
Hetherington Street Accommodation Support	3,140.00	Photovoltaic system (solar panels)
Mooney Court Accommodation Support A	3,140.00	Photovoltaic system (solar panels)
Mooney Court Accommodation Support B	3,140.00	Photovoltaic system (solar panels)
TOTAL 40 formally acquitted grants worth	\$853,090.51	

Accommodation

Endeavour Foundation invested \$2.792 million in building new and improved accommodation and replacing existing residential accommodation during 2011-2012.

This is part of our self-funded At Home With Choices program, previously known as No More Than 4 Beds.

The project was renamed to emphasise the improved lifestyle, independence and flexibility that residents will enjoy when living in a smaller house.

Since the project inception, Endeavour Foundation has spent more than \$3.5 million on brand new accommodation and will continue working to deliver 300 modernised accommodation places.

This expenditure was partly funded by \$1.567 million of funds provided by the commonwealth-funded, state-administered Disability Assistance Program (DAP) for the construction of new supported accommodation.

Planning and consultations are well underway for more new homes to be built in the 2012-2013 financial year.

At Home With Choices

Redbank, south west of Brisbane

During the devastating floods of January 2011 in Queensland, a group of Endeavour Foundation residents had their home at Goodna inundated to the second storey.

Endeavour Foundation was able to find temporary accommodation for all residents while expediting plans to build two new four-bedroom homes and one new three-bedroom home in Redbank.

The \$900,000 project was funded by Endeavour Foundation with the generous help of a \$200,000 flood assistance grant from RACQ Foundation.

These modern, accessible houses were the first to include state-of-the-art technologies which provide greater security and independence for the people who live there.

Built with separate balconies off each bedroom and a peaceful outlook over neighbouring bushland, the houses also offer privacy when entertaining visitors or having quiet time alone.

Durack, west of Brisbane

Late in 2011 Endeavour Foundation identified and purchased land in a new residential development at Durack, west of Brisbane, for two new houses.

Work on these new four-bedroom houses was almost complete at the time of writing. A number of the tenants will transition from Parkhaven - a large residential service at nearby Wacol.

People who will move into the houses have been visiting the property once a fortnight to view construction progress and gain knowledge of the local area.

A great deal of service planning and preparation has been done, in concert with the construction program, to ensure this major change of lifestyle is as smooth as possible for incoming tenants.

The total projected cost of the land and construction is \$1.066 million.

Maryborough, Fraser Coast region

At the time of writing, work was almost complete on three four-bedroom houses, side-by-side in a leafy new residential estate in Maryborough, at a combined cost of \$1.4 million.



\$2.792m invested in new supported accommodation

\$1.567m joint state-commonwealth DAP funding for new supported accommodation

13 houses built or begun in 2011-2012

With the construction of these houses, Endeavour Foundation will be able to provide contemporary accommodation equipped with assistive technology for residents who will move from the Granville home known as Mervyn Whittaker (named for a long-time local supporter). A number of people will also be able to move into local accommodation more suited to their individual needs.

Through person-centred responses and improved support models, tenants of the new houses will enjoy greater opportunities for independence and personal choice.

Disability Assistance Program (DAP) accommodation

A number of Queensland non-government disability support providers applied for joint state-commonwealth DAP funding for the construction of new supported accommodation throughout the state.

Endeavour Foundation was successful in gaining funding and support for the construction of five houses, providing 13 new supported accommodation places in Bundaberg, Gladstone and Cairns.

Referrals to DAP-funded support places state-wide will be made by the Queensland Department of Communities, with half of all places earmarked for people who live with ageing parent-carers. Ongoing support funds will be provided by the Queensland government.

Endeavour Foundation contributed land for four DAP houses at Bundaberg and Gladstone, while the Queensland Department of Communities funded the purchase of suitable land in Cairns.

Endeavour Foundation provided planning and construction management for all five properties.

Bundaberg

The two new three-bedroom houses in Bundaberg were officially opened by then-Queensland Minister for Disability Services, the Hon Curtis Pitt MP, in January 2012. The combined cost of construction was \$530,000.

Gladstone

Two new three-bedroom houses were declared open by Department of Communities, Child Safety and Disability Services Regional Director Mr Mick Shearer (representing Queensland Minister for Communities,



I enjoy living in the new house. I really like having my own space. I live with three guys and we all get on well. Sometimes we go to the shops together. They're just a short walk away from the house.
Ian's the best cook but I cooked a barbecue once and we'll be having more of those in the summer.
I've changed from when I lived in a much bigger house with more people. I'm more independent now. It's also good having a balcony. I can spend time out there with my family. The thing I like most about the house is the peace. It's really good having peace and quiet. I find it relaxing to live here.
Darrin Simpson

Child Safety and Disability Services the Hon Tracy Davis MP) in August 2012. They were built at a cost of \$575,000.

Cairns

Endeavour Foundation received additional Queensland government funding to purchase suitable land for the construction of one four-bedroom house in Cairns, at an estimated total cost of \$571,000.

The house is set on a large block of land in a quiet housing estate and tenants will enjoy views of the surrounding rainforest-clad mountains.

At the time of writing, work was well advanced on this house and it was expected to be opened before the end of 2012.

A photograph of Joe Topp, a man with short brown hair, smiling from the driver's seat of a car. He is wearing a bright yellow high-visibility work shirt with reflective silver stripes on the sleeves. A black seatbelt is visible across his chest. In the background, another person is partially visible in the passenger seat, also smiling. The car's interior and window frame are visible. The background outside the car shows trees with autumn foliage.

Joe

Joe Topp is a great all-rounder, especially where his work at Toowoomba business service is concerned.

He works as a line assistant, “setting up machines and making sure everything is done correctly”, does paperwork, drives the forklift and is always willing to share his wealth of experience with new staff. Joe met wife Kerri at work in 2007 and the pair quickly became an item. They tied the knot in 2011 and are now celebrating the recent arrival of a baby daughter.

But life wasn't always this sweet. Joe never thought he would have a regular job. “In school I thought that people like me – people with a disability – weren't able to do anything,” he says. “But being here has totally changed me. I've gone from a negative way of thinking about myself and disability to having a really positive outlook. Now I see guys [who are struggling] and I say ‘mate, I used to be just like you... take my advice.’”

Joe plays ten-pin bowling and is involved with the State Emergency Service. He's the proud owner of a car with a state-of-the-art sound system that he wired in himself. “I've done a few bits and pieces to the car,” he says with a laugh. “I like getting my hands dirty.”

Leadership & Innovation

National Disability Insurance Scheme (NDIS)

In 2011-2012 the Productivity Commission released its Report on Disability Care and Support, followed by Commonwealth Government endorsement and a commitment to its implementation.

While encouraged by the endorsement, Endeavour Foundation continued to take a lead role in lobbying government at all levels to embrace and implement the Productivity Commission's recommendation to establish a National Disability Insurance Scheme (NDIS).

Activities during the year included the hosting of a DisabiliTEA in various locations across Queensland and New South Wales.

A morning tea was also held at Parliament House in Brisbane on 21 November 2011 to provide an update on the progress of the NDIS and seek ongoing support for the campaign. All Queensland state and federal MPs were invited together with key representatives from across the sector.

On April 30 2012, we joined thousands of Australians on the streets of our capital cities for a public rally, calling on all governments to commit to making the National Disability Insurance Scheme real.

In Queensland, CEOs from the 30 largest and 30 smallest disability service providers and peak bodies were invited to attend an NDIS Forum at Parliament House on June 27 2012. The forum was hosted by the Queensland NDIS campaign committee and sought to provide an update on progress to date as well as engage a larger number of organisations in the NDIS campaign.

Sixty people attended the forum and discussed three key messages about the NDIS that the sector needs to give

the Queensland government. Participants also discussed key actions that the sector need to take to support Queensland's inclusion in the NDIS. Feedback from the group will inform the campaign committee's engagement with the new Queensland government.

G8 – Opportunities for Collaboration

Endeavour Foundation continued to foster and support the work of the Group of Eight disability service providers (G8) in Queensland. Two key initiatives emerging in 2011-2012 were the Personally Controlled Electronic Health Care Record Project and the Chatterbox Challenge fundraising and awareness project.

Personally Controlled Electronic Health Care Record (PCEHCR)

Endeavour Foundation has taken a lead role in the development of a Personally Controlled Electronic Health Care Record (PCEHCR) across the disability sector. The project has been progressed in collaboration with the G8, with a project officer engaged to develop and trial key aspects of the record, addressing ageing and restrictive practices.

A limited liability company was established to support the rollout of the PCEHCR under the trading name of "G8EHR Limited". The Board of Directors comprises David Barbagallo, Joanne Jessop (CEO, Multicap) and Bruce Milligan (CEO, Spinal Injuries Association). Len Airey (NDS) is Company Secretary.

Incident Reporting

During 2011-2012 stage one of a new organisation-wide incident reporting system was developed and rolled out. The new software program provides a Single Point of

"All governments face future liabilities with their current unstable systems... from an economic perspective, the benefits of the NDIS will exceed the costs."¹

¹ Productivity Commission Report (2011) Disability Care and Support, Report no. 54, Canberra.

Leadership & Innovation cont

Entry for Incident Reporting (SPEIR) of all incidents and occurrences across the organisation, relating to both abuse and workplace health and safety. SPEIR training has been provided to all staff.

Complaints and Abuse Management

Staff of the South East Qld Disability Service Region and the Southport business service were trained in the management of abuse, neglect and exploitation allegations, while the Complex Support Advice team was trained in effective information-gathering techniques. Training is planned for all regions in 2012-2013. The organisation now has a greatly improved capacity to report on complaints and allegations of abuse, due to major enhancements in the software system.

Of the 90 complaints registered during the year, 68 (75.5 per cent) were resolved and closed by 30 June 2012. Complaints regarding disability services totalled 53 (58.8 per cent), while commercial operations totalled 28 (31.1 per cent). The remaining nine complaints (10 per cent) were in relation to marketing (one), finance (one), human resources (one), consumer business (four), and children and youth services (two). The breakdown of the complaint categories registered is outlined below.

Category	Number
Staff conduct	27
Client conduct	13
Communication	11
Cost of service	8
Quality of service	7
Other	7
Policy	6
Funding	4
Lack of consultation	3
Lack of resources	2
Service eligibility	2
TOTAL	90

Of the 37 complainants who responded to the Satisfaction of Outcome form, 14 (37.8 per cent) said they were fully satisfied with the outcome, five (13.5 per cent) were partially satisfied, nine accepted the outcome (24.3 per cent) and nine (24.3 per cent) said they were dissatisfied.

Ageing Project

A new social work position was created within the Policy, Research, Planning & Strategy Department to provide case management services to Endeavour Foundation clients who are ageing.

The social worker specialises in using individualised planning and support to mobilise the formal and informal resources needed for clients to achieve the best quality of life.

Our improved understanding of needs has contributed to the development and improvement of policies and procedures; utilisation of additional informal and formal resources and services to maximise physical, social and emotional well-being, and the ability to age in place; and successful transition to other support services.

Community and Advocacy Support (CAS) Unit

Endeavour Foundation Council 2011

Sixty-six people attended the Endeavour Foundation Council, with Dr Lorna Hallahan giving a keynote address on "the vexed question of choice and rights".

She asked whether we can exercise a choice, on behalf of another, that limits their rights.

Dr Hallahan also asked how a service provider could overcome the negative impact of this with integrity and how best to be mindful of these questions.

She gave another address at the Council dinner and feedback from participants was that Dr Hallahan was an inspired choice as guest speaker.

The Client Council Steering Committee presented the Endeavour Foundation Council with a report and recommendations from the Client Council. This session received positive endorsement and feedback from participants.

A key recommendation of the Endeavour Foundation Council was the establishment of four Regional Councils per year, to feed into the annual Council.

Federal Treasurer Wayne Swan and Disability Reform Minister Jenny Macklin meet Gavin Surman, watched by Patrick Collaco at Geebung.



The first Regional Council was held on the Gold Coast, with further councils planned for Rockhampton, Sydney and other areas in the remainder of 2012.

Client Council 2011

The Endeavour Foundation Client Council is a forum for people with a disability who use Endeavour Foundation services to have their say to the Board and senior executives as well as political and community leaders.

The Client Council met for the first time in 25 years in late 2011.

A steering committee of people with a disability was formed to ensure the Client Council would best address the needs of service users and ensure information-sharing with the Board and executive.

Steering Committee members were Alex Baker, Mark Blasnell, Fred Breen, Samantha Broadbent, David Moore, David Searle, Christine Sharp, Michael Taylor and Linda Thorburn.

The Client Council was open to all clients and included participants who were supported to attend from Innisfail, Toowoomba, Mackay, Gladstone, Southport, Bundaberg, Caboolture, Redcliffe, Sydney and Brisbane.

Thirty-two participants attended in all.

An Easy English Guide to participating at the Endeavour Foundation Client Council was developed.

Guest speakers were invited who would address the issues raised by the Steering Committee.

The agenda was designed so that each guest speaker would inform participants, answer questions and participate in the facilitated discussion ("Table Talk") to gather feedback from participants.

Federal Senator Jan McLucas, Parliamentary Secretary for Disability and Carers, was invited to speak about the National Disability Insurance Scheme.

CEO David Barbagallo and Board member Edward Mason addressed the Council on the topic of Endeavour Foundation.

From the New South Wales Council for Intellectual Disability, Robert Strike and Yvette Proud spoke on self-advocacy, while Public Advocate Dr Susan Brady talked about systemic advocacy.

Participants agreed the Client Council was a success which should be shared with a larger number of people. Participants wanted to attend the Council again in 2012.

An important aspect of the Client Council experience for participants was having a voice.

Participants were clear about the need to be able to speak about the issues that were important to them without staff or family members being present.

Recommendations from the Client Council:

Recommendation 1

Create career pathways in business services

Recommendation 2

Increase the number of employees in business services

Leadership & Innovation cont

Recommendation 3

Review wage impact on Disability Support Pension

Recommendation 4

Make newsletter inclusive of Sydney

Recommendation 5

Establish an advocacy, info and support group: Queensland People with Intellectual Disability

Recommendation 6

Hold the Endeavour Foundation Client Council every year

Student doctors as Health Advocates Project (Project)

This program was initiated by the Community and Advocacy Support (CAS) Unit as a health advocacy strategy to redress the fact that people with a severe intellectual disability have a life expectancy of up to 20 years less than the general population and people with a mild intellectual disability have a life expectancy of seven years less than the general population.

These deaths are often from preventable disease. By increasing student doctors' understanding of intellectual disability, the project aims to increase the proactive health treatment of people with an intellectual disability, thereby reducing premature deaths.

The project is a joint initiative with The University of Queensland Medical School and the Queensland Centre for Intellectual & Developmental Disability.

This year the project became a curriculum requirement for second-year students studying to be doctors at The University of Queensland.

The project gives student doctors an opportunity to meet people with high support needs, communicate with an individual to undertake their medical history and then act as the person's advocate when seeing their GP. Students will then be assessed on this process.

Second-year medical students are paired with an adult with intellectual disability when they visit their general practitioner for an annual health assessment. The student then is asked to act as the patient's advocate if appropriate and also is asked to reflect on what they have learned.

