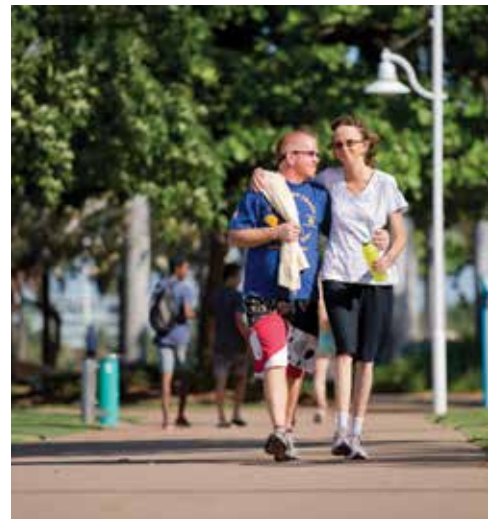




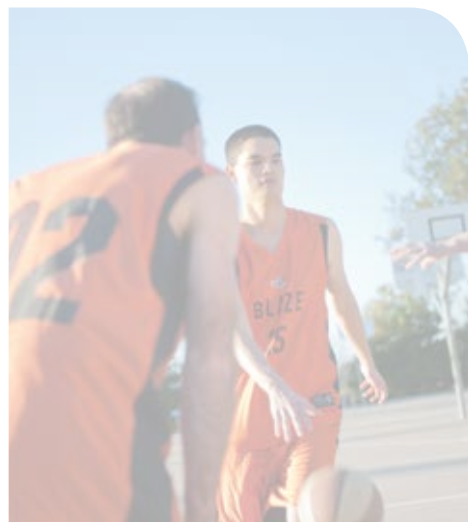
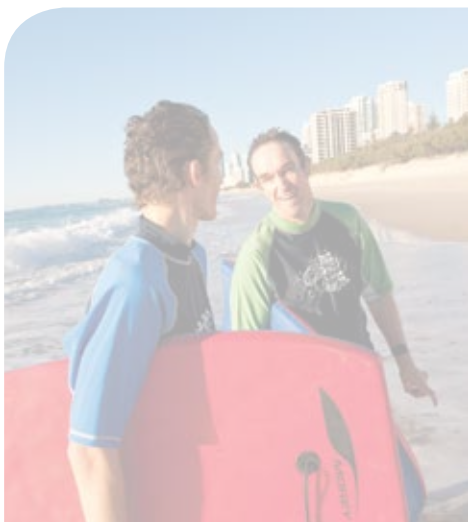
Annual Report
2012-2013

ENDEAVOUR
FOUNDATION
Opportunities for people with a disability

Creating the future together







Creating the future together

“Our nation will only ever truly improve opportunities for people with a disability to exercise choice, control and independence when people are included in education, health, decision-making, community groups, sport, recreation activities and all the other facets of life.”

CEO David Barbagallo



Endeavour Foundation supports people with a disability to have the choices of an ordinary life.

Endeavour Foundation by the numbers

1,855

People with a disability
employed in 25 locations



Volunteers throughout
QLD & NSW



Accommodation for

599

people

303

People with support to
live in their own homes

201

Adults & children using
respite care



Learning & Lifestyle
options for

729

people

185

People with Post-School
Services

Seven Hills
supported
employees pack
200,000 bottles &



990,000

packs of tablets
every month



9

Homes built in
Queensland through
self-funded At Home With
Choices project equals
accommodation for 33
people with a disability

Tertiary education
through Latch-On® &
CLUE programs for

80

people



10,100+

Tonnes of...

Cardboard,
plastic, glass
& televisions
saved from
landfill



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Chairman's Report



It gives me pleasure to introduce the 2012-2013 annual report on the activities of Endeavour Foundation.

You will read much in the pages ahead about the many ways that people with a disability, supporters, family members, and Endeavour Foundation staff are *Creating the Future Together*.

Speaking at the opening of our new food packaging facility at Wacol, family member and MasterChef 2012 finalist Julia Taylor said the day was a great example of what our community can do when we get together.

Likewise, the National Disability Insurance Scheme (NDIS) is a great example of what our community can do when we get together.

As we prepare this report I take pride in the knowledge that for the first time this year, Australians went to the polls to choose between two major political parties which have made an equal commitment to a detailed plan for disability reform, through the implementation of the NDIS.

The federal election of 2010 was the first one in which a disability policy was put forward by both sides of politics. At the time Australia's global position in terms of disability support was abysmal – and it is still today. PricewaterhouseCoopers¹ has found that more than 45 per cent of Australians with a disability live below the poverty line, compared with 22 per cent among other OECD² nations (still an unacceptable level, but much better than Australia). In the top OECD nations people with a disability have a 70 per cent chance of getting a job – while in Australia they have just a 50 per cent chance of paid employment.

In Europe and the United Kingdom, per capita spending on disability support is double the rate of spending in Australia. Due to historical underfunding, Queensland's disability support funding languishes at just 70 per cent of the national average. That means Queenslanders with a disability receive state-funded disability support at just 35 per cent of the rate available in Europe and the United Kingdom.

While performing so badly on any objective ranking of disability support, Australia was listed as second among the OECD nations in terms of Gross Domestic Product per capita, behind Norway. We were ranked second for Health outcomes among OECD nations, behind Switzerland. And yet our nation seemed unwilling or unable to redress the very poor outcomes being experienced by Australians with a disability.

Finally, through the concerted effort of thousands of people with a disability and carers throughout Australia, disability became recognised as both a social and an economic issue.

The time had come for an idea like the National Disability Insurance Scheme. The NDIS proposal has been thoroughly investigated, costed, debated and finally adopted into law.

Launch sites officially began on 1st July 2013, under the banner of the NDIS.

The benefits of the NDIS are still years away for most Australians with a disability, yet for the first time there is light on the horizon. For Endeavour Foundation, the NDIS will bring the challenge of changing from a grant-based organisation to a service provider that is based around individual needs. We warmly welcome this challenge to change, in the knowledge that it's the first step towards a truly individualised system of disability support in Australia.

The NDIS has the potential to make our nation truly great. It is an inspiring example of what our community can do when we get together. Now we know what we are capable of achieving together, let's maintain the momentum for change. The sky is the limit!

A handwritten signature in dark ink, appearing to read 'Grant Murdoch'.

Grant Murdoch
Chairman of the Board of Directors

1. PricewaterhouseCoopers, 2011. Disability expectations – Investing in a better life, a stronger Australia.
2. OECD = Organisation for Economic Co-operation and Development

CEO's Report



The 2012-2013 year brought many challenges to the disability support sector in Australia, not least of which is initiating the process to implement the National Disability Insurance Scheme in a number of sites with diverse requirements.

This is a challenge both for not-for-profit support organisations like Endeavour Foundation and also for state, territory and national governments.

The central tenet of the 2011 Productivity Commission Inquiry Report on Disability Care and Support was to create a system that would deliver independence, choice and control into the hands of people with a disability.

These are not concepts that were dreamed up by back room policy boffins.

They are a direct result of the Productivity Commission synthesising all the information from submissions to the enquiry, from the public hearings and their undoubted expertise in market economics.

Over an extended period of time, evidence to the enquiry continually returned to the theme of ensuring people with a disability and families gained greater choice, control and independence.

The critical test in the future, when looking back, will be whether those charged with implementation have maintained those three elements as central to the experience of people with a disability.

We are well aware that we need to continue evolving as an organisation that is true to those three essential elements of the national disability reforms. We know there is much more to be done