The project runs in the first semester of the year for students. Currently 38 people with a disability supported by Endeavour Foundation have consented to students participating in their annual health check-up.

Advocacy Champions

Advocacy Champions are independent advocates who seek systemic change on disability issues in the broader community. The CAS Unit provides a secretariat, training and coordination role to Advocacy Champions, however Advocates independently work with politicians, the local community and media on issues which affect people with a disability and carers in their area.

In 2011-2012 Advocacy Champions provided systemic advocacy on issues relating to the NDIS, ageing and



Prime Minister Julia Gillard used the NDIS Rally in Sydney to announce that trials would begin 12 months ahead of schedule.

intellectual disability, unmet need, financial discrimination and policy advocacy.

Advocacy Champions meet every six weeks by teleconference and twice yearly face-to-face to review strategies and receive training. In 2011-2012 these training opportunities included:

- Media training with Rod Stephen from Radio 4BC and Kirrily Boulton, Media and Communications Manager, Endeavour Foundation.
- Scott McGregor, Electorate Officer for Kevin Rudd MP discussing strategies for working effectively with your Local Member.

A highlight of the year was the recognition of Mrs Pat Stratthdee's advocacy work in Ayr when she won an IGA Local Legend Award.

Research

Endeavour Foundation Endowment Challenge Fund: creating the future

Endeavour Foundation established the Endowment Challenge Fund in 2010 as a separate Charitable Trust with independent governance. The Trust administers a capital-preserved fund used to benefit Australians with a disability. The aim of the fund is to encourage quality and innovation in the disability services sector.

It does this by providing grants to researchers and postgraduate students undertaking research into significant issues for people with a disability, particularly where there is little or no research.

Grants are also to be made to support engagement and broader participation by people with a disability in the world in which we live. This includes grants to non-profit organisations to enhance engagement and social inclusion for people with a disability (especially intellectual disability). Where applicable, grants are also made to non-profit organisations to expand their current activities to further involve people with a disability (especially intellectual disability).

Some small grants were made in 2011 and in 2012 the first competitive grant round was undertaken. A total of 38 applications were received from around Australia across the following categories:

- Research (one award, \$30,000) – 12 applications
- Students (two awards, \$5,000 each) – 11 applications



My sister, Emma, tells me she enjoys her work at Seven Hills, western Sydney. She is 43 and like many people with intellectual challenges she continues to test the

world and inspire those who meet and get to know her. As a member of Sydney Area Committee, I was honoured to be elected chair for 2011-2012 and again this year. I am delighted to know and work with such dedicated people. Like other Area Committees, the needs of people with a disability take precedence as the members devote time and energy into promoting and advocating. There have been many small but significant steps during 2011-2012. Along with others, I was lucky enough to represent families, carers and members at NSW Parliament. We engaged with federal politicians and the Sydney Support Group continued to connect families and carers. I plunged into social media via Twitter and Facebook. This will be powerful if we harness it the right way. Endeavour Foundation's strength is in the people it supports and the family/carers and community. I encourage people to join with us as a member or supporter and help as a volunteer or Area Committee member.

Kathy Breen, Advocacy Champion and Sydney Area Committee Chair

- Non-profit Organisations (two awards, \$15,000 each) – 15 applications

A Project Assessment Panel was established to review applications and make recommendations for funding to the Endowment Fund Board. Panel members include representatives of the academic, government and non-government sectors. The Endowment Fund Board received recommendations and determined the following final award recipients.

Research Award (\$30,000)

Project Title: "Engagement with people with intellectual disabilities and their carers: self-directed care coordination and competency development"

Leadership & Innovation cont

Lead researcher: Associate Professor Heidi Muenchberger, Griffith University, Griffith Health Institute & CONROD, Population and Social Health Research Program

Co-investigators: Michelle Harris (PhD candidate), Dr Carolyn Ehrlich, Anna Cox

This project was deemed to be of strategic importance to the disability sector and would produce knowledge that would support the paradigm shift currently occurring within the sector.

Student Awards (\$5,000 each)

Project Title: *"Cognitive Disability, Diversion and the Criminal Law: Disrupting the Criminalisation of People with Cognitive Disability in the Criminal Justice System"*

Applicant: Linda Steele, The University of Sydney, Sydney Law School (PhD candidate)

This research targets a highly marginalised population that is over-represented within the criminal justice system and significantly under-researched.

Project Title: *"Making the Transition to Adulthood: Perspectives and experiences of young people with an intellectual disability who have exited non-kinship foster care"*

Applicant: Sarah MacDonald, The University of Queensland, School of Social Work & Human Services (PhD candidate)

This research also targets a highly marginalised, under-supported and under-researched population.

Non-profit Organisation Award (\$15,000; note only one award granted)

Project Title: *"Finding a Way" (Project would develop a personal safety program targeting young women with an intellectual disability)*

Applicant: Rosie's Place, Rooty Hill, NSW

Rosie's Place is a community counselling service for children, young people and their non-offending family members who have experienced sexual assault and/or domestic violence. Rosie's Place has not previously worked with people with intellectual disability but has identified a need to target young people with an intellectual disability, who are known to be especially vulnerable to abuse and exploitation, including sexual abuse.

Growing a research culture

A research committee has been established to drive the development of a research culture and increase engagement with research. The organisation's research objective is as follows:

Engage with state, national and international research institutions and researchers to explore issues of fundamental importance to people with a disability, specifically to address areas where there is little or no research or definitive knowledge on issues that have a significant impact on the ability of people with a disability to lead an ordinary life.



Endeavour Foundation and The University of Queensland formalised their long association with a Memorandum of Understanding signed by UQ Executive Director (operations) Major General Maurie McNam AO (left) and Endeavour Foundation CEO David Barbagallo.

The research committee seeks to ensure that the research supported by Endeavour Foundation is relevant to the needs of the organisation, service users and families.

A research review sub-committee has been established to receive and assess applications from researchers wishing to access Endeavour Foundation service users, families, staff or data for research purposes.

As of September 2012, Endeavour Foundation was supporting seven active research projects involving external research teams or higher degree students. Two major projects are outlined below.

Project Title: *“Active Support and Practice Leadership”*

Lead researcher: Professor Christine Bigby, Research Leader, Living with Disability Program, School of Allied Health, La Trobe University

This is a five-year longitudinal study of the organisational factors impacting on successful implementation of Person-Centred Active Support within supported accommodation.

Endeavour Foundation is one of eight industry partners on this project.

Project Title: *“Constructing Futures: An investigation of the career aspirations of young adults with an intellectual disability and their parents”*

Lead researcher: Associate Professor Monica Cuskelly, School of Education, The University of Queensland

This project received an Australian Research Council grant in 2012.

Planning is underway for this three-year project, with Endeavour Foundation the sole industry partner.

Evaluations

Endeavour Foundation is evaluating the quality of life impact for service users who have moved to a smaller residence of no more than four beds.

The evaluation model assesses quality of life prior to moving and again six months after the move to new accommodation.

Stakeholder groups interviewed include service users, family members and support staff.

A partial evaluation of outcomes at the Fox St houses in Redbank shows quality of life improved in relation to:

- Personal development (particularly around more opportunities to learn new skills relating to domestic life)
- Rights (increased levels of privacy within a smaller residential setting)
- Emotional wellbeing (a more comfortable and homely environment)

Support staff working in the new accommodation appreciated working in a small, coherent team and being able to get to know a smaller group of service users.

Roundtable on Intellectual Disability

A roundtable forum titled “Breaking Ground: The NDIS and Intellectual Disability” was held on April 23 2012.

The forum was jointly hosted by Endeavour Foundation, Community Living Association and WWILD (Working Alongside People with Intellectual and Learning Disabilities).

It focused on three key aspects of the NDIS and how it might apply to people with an intellectual disability: appropriate assessment tools; the response of mainstream services to people assessed as not eligible for individualised funding under a NDIS; and models for self-management of funding.

The event was attended by nearly 160 people.

Proposed Children’s Institute

The proposed Children’s Institute is a collaborative venture between the University of Southern Queensland and several sector organisations: AEIOU, the Cerebral Palsy League, Down Syndrome Associations of Queensland, Endeavour Foundation, Hear and Say Centre and Vision Australia.

The vision for the institute is to become a national lighthouse for children with a disability, incorporating a disability research arm as well as service delivery, advocacy and education/training functions.

Five working groups have been established to develop various aspects of the concept.



Taiyo

Talented basketballer Taiyo Kazama reckons his confidence has improved in leaps and bounds in four years working for Endeavour Foundation.

Taiyo says the responsibility that comes with his full-time role has helped him become more independent. "I help set the machines up in the clean room and my supervisor has shown me how to work them," he explains. "Working here is pretty good – it's interesting and it keeps me busy. The work can be hard, but if I have any questions I can just ask my supervisor."

Outside of working full-time, Taiyo is a keen basketball player, having competed at Nationals. He trains with his mates at the weekend and reckons he's a force to be reckoned with on the court. "I'd say I'm pretty good," he laughs.

When he's not shooting hoops, Taiyo keeps up to date with NBA news and lists star player Kobe Bryant as one of his sporting icons. "I like watching the NBA games on YouTube," he says.

Taiyo also loves visiting new places – he caught the adventure bug whilst visiting his dad in Japan and has travelled extensively to destinations including Tokyo, South Korea and Hong Kong.

Human Resources and Organisational Development

Workplace Health and Safety (WHS) and Injury Management

The following were achieved in 2011-2012 as part of the organisation's ongoing commitment to zero harm at work:

- improved organisational compliance and reduced incidents
- Zero Harm strategic planning
- WHS system gap analysis completed
- emergency response manual developed
- fire safety management plans established
- critical incident & emergency response flip charts developed
- improved preparedness for Fire Service audits and inspections
- asbestos management registers consolidated, first stage of work activities completed

These activities form solid groundwork for our next focus: to enable confident and capable use of WHS and injury management systems.

Quality

Quality staff have a twofold focus on both consistent policy and procedure and attainment of certifications and accreditations. The quality system provides quality assurance for core services and a framework for professional corporate functions. A strategic plan is being implemented with the ultimate aim of an effective, efficient and accessible quality management system to better support staff in their roles.

In the 2011-2012 year, management systems have undergone external quality certification audits with successful outcomes achieved in all audits. Quality staff also worked with business services to ensure the Environmental Management System at the Redcliffe e-recycling enterprise achieved full certification to ISO

14001 Standard. Continuous improvement is being achieved by identifying areas of excellence within the organisation and sharing this knowledge and practice to achieve improved outcomes.

Endeavour Business College

Endeavour Business College was established in 2009 to provide cost neutral training and development that would provide staff with the skills to deliver the highest quality services to people with a disability. In the process, we have acquired significant knowledge and expertise in state and federal employment and training initiatives, including funding, qualification status, accreditation, Registered Training Organisation operational requirements and administration. Valuable partnerships have been established with industry experts and key stakeholders in the training and disability sectors.

During 2011-2012 the college has consolidated previous workforce development across the organisation. As a result, more than 76% of staff hold at least a Certificate III qualification, which places us at the forefront of organisations within Australia. Staff have access to the best training resources and facilitators from a specialist internal team and industry professionals. In order to support our increasingly diverse operations new qualifications have been added in the past year, including Certificate IV in Aged Care and Community Services and a vocational Graduate Diploma in Management. A total of 27 nationally recognised qualifications are now on offer to staff.

The college is being recognised as a leader in the sector and has facilitated and assisted three other not-for-profit disability organisations to secure funding in excess of \$2 million for accredited training.

We have worked with Multicap staff to create a unique development pathway for supported employees. A project team has built training material, tailored to the



We employ **3,337** staff and supported employees,
and enjoy the generous support of **1,264** volunteers.

Human Resources and Organisational Development cont

learning styles of people with a disability, which leads to a nationally recognised qualification. More than 30 supported employees are enrolled in this pilot program.

Human Resources

Health & Wellbeing Program

In 2011-2012 Endeavour Foundation implemented a Health and Wellbeing Program for staff, focused on individuals' career, social, community, financial and physical wellbeing. Program initiatives include:

- bi-monthly newsletters
- salary continuance insurance, providing staff who have at least three years of continuous service with 75% of their salary for up to two years if they become ill or injured and are unable to work
- personal accident coverage for supported employees aged 15 to 65 years who have completed three years continuous service
- immunisation
- access to the Employee Assistance Program
- discount health insurance premiums

Volunteer Framework

The Volunteering team introduced a framework that aligned with national volunteer principles, best practice, policies and procedures of Endeavour Foundation, and considered how to adopt human resource practices when engaging volunteers. This framework has been embedded across the organisation, ensuring compliance and the successful engagement of volunteers throughout the organisation.



I've been working full time with business services for two years and recently became an administration assistant at Endeavour Business College through the COMET program. I have always been very determined in my pursuit of an administration position and believe I am well on my way to achieving this. It has helped me improve my effectiveness to work in a team and build on my self confidence. I believe in never being afraid to aim higher than originally planned. I am extremely proud of my accomplishments in such a short period of time and at such a young age. I am grateful to my support network within the organisation for their encouragement and belief in me in the past two years.*

Nola McCallion, COMET participant*
**Creating Opportunities in Mainstream Employment & Training*



Endeavour Foundation's second annual race day at Rosehill Gardens in Sydney was a great success – thanks in no small part to the work of dedicated volunteers.

Bronya

Bronya Llewellyn is living proof that variety is the spice of life.

She works three days a week and spends her free time cooking, craft-making, shopping, catching up on her reading and writing stories on her iPad. A keen cook, Bronya uses her iPad to search for and write down new recipes. But when it comes to naming her favourite dish, she goes straight for a classic: "My favourite is apple crumble... with ice cream."

Bronya is not alone in recognising the benefits of iPad technology. One person at Creating Opportunities in Learning and Lifestyle trial site in Gympie is now able to tell staff what she wants and needs using a tablet combined with facilitated communication. Following the successful pilot, we would like to introduce more iPads into use for person-centred active support, interactive engagement and learning.

If you would like to help provide technology for people with a disability or support other initiatives in this annual report, please visit endeavour.com.au and click *donate now*, or return the slip below. On behalf of people with a disability we thank you for your kind and generous support.



Your opportunity to donate

⬅️ Tear off
and return to:

✉️ C/- Philanthropy Department, Endeavour Foundation PO Box 3554 Tingalpa DC QLD 4173
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Surname _____
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State _____ Postcode _____
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Date of Birth _____

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☐ Employment ☐ Area of greatest need ☐ New homes ☐ Education

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ALL DONATIONS OVER \$2 ARE TAX DEDUCTIBLE

Celebrating 25 years

ENDEAVOUR
FOUNDATION
Opportunities for people with a disability



A great quarter century

In its 25th anniversary year, the Great Endeavour Rally has surpassed all expectations. The once-in-four-years Super Endeavour Rally traversed East Arnhem Land where rally teams met traditional owners and attempted challenging off-road tracks. While soaking up fantastic weather, sensational scenery and a fair dose of hilarity, rally entrants smashed the \$500,000 fundraising target by more than \$50,000.

2013 Rallies

Queensland Rally, 13-20 July 2013

The next Great Endeavour Rally will be a breathtaking eight-day journey from Caloundra north to Port Douglas via reefs, ranges and rainforests.

New South Wales Rally, 19-26 October 2013

In 2013 the Great Endeavour Rally will host its first ever event to be based entirely in New South Wales. Departing Endeavour Foundation in Western Sydney, we'll head for Cameron's Corner before navigating back to Bathurst for the finish. If you live south of the border, now is the time for a Great Endeavour!

Find out more!

To find out more about the Great Endeavour Rally in either Queensland or New South Wales visit great.endeavour.com.au or email events@endeavour.com.au

Alternatively, tear off this slip with your details and one of the dedicated event staff will get in touch.

Name: _____

Address: _____

Phone Number: _____ Email: _____

Which rally are you interested in? QLD / NSW Preferred contact method: _____

Corporate Governance

Corporate governance is the way in which decisions important for the future of our organisation are taken, communicated, monitored and assessed.*

Endeavour Foundation recognises its responsibility to maintain corporate governance practices that are robust, accountable and of a standard that meets the expectation of its stakeholders.

In response to legislative requirements mandating minimum corporate governance standards, that is Queensland's Disability Services Act (2006) and Australia's Disability Services Act (1986), Endeavour Foundation has defined a corporate governance framework which embraces the requirements of legislation, responds to expectations of high standards of service delivery within the disability service sector, promotes integrity in decision-making and demonstrates good corporate practice in general.

The Endeavour Foundation Board and executive team are committed to implementing high standards of corporate governance practice and will continue working to attain these standards, as enshrined within the Endeavour Foundation constitution, the corporate governance policy statement and corporate governance framework.

* Professor Stephen Bartos; National Institute for Governance, Canberra.

Our core values

The Endeavour Foundation Board, executive team and staff all embrace core values which are embedded in our formal organisational code of conduct and policies. These values guide the manner in which our business will be conducted and include:

- respect for persons
- integrity
- inclusion
- accountability

Endeavour Foundation affirms the principles of the United Nations Declaration of the Convention of the Rights of People with a Disability and proactively works to promote, protect and advocate to ensure the full and equal enjoyment of all human rights and fundamental

freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

Endeavour Foundation corporate governance

Policy statement

The platform of good corporate governance at Endeavour Foundation is an effective, accountable and ethical decision-making process that is focused on the pursuit of our corporate objectives, as defined in the Endeavour Foundation constitution and the Endeavour Foundation statement of strategic intent.

Our decision-making processes are taken in a cultural environment that is ethically sound but competitive, guided by policies and procedures that are forward-looking, accountable, transparent and that comply with the requirements of all regulatory authorities. Our policies and procedures embrace ongoing review, process improvement and good corporate practice overall.

The Endeavour Foundation Board and executive team balance competing priorities and limited resources in a manner that achieves best possible performance outcomes across all the organisation's activities.

Our actions, plans and decisions reflect that we are a good corporate citizen and that we are responsive to the opinions and needs of our stakeholders.

Endeavour Foundation's legal structure

Endeavour Foundation is a public company limited by guarantee, with members rather than shareholders. Any person who is 18 years of age and over who supports Endeavour Foundation's objectives may apply for membership. Bodies corporate may also apply for membership.

Endeavour Foundation Membership	
30 June 2012	30 June 2011
1,330	1,524

Board of Directors

Endeavour Foundation is governed by a Board of Directors made up of no fewer than three and no more

Corporate Governance cont

than nine Directors. Up to five Elected Directors are elected by the Area Committees and the Board may appoint up to four Independent Directors.

In accordance with the requirements of the constitution, the Board must meet at least six times per year. All Directors volunteer their time and receive no remuneration.

Processes and decisions taken at Board and Committee meetings are guided by the Directors' code of conduct and the conflict of interest policy.

Area Committees

Endeavour Foundation has nine Area Committees across Queensland and New South Wales, with up to 12 members each.

Endeavour Foundation members, other than current staff or former staff who have been employed by Endeavour Foundation within the last 24 months, are eligible for election and appointment to Area Committees.

Area Committees play a direct role in Endeavour Foundation's governance structure. Each Area Committee may nominate one of its members at the annual election of Elected Directors and all members of all of the Area Committees vote Elected Directors to the Endeavour Foundation Board as part of the annual election process.

Area Committees provide feedback on matters of policy and broad service provision but do not play a role in the day-to-day management of Endeavour Foundation or its services. They build and maintain strong community links which are vital to achieving Endeavour Foundation's goals on behalf of people with a disability.

Endeavour Foundation support groups

Endeavour Foundation works with a number of local groups representing families and interested stakeholders around the state. These groups are not part of the organisation's formal governance structure, but can have close links to their Area Committee.

Some local groups are associated with a specific Endeavour Foundation service, while others have a broader interest.

These groups play an important role in providing support

to local services and families of people with a disability who access these services but do not play a role in the day-to-day management of Endeavour Foundation or its services. They also act as a consultative mechanism providing local feedback and information in relation to government and community initiatives impacting upon people with a disability and their families.

Internal Audit

Under the auspices of the Endeavour Foundation Audit Committee Charter, the Internal Audit function is granted independence in its role, to allow it to fulfill its responsibilities. The Internal Audit program maintains a strong focus on issues of governance, internal control, risk and compliance, and implementation of the program is subject to ongoing review by the Audit Committee.

Internal Audit reviews are designed to assist management in the development of improved practices and procedures and to provide assurance to both the Audit Committee and executive team that the internal control environment is adequate and is operating effectively.

Risk Management

The Board of Directors Risk Committee has continued to meet this year under the leadership of chairperson Sally Herman as well as new committee members Tony Bellas and Kate Swindon. The committee is responsible for the oversight of the organisation's risk management strategies, practices and activities. It reviews Endeavour Foundation's risk profile and ensures all organisational risks are identified and addressed.

As part of the ongoing process of embedding risk management into Endeavour Foundation's business functions and decision-making, all senior managers are now participating in a risk management awareness program which is facilitated through the Endeavour Business College.

As part of our commitment to the continuous improvement of our risk management practice, a risk evaluation and assessment process has now been incorporated into all project management initiatives and activities. Endeavour Foundation sites are each working towards the establishment of an up-to-date site risk profile which addresses the occupational health and safety obligations.

Commitment to continuous improvement

The operation of all services for people with a disability continues to demonstrate a high level of commitment to the principles of the Commonwealth Disability Services Act (1986), Queensland's Disability Services Act (2006) and adherence to the related Disability Service Standards through third party external audit certification.

Supported by Endeavour Foundation's Quality Management System (QMS), all stakeholders are encouraged to identify and put forward suggestions for changes and the development of internal practices through continuous improvement processes. This is designed to ensure regular review and self-assessment within a culture that supports Endeavour Foundation to be a service provider and employer of choice.

External Audit Findings	2011 -2012	2010 -2011	2009 -2010
Opportunities for improvement			
- Endeavour Foundation Industries (26 establishments)	12	1	2
Opportunities for improvement			
- Disability Services (224 establishments)	43	45	33
Non Conformances - Endeavour Foundation Industries (26 establishments)	0	0	0
Non Conformances - Disability Services (224 establishments)	1	9	1

Workplace Health and Safety

Endeavour Foundation has an ongoing commitment to zero harm and the continuous improvement of workplace health and safety and injury management. The organisation's workplace health and safety strategies and actions focus on the improvement of our staff's understanding and involvement in workplace health and safety, especially in the areas of consultation, safe practice and workplace and legislative compliance. These ideals form the primary focus of our strategic plan

to reduce workplace injuries and illness, align workplace health and safety governance requirements with the new Act, Regulations & Codes of Practice and ensure we build Endeavour Foundation's safety leadership capability.

Underpinning our strategic objectives are the agreed zero harm principles:

- management is committed to a safe workplace
- all injuries are preventable
- safety is a shared responsibility
- safety is a core value of Endeavour Foundation
- we reward safe ways of working and support safety innovation

Through our commitment and actions we always seek to enable everyone to return home the same way they arrive at Endeavour Foundation.

Community and Advocacy Support Unit

The Community and Advocacy Support (CAS) Unit was initiated in 2005 to provide high-level strategic advice and input to the Endeavour Foundation Board, CEO and executive team around the management of complex and challenging client behaviours, client abuse, guardianship and other sensitive and complex client/family matters.

The CAS Unit takes a 'big picture' view, looking at systemic advocacy issues and organisational policy development with a specific client/family focus.

The CAS Unit utilises a human rights focus in its work; advocating to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and also to promote respect for their inherent dignity.

The Unit plays an active role in advocating to government and the broader community on behalf of people with a disability and their families as well as promoting the delivery of Endeavour Foundation services within safe and supportive environments that are client-focused and family-friendly.

The Unit has responsibility for gathering information from clients, families, staff and community stakeholders in relation to systemic issues impacting upon clients, families and Endeavour Foundation's overall service provision.

Besides linking with Area Committees and Endeavour

Corporate Governance cont

Foundation support groups, these initiatives include coordinating:

- the family satisfaction survey
- the annual Endeavour Foundation Council meeting, Regional Council meetings and a biennial Client Council meeting (comprising client, family, staff and community stakeholders)
- other consultation mechanisms to gain direct input from clients, families and staff around Endeavour Foundation and other community/government policy and planning initiatives

The CAS Unit also facilitates the provision of high-level strategic advice to the Board, CEO and executive team through its secretariat role to:

- Endeavour Foundation's external Abuse Advisory Committee; and
- Endeavour Foundation's external Complaints Management Advisory Committee.

These committees provide independent advice and review of Endeavour Foundation's abuse and complaints processes with a focus on continuous quality improvement and risk management.

Management framework and initiatives going forward

The day-to-day operations of Endeavour Foundation are managed, at the direction of the Board, by our Chief Executive Officer and the executive team. Our executive team and staff are guided in attaining above average performance outcomes through the Endeavour Foundation performance dashboard - a performance evaluation system based upon strategic themes including:

1. Becoming employer of choice
2. Becoming service provider of choice
3. Demonstrating thought leadership
4. Demonstrating best practice
5. Being top of mind among stakeholders
6. Enhancing client satisfaction with a strong customer focus
7. Engaging the community
8. Maintaining state-of-art facilities
9. Being financially sustainable

Generally accepted good practice management systems and protocols are in place. Our management systems are subject to ongoing scrutiny and oversight; to ensure that our service delivery is of a high standard and that as an organisation we are accountable to stakeholders for the outcomes achieved. Our service delivery is structured through an operational framework as follows.

1. Disability Services Operations & Community

Engagement provides more than 1,868 placements to support people with a disability, both adults and children. Services can be provided individually and in small groups. Respite, Learning & Lifestyle day services as well as accommodation, 24 hours a day, seven days a week, are all offered. On offer for young adults are tertiary studies in technology and literacy through Latch On® or literacy and community access opportunities for 'under thirties' through CLUE. For children, accommodation, home schooling, vacation respite, early intervention respite and sibling support are all provided. Older carers can access respite for their family members in both centre-based and occasional, or home-based, support.

2. Commercial Operations provide supported employment and training opportunities for 2,104 people in a variety of different industry segments. This includes open employment where jobs are secured for people in other organisations.

3. Human Resources and Organisational Development is responsible for delivering human resource management support, payroll services, quality management, workplace health and safety, injury management, risk management and staff development through Endeavour Business College, volunteering and events.

4. Strategic Operations is responsible for engagement with external stakeholders, positioning the organisation for national expansion, presenting a positive profile for the organisation, including public relations & community profile and branding, and is accountable for conducting fundraising appeals in a compliant and efficient manner.

5. Finance, Infrastructure and Performance Improvement delivers core financial management services including budgeting and resource planning, finance and accounts, procurement, fleet management, information systems infrastructure, asset development and

infrastructure planning, property portfolio optimisation, facilities management and property maintenance, and administration of Gambling Community Benefit Fund grants. The company secretariat is also part of this division.

6. Policy, Research Planning and Strategy was established in 2009 to provide strategic future direction and leadership across Endeavour Foundation's services and assist in the positioning of Endeavour Foundation as a leader in the sector through service reform, research, community partnerships, complaints and abuse management and the development of a policy and framework that promotes and supports best practice.

7. Consumer Businesses was created as a new Executive portfolio in October 2011 bringing together two existing businesses – Retail and Lotteries. The Consumer Businesses portfolio is a combination of frontline high-volume consumer-focused fundraising vehicles and corporate support such as Design Services which assumes responsibility for design, brand compliance and production of marketing materials for all areas of the organisation.

Going forward, a series of initiatives have received in-principle endorsement of the Board. These initiatives will lay the foundation for a strong and confident Endeavour Foundation and cover four important areas;

• **People development including:**

(a) requirement that all staff have a relevant qualification and the provision of training to achieve this

(b) implementation of a performance and outcomes-driven culture where there is a strong commitment to the transparent review and measurement of employee, team and organisational performance

(c) walk a mile in my shoes program, requiring all head office staff and new appointments to complete a one-day work experience placement at a disability service or disability enterprise.

(d) comprehensive induction process to ensure consistency and quality of service delivery.

• **Remuneration and workforce care:**

(a) improved salary packaging benefits offered to our workforce will be balanced against the needs of clients and the sustainability of the organisation



Rebecca Allison, Kate Marsh and Alex Baker were featured on TV show Totally Wild doing

something they all really love... horse-riding. All three are senior riders at the McIntyre Centre in Brisbane's west, where riding lessons help young people with disabilities fulfil their potential. The trio, with fellow rider Phoebe Roche, were selected for the centre's first para-equestrian dressage squad in open competition, raising the profile of riders with a disability and their achievements. Totally Wild filmed the squad preparing their horses, training with coaches, getting kitted out in black and white and speaking on camera. They've since competed at two open competitions.
Rosemary Baker, Parent

(b) implementation of a zero harm philosophy/policy and centralised occupational health and safety and injury management platform will significantly reduce or eliminate harm to our employees and earn us a reputation as an organisation known for the safe care of its employees and best practice in occupational health and safety.

• **Innovation:**

(a) introduction of project management, a projects office and KPIs to ensure continuous improvement

(b) a number of special projects to improve our information systems, infrastructure and architecture have commenced

(c) investigating the feasibility of becoming a Registered Training Organisation.

• **Leadership.** All General Managers now have collective responsibility for the overall performance of Endeavour Foundation.

Corporate Governance framework



ORGANISATIONAL FRAMEWORK FOR EFFECTIVE DECISION-MAKING & SERVICE DELIVERY

MEMBER GROUPS

- Area Committees**
 - Regional structure
 - Role is mandated in the Constitution (S 25)
- Endeavour Foundation Council**
 - Role is mandated in the Constitution (S 24)
- Family Support Groups**
 - Informal groups
- Local Fundraising Groups**
 - Volunteer basis
 - Fundraising/bingo focus

COMMITTEES / GROUPS

- Audit Committee**
 - Oversight of code of conduct, financial delegations and various key governance policies
- Client Services Committee**
 - Oversee vision of quality services to meet needs of people with a disability
 - Oversee development of policies regarding present and future services
- Quality Management Review Group**
 - Management review of the QMS
 - Define & set quality objectives
 - Terms of reference
- Wider Management Team meetings**
 - Meets quarterly
 - Communications & awareness focus
 - Culture development
- Advisory Committees to the Board via Client Services Committee**
 - Abuse Advisory Committee
 - Complaints Management Advisory Committee
- Zero Harm Committees**
 - Charter
 - OHS compliance oversight
 - Area Safety Improvement Committee
 - Site Safety Improvement Committee
 - Monthly WHS agenda items
- Risk Committee**
 - Risk Committee Charter
- Information Services Governance Committee**
 - Charter
 - Ensure strategic goals are supported and informed
 - Ensure consistent progress toward a mature IS governance structure
 - Identify and resolve conflicts and inefficiencies in the use of IS resources
 - Provide advice to and seek guidance from the executive

OPERATIONAL STRUCTURE

- Legal Status**
 - Under the Corporations Act, a company limited by guarantee & public company
 - Not-for-profit organisation status
 - Charity/donation status for taxation purposes
- Chief Executive Officer**
 - Projects, Strategy and Performance
 - Board Secretariat
 - Internal Audit
 - Internal Audit Charter
 - Internal Audit 3 year Strategic Plan
- Disability Services Operations and Community Engagement**
 - Children's Services
 - Post-School services
 - Learning & Lifestyle
 - Accommodation support
 - Respite services
 - In-Home Support
 - Aged Support Services
 - Organisation-wide area administration
 - Complex support advice
 - Educational Services

Commercial Operations

- Supported Employee Services
- Industrial products and timber production
- Food and general packaging
- Recycling

Finance Infrastructure & Performance Improvement

- Chief Financial Officer and Company Secretary
- Gambling Community Benefit Fund
- Procurement and Fleet Management
- Capital asset planning
- Facilities & property management
- Long term financial modeling
- Budget process & quarterly re-forecasting
- Information technology services
- Accounting
- Treasury
- Accounts payable and receivable
- Taxation
- Cash flow management

Human Resources & Organisational Development

- Human resources
- Payroll
- Quality management

- Risk management
- Endeavour Business College
- Events and volunteering
- WH&S and Injury Management

Strategic Operations

- Media and communications
- Corporate Branding
- Business Development pilot
- Philanthropy and corporate relations

Policy Research, Planning & Strategy

- Complaints and Abuse Management
- Ageing Case Management
- Policy development
- Research
- Government relationships
- CAS
 - Family support
 - Systems advocacy
 - Complex behaviour management
 - Complaints & abuse management

Consumer Businesses

- Retail
- Endeavour Foundation Lotteries
- Design Services

MANAGEMENT PRACTICES

- Financial Management**
 - Long term financial modelling
 - Monthly management accounts
 - Budget process
- Policies**
 - Forward looking & linked to objectives
 - Senior management oversight & approval
 - Promote ethical & responsible decision-making (Code of Ethics, Code of Conduct, Whistleblowing)
- Superannuation Policy Committee**
 - Membership consists of equal employer and member representatives.
 - Provides a linkage between members, the employer sponsor and the trustee.
 - Commitment to protect the interests of members and beneficiaries of the fund
 - Meetings held quarterly. minutes recorded.
- Property Task Force**
 - Property utilisation focus
 - Director advisory role
- Constitution Committee**
 - Corporate structure, growth and national expansion implications

Procedures

- Accountability
- Objective driven & outcome focused
- Controls awareness
- Regular review
- Quality format
- Senior management approval
- Demonstrates management oversight of the process
- Risk Management**
 - Formal risk evaluation framework
 - Database management system & risk register
 - Insurance evaluation & placement
 - Complaints management system
 - Rehabilitation (return to work)
 - Workers compensation
 - Recognise & manage risk (culture, reporting framework, compliance, risk oversight)

Safe Practice and Environment

- WHS & IM Site Risk Profile Audits
- Zero Harm at Endeavour Foundation philosophy
- WHS & IM Strategic Plan
- Continuous Quality Improvement Groups**
 - Perform self evaluation of processes
 - Assess system improvement suggestions

Quality Management (Corporate Services)

- Implement quality framework (Australian Standards)
- Development of quality procedures
- Document control & distribution
- QMS management & continuous improvement
- Perform internal quality audits
- Non-conformance identification & management of corrective actions
- Manage external quality reviews (SAI Global)

Project Management

- Business case, realisation benefits and board approval
- Risk register
- Steering committees

Staff Meetings

- Multifunctional/monitoring
- CEO/GM weekly team meetings
- CEO organisation-wide visits
- Senior management forum

Human Resources

- HR consultancy (based on best practice)
- Industrial relations
- Training
- Code of conduct
- Remuneration

Endeavour Foundation Key Stakeholders

- Service Users & Supported Employees
- Parents / Guardians of Service Users & Supported Employees
- Staff & Volunteers
- DSQ

- FaHCSIA
- Financial Institutions (Banks)
- Donors
- Outsourced Workers/Contractors
- Corporate Partners

- Suppliers
- Consultants
- Customers
- Police services
- Governments

- Dept of Workforce Relations (DEWR)
- Employer Groups / Unions
- Universities / Academics
- Media
- WHS & Workers Compensation Regulatory Authority

GOVERNANCE & CONTROL

ACCOUNTABILITY FRAMEWORK

PERFORMANCE MANAGEMENT SYSTEMS

CEO Oversight

- Cash balances to increase
- Operating results to be positive
- Increase in net equity
- Dashboard management oversight

Endeavour Industries KPIs

- In excess of 20 KPIs (Key KPIs)
- Gross margin/supported employee per hour
- Operational expense/supported employee per hour
- Supported employee income supplement per employee
- Funding agreement and acquittal

Disability Services KPIs

- Service unit rates
- Output based service agreements
- Disability service standards
- Client to staff ratios
- Funding levels
- Cost of service
- Viability

DECISION

MAKING

SERVICE

DELIVERY

CEO & MANAGEMENT OVERSIGHT, MONITORING, CONTROL, REVIEW & REPORTING

Board Reporting

- CEO report to the Board (monthly)
- Quarterly report to Board & Management (progress on achieving the business plan)

Meeting Governance & Statutory Requirements

- Compliance statement is completed quarterly

Management Oversight Processes

- Controls self assessment
- Financial accountability (monthly accounts)
- Various management checklists
- Direct management oversight of processes, eg: authorisation of payments

Financial Viability & Sustainability

- 5 year long term financial model

CAS Unit

- Family satisfaction survey
- Stakeholder survey

Internal Audit

- Annual audit programme
- Governance, risk, & control
- Independent reporting line to the Audit Committee
- Audit Committee performance review

Project Management

- Post-Implementation Review

COMMITTEE MONITORING OVERSIGHT & REVIEW

General Principles

- Review of committee decisions to ensure they have been implemented
- Committee self-evaluation
- Ongoing review of each committee charter
- Structured agenda
- Distribution of reports prior to meetings

Audit Committee

- Review of Code of Conduct and key governance policies
- Financial report & oversight
- Annual report
- Review of internal audit programme

Abuse Advisory Committee

- Meets quarterly
- Minutes are recorded
- Reports to the Board through the CEO

Client Services Committee

- Meets quarterly
- Minutes are recorded
- Reviews reports and recommendations of external advisory committee

Complaints Management Advisory Committee

- Meets quarterly
- Minutes are recorded
- Reports to the Board through the CEO

Zero Harm Committees

- Oversight of Internal WHS & IM Site Risk Profile Audit program
- Review progress of WHS & IM Strategic Plan

Risk Committee

- Monitor the management of Endeavour Foundation's exposure to risk
- Coordinate the activities of and receive reports from all risk related functions and committees.
- Receipt and review of risk incident reports
- Business continuity planning/ crisis management

Information Services Governance Committee

- Meets monthly
- Minutes are recorded

Quality Management Committee

- Continuous improvement review
- Monitor quality audits
- Review action plans
- Monitor progress policies & procedures
- Monitor & review indicators
- Quarterly meetings

Superannuation Policy Committee

- Trustee communication to members
- Employer web site to facilitate member awareness

Property Task Force

- Board report

EXTERNAL ACCOUNTABILITY

External Audit (KPMG)

- True & fair view opinion
- Compliance to Australian accounting standards

Annual Report

- Financial stewardship
- Corporate governance disclosure

External Quality Audit (SAI Global)

- Compliance

External Audit – WH&S (HACCP)

- Compliance

External Audit – Acquittals

- FaHCSIA & DoC – acquittals & reporting (service agreements & service standards)
- Timeliness, cash flow requirements
- Compliant

External Audit DoC (Funding Accountability)

- Funding agreements
- National minimum data set reporting

How do we make decisions?

What management tools do we use?

What do we deliver?

How do we control & report on our decision-making processes?

How do we report on our service delivery outcomes?

Is our reporting sufficient, accountable & transparent?

Are our processes ethical & compliant?

Do our processes & policies aspire to good practice?

LEGEND

CAS	Community & Advocacy Support
CEO	Chief Executive Officer
CFO	Chief Financial Officer
DoC	Department of Communities
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
GM	General Manager
GSA	General Service Agreement
HACCP	Hazard Analysis and Critical Control Point
IM	Injury Management
IS	Information Services
KPI	Key Performance Indicator
QA	Quality Assurance/Audit
QMS	Quality Management System
WHS	Work Health and Safety

Board of Directors



Grant Murdoch

Chairman
MCom(Hons), FAICD, FCA
Appointed to the Board
26 September 2007

Grant joined the Endeavour Foundation Board in 2007. He has more than 40 years' experience as a chartered accountant, with specific experience in mergers, acquisitions, takeovers, corporate restructures and share issues.

Grant resigned as a partner with Ernst & Young and as the Leader of their Transaction Advisory Services in Queensland in September 2011.

He is a director and chair of the audit committee of the listed company Campbell Brothers; a director and member of the audit committee of Queensland Investment Corporation (QIC); and a director of UQ Holdings Ltd. At The University of Queensland Grant is a Senator, chair of the risk committee and a member of the finance committee. He is also an Adjunct Professor of the Business, Economics and Law School. He was a Board management member for the Queensland Deaf Society for ten years.



Shane Charles

Deputy Chairman
LLB, FAIM, MAICD
Elected to the Board
26 November 2004

Shane joined the Endeavour Foundation Board in 2004 in appreciation of its positive impact on his family and his local community. He has previously served as Chairman and is a member of the South West Queensland Area Committee.

Shane is the CEO of Toowoomba and Surat Basin Enterprise (TSBE). TSBE is a membership-based regional economic development organisation that links business with opportunity to provide sustainable growth and diversity to the Toowoomba and Surat Basin region.

Shane is also a Gas Fields Commissioner, Vice-President of the Royal Agricultural Society of Queensland and sits on the Advisory Panel for the Faculty of Business and Law at the University of Southern Queensland.



Gerry Crotty

Elected to the Board
15 October 1999

Gerry is one of the longest serving Board members, having been actively involved with Endeavour Foundation for more than 28 years.

He is the chairman of Endeavour Foundation's Wide Bay Area Committee.

He has extensive knowledge of the not-for-profit sector and is a staunch supporter of grass roots community participation.

In addition to his long-term support for Endeavour Foundation, Gerry is involved in Apex and Rotary and is a member of the Board of Management of the Queensland Folk Federation and the Woodford Folk Festival.

He is the CEO of a large Queensland-based, not-for-profit community business in the employment, training and construction industry.



David de Villiers

MA, HED, AdvDipEd, MAICD, PSM
Elected to the Board
3 May 2005

David has been involved with Endeavour Foundation since 1996 and brings substantial experience in special education and child psychology.

He has a passion for supporting people with disabilities and has been awarded the Public Service Medal (PSM) for services to Special Education.

A registered psychologist, David's earlier experiences included a role in human resource management with Mobil Oil and practising in a child psychological clinic. He was Principal of Rosella Park School for students with a disability and has lectured in psychology and education at Central Queensland University.

A past director of the Peter Pan Training Centre (for young children with a severe disability) and former trustee of the Braveheart Foundation, David is a member of Endeavour Foundation's Central Queensland Area Committee.



David Rawnsley

BEd, MAICD

Elected to the Board
22 November 2006

David joined the Endeavour Foundation Board in 2006. He now chairs the North Queensland Area Committee following two years of involvement with this area committee.

David became the director of his family motor vehicle company after more than a decade of teaching in the vocational education and training sector.

He has a keen interest in the not-for-profit sector and is a member of the Apex Club of Townsville as well as several sporting and community groups.

David is a trade-qualified cabinetmaker and has a Bachelor of Education.



Sally Herman

BA

Appointed to the Board
13 April 2010

Sally is a non-executive director and consultant. Up until late 2010, she was a senior executive at Westpac, where her most recent role was General Manager, Corporate Affairs & Sustainability.

She brings a wide breadth of experience in communications strategy, end-to-end profit and loss responsibility, business transformation, product management and business strategy design and implementation. Senior roles at Westpac, Macquarie and BT Financial have given her a high profile in the sector as well as among not-for-profits.

Sally is also chairman of Urbis Pty Ltd, a leading urban planning and property firm, a director of Premier Investments Limited (a listed specialty retail company) and a director of FSA Group Ltd (a public listed financial services company). She is also on the board of the State Library of NSW Foundation and the National Art School. Sally chairs Endeavour Foundation's Risk Committee as well as being on the Board.



Kate Swindon

BCom, FCA

Appointed to the Board
13 July 2010

Kate is currently Acting Executive Director Anglican Diocese of Brisbane Financial Services Commission and CEO ANFIN.

Kate is a Fellow of the Institute of Chartered Accountants with more than 20 years' experience in corporate tax consulting and business services in the financial services and resource sectors. Kate's broad corporate experience includes her role as Head of Client Solutions at leading Australian funds manager QIC, with responsibility for the multi-sector client relations team.

Previously Kate was Tax Counsel, providing tax consulting and structuring advice to QIC investment and corporate teams. She has also been Asia Pacific Head of Tax for Duke Energy International and has held senior roles with Deloitte Touche Tohmatsu and Ernst & Young.

Kate is a Member of the Queensland State Council of Institute of Chartered Accountants in Australia.



Tony Bellas

BEcon, DipEd, MBA, MAICD, ASA, FAIM

Appointed to the Board
14 February 2011

Tony Bellas is Chairman of ERM Power Ltd and CTM Travel Limited and is a director of a number of other listed and unlisted companies in Queensland. Tony is also the principal of a corporate consulting company.

Tony has previously held Chief Executive roles at Seymour Group, Ergon Energy and CS Energy. Prior to joining these Government-owned corporations he had a long career with Queensland Treasury, reaching the position of Deputy Under Treasurer with oversight of Fiscal Strategy, Office of Government Owned Corporations and Office of State Revenue.

Tony has been appointed by the Queensland Government to chair an Independent Review Panel examining electricity network costs in Queensland.

He has an MBA from Queensland University of Technology and a Bachelor of Economics and Diploma in Education from The University of Queensland. Tony is a Fellow of the Australian Institute of Management and a Member of the Australian Institute of Company Directors and CPA Australia.



Edward Mason

Elected to the Board
19 November 2010

Ed Mason brings to Endeavour Foundation both professional expertise and personal experience of disability. His sister Annette has worked at the Seven Hills business service for more than 30 years, making her one of the business's longest-serving employees.

Following Endeavour Foundation's integration of the three Sydney business services, Ed witnessed first-hand what had been achieved in Queensland. He became determined to ensure that the same range of quality services would one day be offered in Sydney.

He helped form the family support group that developed into the Sydney Area Committee and was elected its inaugural Chair. He is a passionate believer that Endeavour Foundation will become a strong and effective voice for people with a disability and is excited to bring his experience to bear in achieving this goal.

Executive Management



David Barbagallo

BSurv, MTM, MAICD
Chief Executive Officer

David Barbagallo was appointed CEO of Endeavour Foundation in February 2009.

During his tenure, David has emphasised the need for the training and development of staff and volunteers. There also has been an increased focus on strategic planning and performance management. David has continued the work of his predecessor to fully engage with the disability services sector and to assist organisations where appropriate to improve outcomes for people with a disability generally.

David's past roles include senior positions in industry, government and academia.

He has degrees in Surveying and Technology Management and is an Adjunct Professor of Information Technology at Queensland University of Technology.



Svend Kling

BBus, Grad Dip Mgt, MBA, GAICD,
Dip Project Mgt
General Manager -
Finance, Infrastructure and
Performance Improvement;
Chief Financial Officer and
Company Secretary

Svend has been with Endeavour Foundation for eight years.

As Chief Financial Officer he is responsible for financial management, budgeting and resource planning, and financial services. He is also the General Manager responsible for information systems infrastructure; asset development, infrastructure planning, property optimisation, facilities management and property maintenance, and Gambling Community Benefit Fund grants.

Appointed Company Secretary in November 2008, Svend is also responsible for various board-related statutory compliance functions and elections for the Area Committees and the Board's Elected Directors. He is a member of the Information Systems Strategy Group and the Services Planning Committee.

Svend has wide experience in both government and community services sectors.



Gail Davidson

GAICD
General Manager -
Disability Services
Operations and Community
Engagement

Gail has been with Endeavour Foundation for over 23 years in various management roles and is responsible for the provision of support to people with a disability in 1,861 placements, at 215 sites.

Gail has overseen expansion into children's services; attainment of approval to provide services in New South Wales on government referral; and the trial of person-centred models of support.

She is a Board member of the Gladstone Ports Corporation and Gladstone Foundation Board of Advice. She is also a graduate of the Australian Institute of Company Directors.

Gail was previously a member of the Disability Council of Queensland and the Inaugural Chair of the Regional Disability Council of Central Queensland. She held three terms on the Gambling Community Fund Board under Queensland Treasury and currently sits on a National Committee advising Policy Development in Accommodation for the NDIS.



Shaun McDonagh

BBus, AssocDegLaw,
GradCertAdultEdTraining, MMktgMgt,
MComLaw, FAIM CPM MAICD
General Manager –
Strategic Operations

Appointed in 2010, Shaun takes responsibility for growth and organisational improvements with market research, stakeholder engagement and strategic development.

With a background in private sector marketing, communications and business development roles in media, construction and financial services, Shaun's experience includes working with all levels of government and national and international clients. Previously leading The University of Queensland's marketing and communications, he has been an invited conference speaker for the American Marketing Association and the UK Chartered Institute of Marketing. Earning a Master of Marketing Management in 2003 and Master of Commercial Law in 2009, in 2011 Shaun completed the Executive Development Program at the Kellogg School of Management, Northwestern University.



Andrew Donne

BBus
General Manager -
Commercial Operations

Andrew joined Endeavour Foundation in 2004.

He is responsible for the overall management of Endeavour Foundation's 26 Australian Disability Enterprises as well as Resolutions Open Employment Service, with a dual focus of ongoing improvement in both the commercial outcomes for the organisation and employment outcomes for Supported Employees. In recent years, this focus has resulted in a number of major new commercial contracts which has helped improve Endeavour Foundation's commercial viability and provided greater employment opportunities.

Under Andrew's leadership, Endeavour Foundation is the largest employer of people with a disability in Australia, providing support to more than 2,100 people in the workplace.

Andrew has extensive commercial experience at Linfox Transport, Shell, Pacific Dunlop and McDonalds.



Geoff Rowe

BSocWk
General Manager
- Policy, Research,
Planning and Strategy

Geoff joined Endeavour Foundation in 2008, bringing extensive experience in community and disability services across the government and non-government sectors.

Geoff and his department provide an advisory and support role across the organisation to Endeavour Foundation's services, clients, families and the broader community.

His department supports a wide range of initiatives and activities including the Community Advocacy Support Unit, Complaints Incident Management Unit, External Advisory Committees, representation in community forums, managing relationships with external funding providers, research and case management of Endeavour Foundation's service response to clients with ageing and chronic health needs.



Ken Tapfield

PGDM
General Manager -
Human Resources
and Organisational
Development

Ken joined Endeavour Foundation in 2008. He is responsible for developing human resources strategies and the operational management of risk, quality, human resources and employee relations, as well as organisational learning and development, occupational health and safety, payroll services, volunteering and events.

Ken has worked as a senior executive in the government, private and not-for-profit sectors, including a stint at Mission Australia.

His particular areas of expertise are HR Strategy and Organisational Development, with an emphasis on values-based leadership, cultural change, managerial coaching and competency development, employee relations, performance management, occupational health and safety, recruitment and resource planning.



Leanne Rudd

MBA BusAdmin, Acc.Cert
General Manager -
Consumer Businesses

Leanne was appointed General Manager in October 2011 with the recognition that our growing consumer businesses should be separate from our large network of supported employment and disability enterprises.

With more than 20 years of experience in executive roles leading finance, operations, retail, product development and marketing, Leanne has owned and worked for Australian and multi-national companies focused on consumer product markets. Her current challenge is to transform Endeavour Foundation's consumer businesses into more robust and profitable enterprises targeting interstate expansion.

Specifically responsible for Lotteries and our 41 Recycled Clothing stores, together Leanne and her team work to generate a stable and growing income stream and promote the Endeavour Foundation brand. The profits are ploughed into better accommodation and more services for people with a disability.



Mark Reimers

AssDipResCare, GradDipHRM
Manager - Community &
Advocacy Support Unit

Key functions of the Community & Advocacy Support Unit include ensuring compliance with the United Nations Convention on Human Rights; engaging with people with a disability in order to advocate systemically on issues which affect them; advising and training staff on human rights and service quality; and providing secretariat support to external abuse and complaints advisory committees.

Mark has held senior leadership roles in government and not-for-profit organisations and has extensively worked with people with a disability and people who have experienced abuse in human services and faith communities. He has also been a voluntary board member and chairperson of community organisations such as Mamre Association Inc, Enhanced Care Association and L'Arche Australia.

Financial Overview

The consolidated annual financial statements of the Group for the financial year ended 30 June 2012 comprise Endeavour Foundation ("the Company") and its controlled entity, the Endeavour Foundation Endowment Challenge Fund, referred to collectively as ("the Group"). A brief summary of the Group's annual financial statements is presented below

The Group recorded a marginal operating surplus for the current financial year of \$59,000 compared to an operating surplus of \$5,231,000 in the previous year.

This deterioration in the operating results was due primarily to the following factors :

- a significant deterioration in the contributions from the Endeavour Foundation Recycled Clothing and the Endeavour Foundation Lotteries. These enterprises have traditionally provided a much needed boost to the help close the funding gap between government funding received and the cost of providing services. Yet in the current financial year both of these enterprises have been unable to avoid the downturn in retail and discretionary spending that has been so prevalent in the current economic climate;
- Endeavour Business College continued to deliver training to Endeavour's employees, but significant revenues from external training delivery did not eventuate;
- the recognition of certain non-recurrent State Government subsidies in the prior year, on run-off of the previous funding agreements and the transition to the new output based funding agreement, were not replicated in the current financial year.

Operating surpluses are necessary to help fund capital expenditure, which is typically not funded from recurrent government subsidies, and to build a buffer for future unexpected business shocks. The current year's operating surplus represents less than 0.04% of operating revenue (2011 : 3.3%), providing a wafer thin operational buffer.

The Group's net surplus for the current financial year, after recognising non-operating revenues of \$2,143,000 was \$2,202,000. In the year 2010-11 the Group recorded a comparative net surplus for the year of \$8,936,000 after recognising non-operating revenues of \$3,705,000.

Non-operating revenues included significant non-recurrent government capital grants of \$1,926,000 (2011 : 2,969,000). In 2011 a further major bequest of \$614,000 formed part of non-operating revenues.

Financial highlights during the year included:

Income Statement

Operating revenues increased over the prior year in the two main operating divisions of Disability Services and Commercial Operations, with total operating revenue for the 2012 financial year increasing by 4% to \$164,959,000.

Endeavour Foundation continues to be heavily reliant on both the Federal and State Governments to subsidise the services it provides to its service users, with government subsidies representing 59.8% of total operating revenue (2011 : 58.7%). Government subsidies increased by \$5,566,000 or 6.0% to \$98,610,000, reflecting a combination of growth in services being offered and some limited indexation of existing subsidies. The 4% increase in total revenues for the year was tempered by decreased revenues from the Prize Home Lotteries and the Endeavour Business College.

Operating expenses increased by 7.5%, or \$11,552,000 to \$164,900,000 for the year. This is nearly double the 4% increase in total revenues and reflects the risks inherent in those areas of our business that have exposure to variable commercially generated revenue streams, but which have inelastic cost bases unable to be quickly reduced across the period.

Non-recurrent government capital expenditure grants of \$1,926,000 (2011: \$2,969,000) continue to provide an important cash supplement for capital asset acquisitions and improvements. The total capital expenditure spend on property in 2012 was however \$8,169,000 (2011 : \$6,679,000), leaving more than 76% of the current year's capital infrastructure spend to be funded from internal cash reserves.

Balance Sheet

Endeavour Foundation is in a sound financial position at 30 June 2012, with a healthy bank balance and no interest bearing debt. It continues to maintain and grow a strong balance sheet with current assets exceeding current liabilities by \$5,871,000 at balance date (2011 net current assets of \$8,640,000).

The year end cash balance of \$10,942,000, includes quarantined cash of \$6,291,000. Of these quarantined balances, \$3,869,000 represents income received in advance, with the remaining \$2,422,000 being internally quarantined as a “capital future fund” to provide funding for the construction of new and replacement capital infrastructure which has aged well beyond the scope of useful life.

The increase in property, plant & equipment to \$61,705,000 is largely attributable to the cash spend on a number of property acquisitions and capital construction projects during the year, including the acquisition of commercial land and buildings for Endeavour Foundation Industries in Maroochydore and the construction of a number of residential services including the two Gladstone DAP houses, the two Bundaberg DAP houses and new residential under the “at home with choices” program in Durack, Redbank and Maryborough.

The early redemption of the interest bearing loans of \$980,000 from the State Government became necessary during the year, as the interest rates being charged at 9.34%pa for fully secured, long term borrowings, had become un-commercial. These 10 year freeholding lease facilities were established to fund the acquisition of land occupied under expiring special leases in 2006/2007, and still had 6 years to run.

The net defined benefit plan liability increased by \$1,988,000 to \$2,160,000 at period end, reflecting a combination of a lower value of the plan assets due to the poor performance of the investments markets and increased plan liabilities due to lower discount rates. This resulted in a non-cash

actuarial loss for the year of \$2,264,000 being recognised directly through retained earnings in the Statement of Comprehensive Income, in accordance with the Group's accounting policy for the defined benefit plan.

Despite these events, the balance sheet remains strong, is now un-geared, with total equity falling slightly to \$63,392,000 from the previous level of \$63,578,000, reflecting a combination of the effects of a lower net surplus for the year and the effect of the non-cash actuarial loss from the defined benefit fund, recognised directly through retained earnings.

Cash Flow Statement

Net cash provided by operating activities, whilst remaining strong at \$7,894,000, decreased by \$2,838,000 compared to the previous period, largely due to the effect of the lower net surplus for the year. The cash generated did not fully cover the net cash spend on investing and financing activities of \$11,875,000, which coupled with the \$980,000 cash outflow to extinguish the interest bearing debt, saw the cash and bank balances decrease by \$4,961,000 for the year, to record a closing balance of \$10,942,000 at period end.

Untied cash reserves stood at \$4,651,000 at period end, compared to \$5,592,000 last year.

The accompanying graphs and tables include a financial overview of Endeavour Foundation Group's operating results and its financial position at 30 June 2012.

Audited Financial Report

The audited full statutory Annual Financial Report for the year ended 30 June 2012 is available as a separate document. A Summary Financial Report, which is an extract of the audited full statutory Annual Financial Report is included in the final section of this Annual Report. The full statutory Annual Financial Report is available to members upon request and without charge, by phoning 07 3908 7100 or may be downloaded from www.endeavour.com.au.

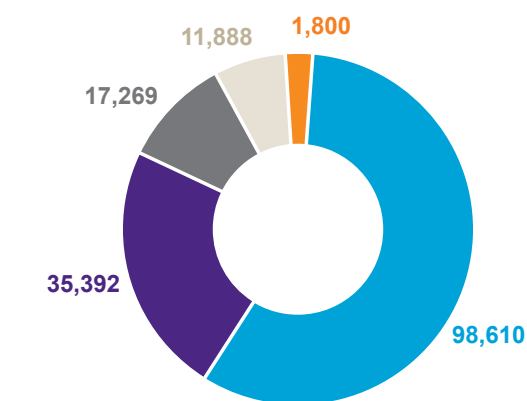
Our financials

Financial overview cont

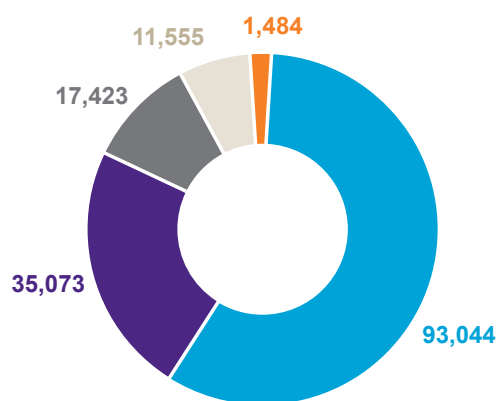
Divisional Results (\$'000)

	Disability Services		Commercial Operations		Corporate, Infrastructure & Fundraising		Total Foundation	
	2012	2011	2012	2011	2012	2011	2012	2011
Operating revenue	81,269	77,254	62,363	59,200	21,327	22,125	164,959	158,579
Operating expenses	(83,019)	(77,473)	(61,278)	(57,702)	(20,603)	(18,173)	(164,900)	(153,348)
Divisional operating (deficit)/surplus	(1,750)	(219)	1,085	1,498	724	3,952	59	5,231
Non-operating revenue	20	629	31	594	2,092	2,482	2,143	3,705
Net (deficit)/surplus for the year	(1,730)	410	1,116	2,092	2,816	6,434	2,202	8,936

2012 Operating Revenue (\$'000)

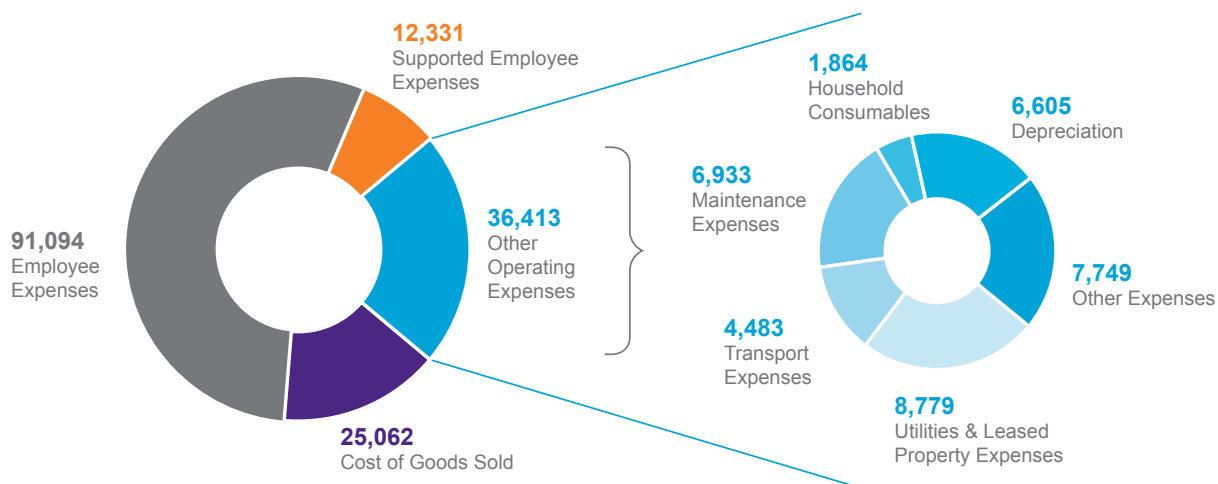


2011 Operating Revenue (\$'000)

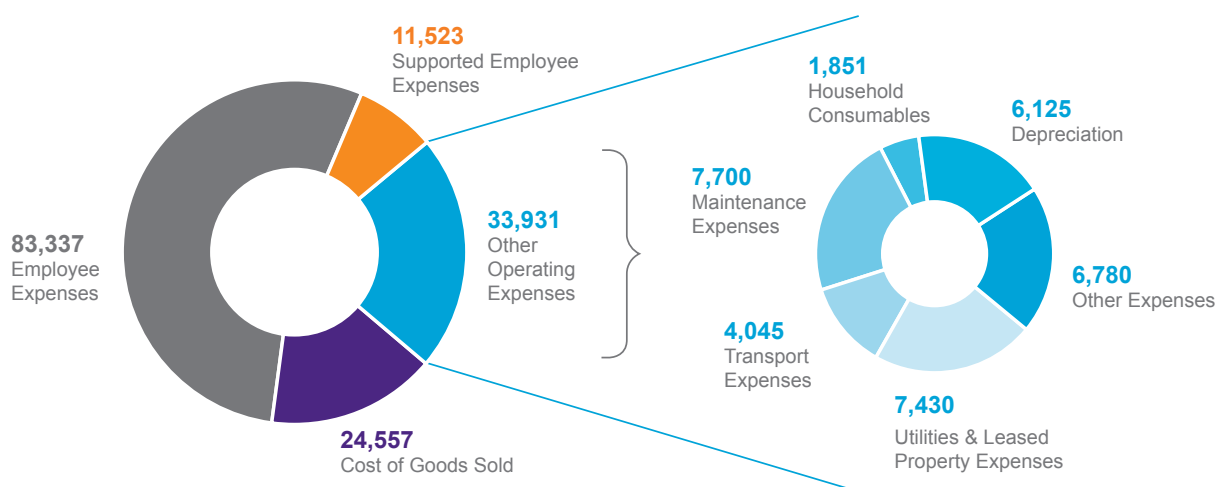


● Government Subsidies
 ● Sales of Goods
 ● Fundraising Activities
 ● Client Contributions
 ● Other Revenue

2012 Operating Expenses (\$'000)



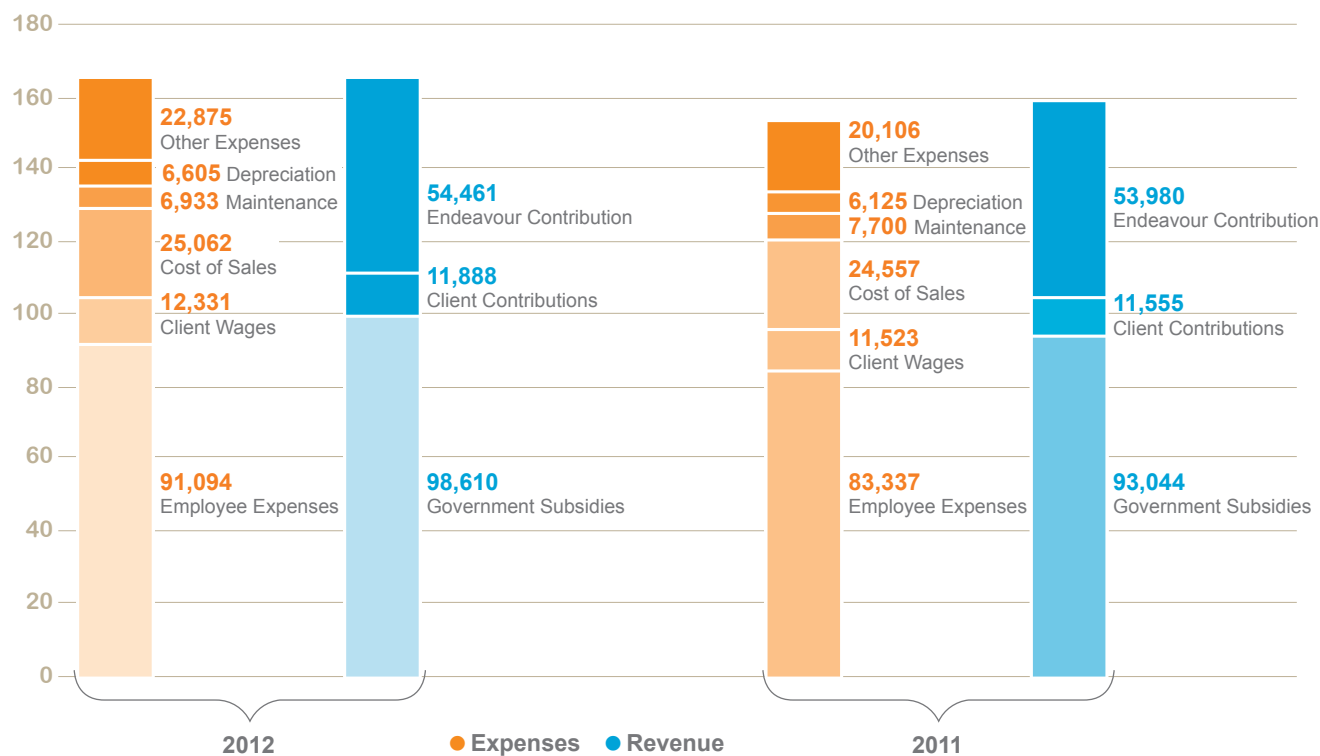
2011 Operating Expenses (\$'000)



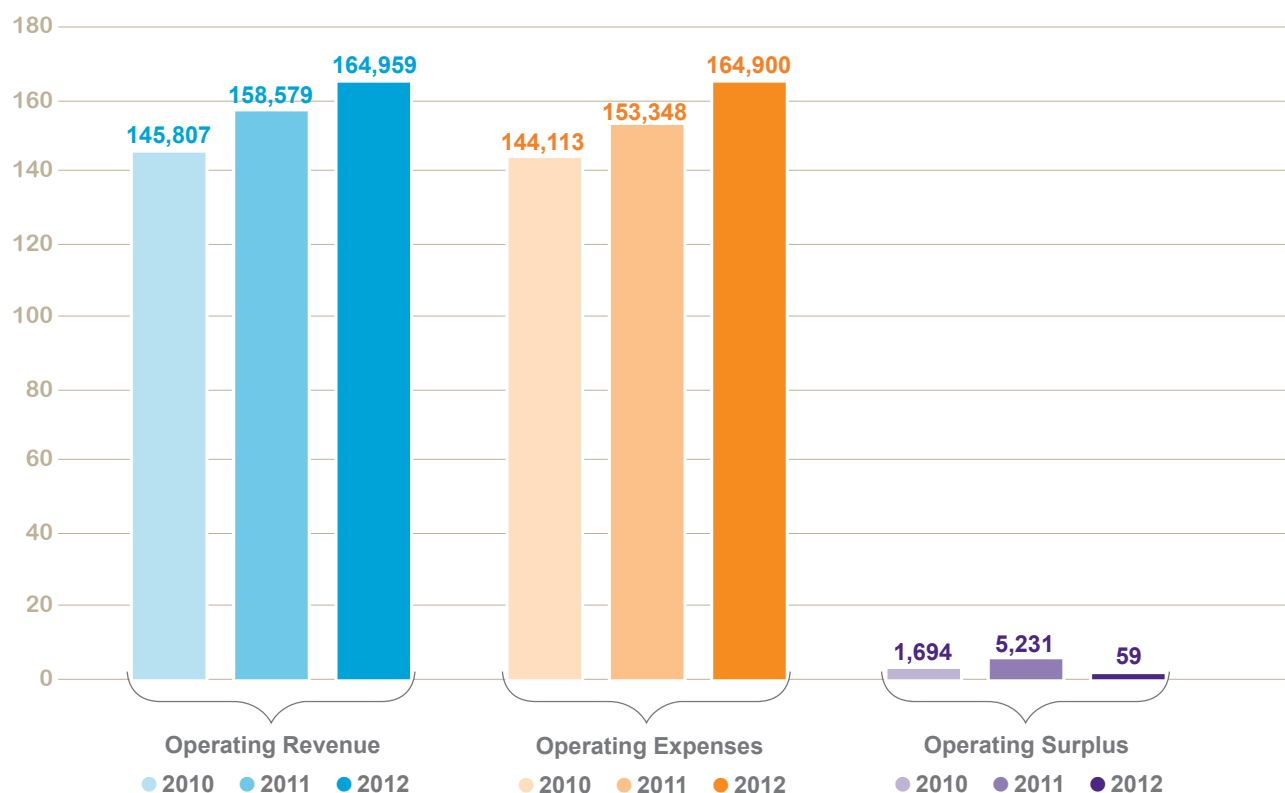
Our financials

Financial overview cont

Bridging The Funding Gap (\$'000)



Operating Results (\$'000)



Summary Financial Performance (\$'000)

	2012	2011	2010	2009	2008
Operating revenue	164,959	158,579	145,807	124,150	120,244
Operating expenses	(164,900)	(153,348)	(144,113)	(123,443)	(116,457)
Operating Surplus	59	5,231	1,694	707	3,787
- Government capital expenditure grants	1,926	2,969	1,614	942	1,248
- Significant bequest	-	614	-	-	-
- Gains on sale of properties	217	122	-	1,394	4,884
Net surplus for the year	2,202	8,936	3,308	3,043	9,919

Summary Financial Position (\$'000)

	2012	2011	2010	2009	2008
Assets					
Current assets	28,445	30,864	25,913	32,650	26,874
Non-current assets	62,733	58,540	55,192	45,179	48,169
Total Assets	91,178	89,404	81,105	77,829	75,043
Liabilities					
Current liabilities	22,574	22,224	21,805	21,450	17,138
Non-current liabilities	5,212	3,602	4,330	4,084	5,213
Total Liabilities	27,786	25,826	26,135	25,534	22,351
Net Assets	63,392	63,578	54,970	52,295	52,692

Summary Financial Report

for the year ended 30 June 2012

The attached summary financial statements and other specific disclosures are an extract of, and have been derived from the full Annual Financial Report of Endeavour Foundation ("the Company"), being the Company and its controlled entities ("the Group"), for the financial year ended 30 June 2012. Other information included in the Summary Financial Report is consistent with the full Annual Financial Report.

The Summary Financial Report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Group as the full Annual Financial Report.

A hard copy of Endeavour Foundation's 30 June 2012 Annual Financial Report, including the Independent Audit Report, is available to all members, and will be sent to members without charge upon request.

The 30 June 2012 Annual Financial Report can be requested by telephone 07 3908 7100 or may also be downloaded from www.endeavour.com.au.

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Directors' Report

for the year ended 30 June 2012

The Directors present their report together with the consolidated financial report of Endeavour Foundation ("the Company"), being the Company and its controlled entities ("the Group"), for the year ended 30 June 2012 and the Auditor's Report thereon.

Directors

The Directors of Endeavour Foundation at any time during or since the end of the financial year are:

Name	Qualifications and Special Responsibilities	Experience (in years)	
		Board of Directors	Area Committee / Branch Board
Grant Bruce Murdoch	M Com (Hons), FAICD, FCA Chair Chair of Nominations & Remuneration Committee Member Audit Committee Member of Property Committee Chair of Constitutional Committee	5	-
Shane Paul Charles	LLB, MAIM, MAICD Deputy Chair Member of Nominations & Remuneration Committee Chair of Audit Committee Member Risk Committee Member of Property Committee Member of Constitutional Committee	8	9
Gerard Michael Crotty	Member of Nominations & Remuneration Committee Member of Client Services Committee	13	22
David Booth de Villiers	MA, HED, AdvDipEd, MAICD, PSM Chair of Client Services Committee Member of Audit Committee Member of Constitutional Committee	7	15
Sally Herman	BA Chair of Risk Committee	2	-
David Roland Rawnsley	B Ed, MAICD Member Risk Committee	6	9
Katherine Jean Swindon	B Com, FCA Member of Risk Committee Member of Client Services Committee Member of Constitutional Committee	2	-
Edward Terence Mason		2	2
Anthony George Bellas	B Econ, Dip Ed, MBA, MAICD, ASA, FAIM Chair of Property Committee Member of Risk Committee Member of Constitutional Committee	2	-

Past Directors who served during the year

Nil

Appointments since the end of the financial year

Nil

Directors' Report cont

for the year ended 30 June 2012

Company Secretary

The Company Secretary of Endeavour Foundation at any time during or since the end of the financial year is
Svend Erik Kling B Bus, Grad Dip Mgt, MBA, GAICD

Directors' Meetings

The number of Directors' meetings (including meetings of committees of Directors) and number of meetings attended by each of the Directors of Endeavour Foundation during the financial year are:

	Board Meetings		Nominations & Remuneration Committee Meetings		Audit Committee Meetings		Client Services Meetings		Risk Committee Meetings		Property Committee Meetings		Constitutional Committee Meetings	
	A	B	A	B	A	B	A	B	A	B	A	B	A	B
G B Murdoch	10	8	1	1	4	4	-	1	-	1	1	1	-	-
S P Charles	10	10	1	1	4	4	-	-	-	-	1	1	-	-
A G Bellas	10	8	-	-	-	-	-	-	4	3	1	1	-	-
G M Crotty	10	9	1	1	-	1	4	4	-	-	-	-	-	-
D B de Villiers	10	10	-	-	4	3	4	4	-	-	-	-	-	-
S Herman	10	10	-	-	-	-	-	-	4	4	-	-	-	-
E T Mason	10	8	-	-	-	-	-	-	-	-	-	-	-	-
D R Rawnsley	10	8	-	-	-	-	-	-	-	-	-	-	-	-
K J Swindon	10	10	-	-	-	-	4	4	4	4	-	-	-	-

A – Number of meetings held during the time the director held office during the year

B – Number of meetings attended

Board Processes

To assist in the execution of its responsibilities, the board has established a number of board committees including a Nominations & Remuneration Committee, an Audit Committee, a Client Services Committee, a Risk Committee, a Property Committee and a Constitutional Committee. These committees have written mandates and operating procedures, which are reviewed on a regular basis.

Details of each board committee are as follows:

Nominations & Remuneration Committee

The Nominations & Remuneration Committee oversees the appointment and induction process for directors and committee members in accordance with the principles laid out in Endeavour's constitution. It is also responsible for making recommendations to the board regarding the selection, appointment and succession planning process for the Chief Executive Officer (CEO), including conducting an annual review of the CEO's performance and remuneration. The Nominations & Remuneration Committee comprised the following members during or since the end of the financial year:

- Mr G B Murdoch (Chair)
- Mr S P Charles
- Mr G M Crotty

Audit Committee

The Audit Committee oversees the establishment and maintenance of a framework of internal control and appropriate ethical standards for the management of Endeavour Foundation, including assessing and directing the performance of the internal audit function. The audit committee also reviews the performance of the external auditors and normally meets with them twice a year to discuss the external and internal audit plans, and to review the results and findings of the external auditor, the adequacy of accounting and financial controls and to monitor the implementation of any recommendations made.

The committee reviews the draft annual financial report, including approving new accounting policies to ensure compliance with Australian Accounting Standards, and recommends board approval of the annual financial report.

The Audit Committee comprised the following members during or since the end of the financial year:

- Mr S P Charles (Chair)
- Mr G B Murdoch
- Mr D B de Villiers

Client Services Committee

The Client Services Committee is responsible for overseeing the continued development and provision of quality services to meet the needs of people with a disability. It is also responsible for the oversight and monitoring of the External Complaints Advisory sub-committee and the Abuse Prevention & Response sub-committee.

The Client Services Committee comprised the following members during or since the end of the financial year:

- Mr D B de Villiers (Chair)
- Mr G M Crotty
- Ms K J Swindon

Directors' Report cont

for the year ended 30 June 2012

Risk Committee

The Risk Committee provides assistance to the board in its responsibilities of managing risk within the organisation. It is the main body responsible for overseeing the implementation of management's Risk Management System and ensures the maintenance of a robust and effective risk management process and related practises. The committee oversees the implementation of risk management across the organisation, integrates all risk related activities, facilitates and monitors business unit level risk management processes and is responsible for overseeing the strategic risk management process.

The Risk Committee comprised the following members during or since the end of the financial year:

- Ms S Herman (Chair)
- Ms K J Swindon
- Mr A G Bellas

Property Committee

The Property Committee's main function is to expedite decision making in relation to property asset utilisation, improvement and development programs.

The Property Committee comprised the following members during or since the end of the financial year:

- Mr A G Bellas (Chair)
- Mr S P Charles
- Mr G B Murdoch

Constitutional Committee

The Constitutional Committee was established on 15 December 2011 to examine and advise the Board on the constitutional implications of expanding Endeavour's operations to a national level.

The Constitutional Committee comprised the following members during or since the end of the financial year:

- Mr G B Murdoch (Chair)
- Mr S P Charles
- Mr D B de Villiers
- Ms K J Swindon
- Mr A G Bellas

Principal Activity and Objectives

The principal activity of Endeavour Foundation during the year was the provision of support services to persons with a disability, with a particular focus on those with an intellectual disability, including Community Advocacy & Support Services, Residential Accommodation & Support Services, Learning & Lifestyle Support Services, Post School Services, Open Employment Services and Supported Employment Services. In the opinion of the Directors no significant changes have occurred in the nature of these activities during the financial year.

Endeavour Foundation's short and long term focus is to provide opportunities for people with a disability so they may participate in the every day life of the community. Endeavour wants to enrich their lives and the lives of their families and engage and educate the community about disability.

Endeavour has an obligation to do this in a financially responsible manner and aims to:

- Be recognised as a quality provider of services to people with a disability.
- Be an advocate for people with a disability and their families in the broader community.

In practical terms in order to achieve this focus, projects undertaken by Endeavour are assessed and progressed to achieve outcomes in nine key theme areas : 1. Employer of Choice, 2. Service Provider of Choice, 3. Thought Leadership, 4. Best Practice, 5. Top of Mind, 6. Customer Focus, 7. Community Engagement, 8. State of the Art Facilities and 9. Financial Viability.

Endeavour Foundation measures its performance through an independently conducted periodic Family Satisfaction Survey and a suite of key performance indicators, set at the Governance, Executive Management and Organisational Management levels.

Preparation of Consolidated Financial Statements

The consolidated annual financial statements comprise Endeavour Foundation ("the Company") and its controlled entities ("the Group").

Results

The Group recorded a marginal operating surplus for the current financial year of \$59,000 compared to an operating surplus of \$5,231,000 in the previous year. This deterioration in the operating result was due primarily to the following factors:

- a significant deterioration in the contributions from the Endeavour Recycled Stores and the Endeavour Prize Home Lotteries. These enterprises have traditionally provided a much needed boost to help close the funding gap between government funding received and the cost of providing services. Yet in the current financial year both of these enterprises have been unable to avoid the downturn in retail and discretionary spending that has been so prevalent in the current economic climate;
- the Endeavour Business College continued to deliver training to Endeavour's employees, but significant revenues from external training delivery did not eventuate;
- the recognition of certain non-recurrent State Government subsidies in the prior year, on run-off of the previous funding agreements and the transition to the new output based funding agreement, were not replicated in the current financial year.

Directors' Report cont

for the year ended 30 June 2012

Results (cont.)

Operating surpluses are necessary to help fund capital expenditure, which is typically not funded from recurrent government subsidies, and to build a buffer for future unexpected business shocks. The current year's operating surplus represents less than 0.04% of operating revenue (2011 : 3.3%), providing a wafer thin operational buffer.

The Group's net surplus for the current financial year, after recognising non-operating revenues of \$2,143,000 was \$2,202,000. In the year 2010-11 the Group recorded a comparative net surplus for the year of \$8,936,000 after recognising non-operating revenues of \$3,705,000. Non-operating revenues included significant non-recurrent government capital grants of \$1,926,000 (2011 : \$2,969,000). In 2011 a further major bequest of \$614,000 formed part of non-operating revenues.

Dividends

The Company and its controlled entities are prohibited by their Constitutions from paying dividends.

Events Subsequent to Balance Date

Since 30 June 2012 and the date of this report there has not arisen any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors of the Company, to affect significantly the operations of the Group, the results of those operations, or the state of affairs of the Group, in future financial years.

Environmental Regulations

The Group's operations are subject to various environmental regulations under both Commonwealth and State legislation. The Group has an established risk management system which identifies environmental hazards and ensures appropriate controls are adopted. The appropriate licences and consents are in place at each site in accordance with various environmental regulations.

The Directors are not aware of any breaches of the legislation which are material in nature.

Review of Operations

Operations of the Group during the year are reviewed in the Chair's and CEO's report in the separately issued Annual Report.

Directors' Benefits

Information on Directors' benefits is set out in the following notes to the Annual Financial Report:

- (a) No Directors' Fees are payable
- (b) No Related Party Transactions with Directors exist (Note 23)

Directors' Interests in Contracts

No contracts involving Directors' interests were entered into since the end of the previous financial year, or existed at the end of the financial year (Note 23).

Indemnification and Insurance of Officers

Indemnification

The Endeavour Foundation Constitution requires Endeavour Foundation to indemnify any person who is an officer of Endeavour Foundation, including the Directors, the Secretary and other executive officers, against a liability incurred as such an officer, unless the liability arises out of conduct involving a lack of good faith. Officers of Endeavour Foundation are also indemnified against a liability for costs and expenses incurred in defending civil or criminal proceedings involving them as such officers, if judgement is given in their favour or if they are acquitted or granted relief.

Insurance

Endeavour Foundation has paid a premium in respect of a contract insuring Directors and Officers of Endeavour Foundation, against a liability for costs and expenses incurred by them in defending civil or criminal proceedings involving them as such officers, with some exceptions.

The external auditors of Endeavour Foundation are not included in this policy.

Non-audit services

During the year KPMG, the Group's auditor, has performed certain other services in addition to their statutory duties.

The Board has considered the non-audit services provided during the year and is satisfied that the provision of those non-audit services during the year by the auditor is compatible with, and did not compromise, the auditor independence requirements of the Corporations Act 2001 for the following reason:

- All non-audit services are subject to the corporate governance procedures adopted by Endeavour Foundation and are reviewed by the Audit Committee to ensure they do not impact the integrity and objectivity of the auditor.

Details of amounts paid to the auditor of the Group, KPMG, and its related practices for audit and non-audit services provided during the year are set out in note 3 to the Annual Financial Report.

Auditor's Independence Declaration

The Auditor's Independence Declaration is set out on page 9 of the Annual Financial Report and forms part of the Directors' Report.

Rounding

The Company is of a kind referred to in ASIC Class Order 98/100 dated 10 July 1998 and in accordance with that Class Order amounts in the financial statements and Directors' Report have been rounded off to the nearest thousand dollars unless otherwise indicated.

Signed on behalf of the Board in accordance with a resolution of Directors.



G B Murdoch - Chairman
Brisbane
9th October 2012



S P Charles - Director
Brisbane
9th October 2012

Consolidated Balance Sheet

as at 30 June 2012

	Note	2012 \$'000	2011 \$'000
Current assets			
Cash and cash equivalents			
- Untied cash		4,651	5,592
- Quarantined cash		6,291	10,311
	4	10,942	15,903
Trade and other receivables		5,802	6,628
Inventories		8,771	7,012
Other current assets		1,091	723
		26,606	30,266
Assets classified as held-for-sale		1,839	598
Total current assets		28,445	30,864
Non-current assets			
Investments		763	734
Other intangible assets		265	284
Property, plant & equipment		61,705	57,522
Total non-current assets		62,733	58,540
Total assets		91,178	89,404
Current liabilities			
Trade and other payables		7,540	7,307
Interest bearing loans		-	130
Employee entitlements		11,165	10,230
Revenue received in advance		3,869	4,557
Total current liabilities		22,574	22,224
Non-current liabilities			
Net defined benefit plan liability		2,160	172
Interest bearing loans		-	850
Employee entitlements		3,052	2,580
Total non-current liabilities		5,212	3,602
Total liabilities		27,786	25,826
Net assets		63,392	63,578
Equity			
Reserves		845	941
Retained earnings		62,547	62,637
Total equity		63,392	63,578

The Consolidated Balance Sheet is to be read in conjunction with the Notes to the Financial Statements.

Consolidated Income Statement

for the year ended 30 June 2012

	Note	2012 \$'000	2011 \$'000
Revenue			
Sale of goods and services		35,392	35,073
Fundraising activities		17,269	17,423
Service user contributions		11,888	11,555
Government subsidies		98,610	93,044
Interest income		1,012	1,011
Other revenue		788	473
	3 (a)	164,959	158,579
Expenses			
Cost of goods sold & commercial fundraising activities		(25,062)	(24,557)
Employee expenses		(91,094)	(83,337)
Supported employee expenses		(12,331)	(11,523)
Utilities & leased property expenses		(8,779)	(7,430)
Transport expenses		(4,483)	(4,045)
Maintenance expenses		(6,933)	(7,700)
Household consumables		(1,864)	(1,851)
Depreciation & amortisation expenses		(6,605)	(6,125)
Interest expense		(18)	(109)
Other expenses		(7,731)	(6,671)
		(164,900)	(153,348)
Operating surplus		59	5,231
Government capital expenditure grants	3 (a)	1,926	2,969
Bequest D A Smith estate	3 (a)	-	614
Gain on sale of properties	3 (a)	217	122
Net surplus for the year		2,202	8,936

Divisional Results	Disability Services		Commercial Operations		Corporate, Infrastructure & Fundraising		Total Foundation	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Operating revenue	81,269	77,254	62,363	59,200	21,327	22,125	164,959	158,579
Operating expenses	(83,019)	(77,473)	(61,278)	(57,702)	(20,603)	(18,173)	(164,900)	(153,348)
Divisional operating (deficit)/surplus	(1,750)	(219)	1,085	1,498	724	3,952	59	5,231
Non-operating revenue	20	629	31	594	2,092	2,482	2,143	3,705
Net (deficit)/surplus for the year	(1,730)	410	1,116	2,092	2,816	6,434	2,202	8,936

The Consolidated Income Statement is to be read in conjunction with the Notes to the Financial Statements.

Consolidated Statement of Comprehensive Income

for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
Net surplus for the year	2,202	8,936
Other comprehensive income		
Net (decrease)/increase in fair value of investments	(96)	29
Realised (losses)/gains on disposal of investments	(28)	8
Actuarial adjustment to defined benefit superannuation plan	(2,264)	(365)
Other comprehensive expense for the year	(2,388)	(328)
Total comprehensive (expense)/income for the year	(186)	8,608

Consolidated Statement of Changes in Equity

for the year ended 30 June 2012

	Fair value reserve \$'000	Subsidies reserve \$'000	Total reserves \$'000	Retained earnings \$'000	Total Equity \$'000
Total equity at 30 June 2010	516	396	912	54,058	54,970
Total comprehensive income for the year	29	-	29	8,579	8,608
Total equity at 30 June 2011	545	396	941	62,637	63,578
Total comprehensive expense for the year	(96)	-	(96)	(90)	(186)
Total equity at 30 June 2012	449	396	845	62,547	63,392

The Consolidated Statement of Comprehensive Income and Consolidated Statement of Changes in Equity are to be read in conjunction with the Notes to the Financial Statements.

Consolidated Cash Flow Statement

for the year ended 30 June 2012

	Note	2012 \$'000 Inflows (Outflows)	2011 \$'000 Inflows (Outflows)
Cash flows from operating activities			
Cash receipts in the course of operations		177,703	166,775
Cash payments to suppliers & employees		(171,429)	(157,889)
Dividends received		44	37
Interest received		1,057	991
Interest paid		(36)	(104)
Legacies & bequests received		555	922
Net cash provided by operating activities		7,894	10,732
Cash flows from investing activities			
Acquisition of property, plant & equipment		(12,323)	(10,789)
Acquisition of intangible assets		(154)	(163)
Acquisition of investments		(502)	(380)
Proceeds from disposal of property, plant & equipment		755	1,017
Proceeds from sale of investments		349	439
Net cash utilised in investing activities		(11,875)	(9,876)
Cash flows from financing activities			
Repayment of interest bearing loans		(980)	(122)
Net cash utilised by financing activities		(980)	(122)
Net (decrease)/increase in cash held		(4,961)	734
Cash at the beginning of the financial year		15,903	15,169
Cash at the end of the financial year	4	10,942	15,903
Comprised of :			
Untied cash		4,651	5,592
Quarantined cash		6,291	10,311
		10,942	15,903

The Consolidated Cash Flow Statement is to be read in conjunction with the Notes to the Financial Statements.

Notes to the Financial Statements

for the year ended 30 June 2012

1. Reporting Entity

Endeavour Foundation ("the Company") is a not-for-profit organisation, incorporated as a public company limited by guarantee and is domiciled in Australia. The address of the Company's registered office is 50 Southgate Avenue, Cannon Hill, QLD 4170.

The consolidated financial statements of the Company for the financial year ended 30 June 2012 comprise the Company and its controlled entities (together referred to as "the Group").

The principal activities of the Group are to provide support to people with disabilities and their families through a range of flexible services, including residential accommodation, in-home support, adult education and life style support as well as supported employment services and open employment placement.

2. Basis of preparation of Summary Financial Report

(a) Basis of Preparation

The financial statements and specific disclosures included in this Summary Financial Report have been derived from the Group's full Annual Financial Report for the financial year. Other information included in the Summary Financial Report is consistent with the full Annual Financial Report. The Summary Financial Report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Group as the full Annual Financial Report.

A full description of the accounting policies adopted by the Group may be found in the full Annual Financial Report, which was approved by the Directors on Tuesday, 9th October 2012.

(b) Basis of Measurement

The financial statements have been prepared on an accruals basis and are based on historical costs, except for:

- Investments measured at fair value through an equity fair value reserve; and
- The defined benefit plan asset/(liability) is measured as the net total of the plan assets, plus unrecognised past service cost and unrecognised actuarial losses, less unrecognised actuarial gains and the present value of the defined benefit obligation.
- Revenue is recognised on an accrual basis with the exception of donations, bequests and legacies which are accounted for on a cash basis.

Except as noted above, the financial report does not take into account changing money values or fair values of non-current assets.

A full description of the accounting policies adopted by the Group may be found in the full Annual Financial Report. These accounting policies have been applied consistently to all periods presented in the financial statements, except where otherwise noted.

In the opinion of the Directors, having regard to the not-for-profit nature of the Group's business, the terms "Profit" or "Loss" are not appropriate. Accordingly, the words "Surplus/(Deficit)" have been substituted for the terms "Profit/(Loss)".

Where necessary, comparative information has been reclassified to achieve consistency in disclosure with current financial year amounts and other disclosures.

(c) Functional Currency

The financial statements are presented in Australian Dollars rounded to the nearest thousand unless otherwise stated (ASIC Class order 98/100).

(d) Use of Estimates and Judgements

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

2. Basis of preparation of Summary Financial Report (cont.)

(d) Use of Estimates and Judgements (cont.)

In particular, information about significant areas of estimation uncertainty and critical judgements in applying accounting policies that have the most significant effect on the amount recognised in the financial statements are described in the following notes of the full Annual Financial Report:

- Note 9 – Non-current Assets – Investments;
- Note 11 – Non-current Assets – Property, Plant & Equipment;
- Note 16 – Non-current Liabilities – Net Defined Benefit Plan.

	2012 \$'000	2011 \$'000
3 (a) OPERATING REVENUE AND OTHER INCOME		
Sale of goods and services	35,392	35,073
Fundraising activities		
- Commercial fundraising activities	15,474	15,340
- Donations & appeals	741	1,038
- Special functions	292	404
- Bequests & legacies	555	309
- Community grants	207	332
	17,269	17,423
Service user contributions		
- Accommodation services	8,883	8,316
- Learning & Lifestyle centres	1,578	1,818
- Transport services	1,427	1,421
	11,888	11,555
State Government subsidies	71,432	67,643
Federal Government subsidies	27,178	25,401
Dividend income	44	37
Interest income	1,012	1,011
Other revenue	744	436
Total operating revenue	164,959	158,579
Non-operating revenue		
Government capital expenditure grants		
- Other non-recurrent Government capital grants	1,332	1,545
- Gambling Community Benefit Fund capital grants	594	1,424
	1,926	2,969
Bequest D A Smith estate	-	614
Gain on sale of property	217	122
	2,143	3,705
Total revenue and other income for the period	167,102	162,284

Notes to the Financial Statements **cont**

for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
3 (b) CHARITABLE FUNDRAISING ACTIVITIES		
Details of income and expenditure for specific fundraising activities, all of which have been recognised in these financial statements are as follows :		
Gross fundraising revenues (per income statement)	17,269	17,423
Community grants in non-operating income	594	1,424
Bequest in non-operating income	-	614
Direct costs of commercial fundraising activities	(15,014)	(14,271)
Net Fundraising Revenue	2,849	5,190
Indirect fundraising expenses	(776)	(692)
Net Fundraising Contribution	2,073	4,498
Fundraising Efficiency Ratio (Net Fundraising Contribution / Net Fundraising Revenue)	72.77%	86.67%
	2012 \$'000	2011 \$'000
4. CASH AND CASH EQUIVALENTS		
Untied cash	4,651	5,592
Quarantined cash	6,291	10,311
	10,942	15,903

For cash management purposes, Endeavour Foundation operates a treasury function that notionally distinguishes between Untied cash and Quarantined cash.

Quarantined cash represents revenue received in advance of \$3,869,000 (2011 : \$4,557,000) which is available for draw down only once the services they are meant to fund have actually been delivered and other cash reserves of \$2,422,000 (2011 : \$5,754,000) that have been designated for a specific purpose, including bequests, mainly to fund the establishment of a Capital Future Fund that will finance proposed infrastructure projects over the next 5 to 10 years.

5. ECONOMIC DEPENDENCY

The Company receives a significant portion of its operating revenue in the form of grants from the Queensland State Government and the Commonwealth Government of Australia.

	2012 %	2011 %
6. GROUP ENTITIES		
Particulars in relation to controlled entities, all of which are incorporated in Australia		
Endeavour Foundation Endowment Challenge Fund Limited	100%	100%
Endeavour Foundation Endowment Challenge Fund Trust	100%	100%

Endeavour Foundation is the founding and sole member of Endeavour Foundation Endowment Challenge Fund Limited, a company limited by guarantee and the corporate trustee for the Endeavour Foundation Endowment Challenge Fund Trust (the Challenge Fund), both of which were established on 3 December 2009.

The Challenge Fund was established to fund activities which are outside the scope of Endeavour Foundation's normal activities. The Challenge Fund is a health promoting charity and public benevolent institution and seeks to benefit the wider Australian disability sector as a whole, with an emphasis on people with an intellectual disability, through the provision of grants to fund research, scholarships and other education opportunities in the academic and research arenas relevant to the Australian disability sector. Grants are also made to support the engagement and broader participation by persons with a disability in the world in which we live, so that they can lead ordinary lives.

	2012 \$'000	2011 \$'000
7. PARENT ENTITY DISCLOSURES		
As at, and throughout, the financial year ending 30 June 2012 the parent company of the Group was Endeavour Foundation.		
Results of the parent entity		
Net surplus for the year	2,192	8,931
Other comprehensive expense	(2,264)	(365)
Total comprehensive (expense)/income for the year	(72)	8,566
Financial position of the parent entity at year end		
Current assets	28,376	30,658
Total Assets	90,346	88,464
Current liabilities	22,570	22,225
Total liabilities	27,781	25,826
Total equity of the parent entity comprising of		
Subsidies reserve	396	396
Retained earnings	62,169	62,242
Total equity	62,565	62,638

8. EVENTS SUBSEQUENT TO REPORTING DATE

The Directors are not aware of any material events occurring after balance date of this report that would require further disclosure in these financial statements.

Directors' Declaration

for the year ended 30 June 2012

In the opinion of the Directors of Endeavour Foundation, the accompanying Summary Financial Report of the Group, comprising Endeavour Foundation and its controlled entities for the financial year ended 30 June 2012, set out on pages 8 to 15:

- (a) has been derived from or is consistent with the full Annual Financial Report for the financial year; and
- (b) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Directors:



G B Murdoch - Chairman



S P Charles - Director

Brisbane
9th October 2012

Independent Audit Report

for the year ended 30 June 2012



Report of the independent auditor on the summary financial statements to the members of Endeavour Foundation

The accompanying summary financial statements, which comprises the summary balance sheet as at 30 June 2012, the summary income statement and summary statement of comprehensive income, summary statement of changes in equity and summary cash flow statement for the year then ended, related notes 1 to 8 and the directors' declaration, are derived from the audited financial report of Endeavour Foundation for the year ended 30 June 2012. We expressed an unmodified auditor's opinion on that financial report in our report dated 9 October 2012.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Corporations Act 2001* applied in the preparation of the audited financial report of Endeavour Foundation. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of Endeavour Foundation.

Directors' responsibility for the summary financial statements

The directors are responsible for the preparation of a summary of the audited financial report on the basis described in Note 2.

Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements derived from the audited financial report of Endeavour Foundation based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Auditor's opinion

In our opinion, the summary financial statements derived from the audited financial report of Endeavour Foundation for the year ended 30 June 2012 are a fair summary, in all material respects, of that audited financial report, on the basis described in Note 2.

The KPMG logo, featuring the letters 'KPMG' in a bold, sans-serif font, with a stylized graphic of four vertical bars of increasing height to the left of the text.

KPMG

A handwritten signature in black ink that reads 'Scott Guse'.

Scott Guse
Partner
Brisbane
9 October 2012

Corporate Information

Patron

Her Excellency the Governor of Queensland, **Ms Penelope Wensley AC**

Inaugural President

The late Professor **Sir Fred Schonell** MA, PhD, DLitt, FBPsS, FACE

Chairman

Grant Murdoch MCom(Hons), FAICD, FICAA

Chief Executive Officer

David Barbagallo BSurv, MTM, MAICD

Company Secretary

Svend Kling BBus, Grad Dip Mgt, MBA, GAICD

Registered Office

50 Southgate Avenue, Cannon Hill Queensland 4170 Phone: 07 3908 7100

Fax: 07 3908 7101 Email: information@endeavour.com.au

ABN 80 009 670 704

Auditors

KPMG Level 16, Riparian Plaza, 71 Eagle Street, Brisbane Qld 4000

Solicitors

Blake Dawson Level 38, Riverside Centre, 123 Eagle Street, Brisbane Qld 4000

Simmonds Crowley & Galvin Level 7, ANL House, 379 Queen Street, Brisbane Queensland 4000

Board of Directors at 30 June 2012

Grant Murdoch, Chairman

Shane Charles, Deputy Chairman

Gerry Crotty

David de Villiers

David Rawnsley

Sally Herman

Kate Swindon

Tony Bellas

Edward Mason

Executive Management at 30 June 2012

David Barbagallo, Chief Executive Officer

Svend Kling, Chief Financial Officer, Company Secretary and General Manager

– Finance, Infrastructure & Performance Improvement

Gail Davidson, General Manager – Disability Services Operations & Community Engagement

Shaun McDonagh, General Manager – Strategic Operations

Andrew Donne, General Manager – Commercial Operations

Geoff Rowe, General Manager – Policy, Research, Planning & Strategy

Ken Tapfield, General Manager – Human Resources & Organisational Development

Leanne Rudd, General Manager – Consumer Businesses

Mark Reimers, Manager – Community and Advocacy Support Unit

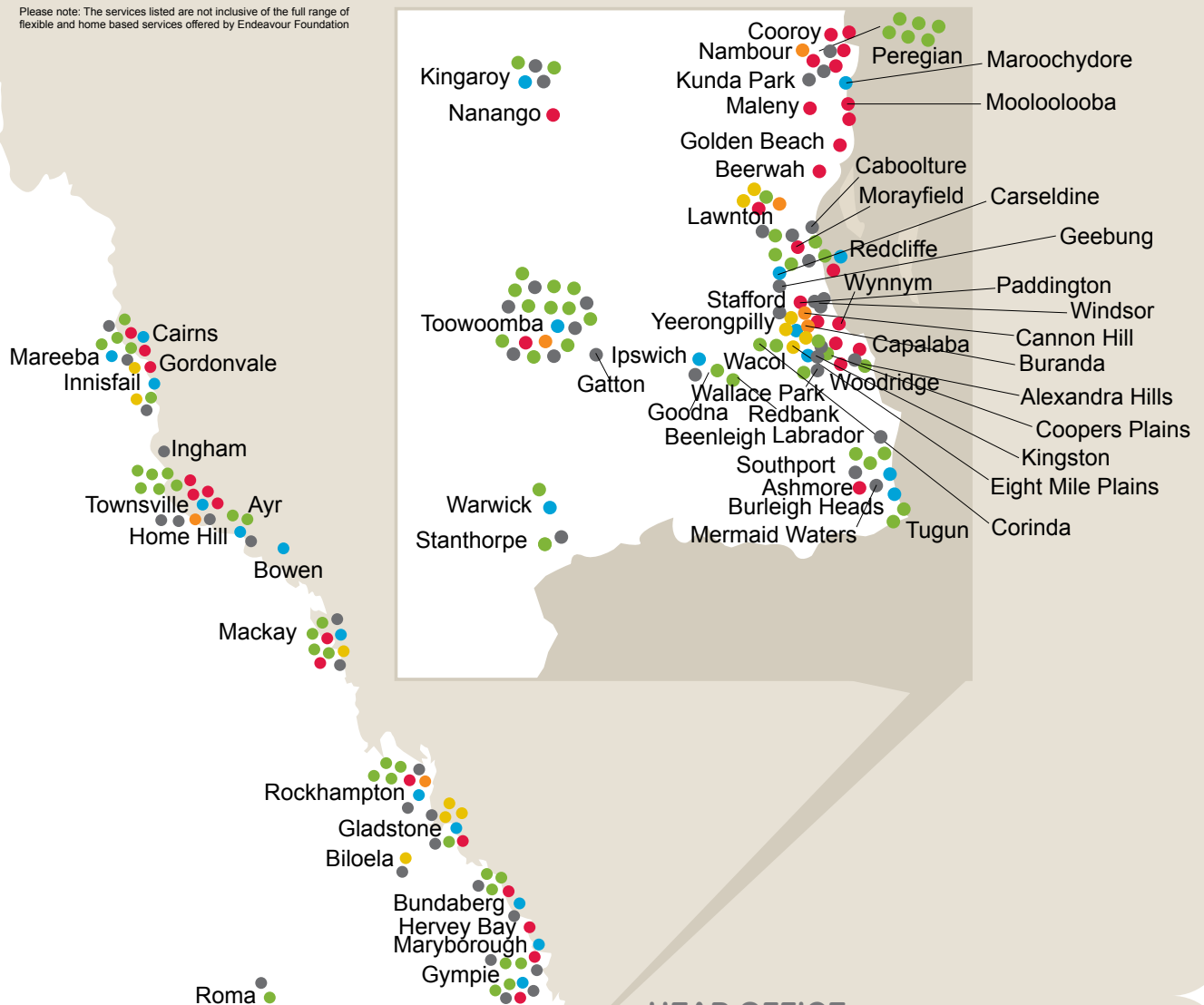
*Changes to Executive Management: **Leanne Rudd** was appointed General Manager*

*– Consumer Businesses on 31 October 2011; **Mark Reimers** was appointed Manager*

– Community and Advocacy Support Unit on 12 September 2011

- Head Office / Area Offices
- Day Services
- Accommodation Services
- Respite
- Retail Stores
- Business Service

Please note: The services listed are not inclusive of the full range of flexible and home based services offered by Endeavour Foundation



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QUEENSLAND

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SOUTH
WALES

Sydney

ENDEAVOUR

FOUNDATION

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(Front to back) Stephen Boyle, Briana Rudorfer, Brendan Cox, Manjula Dour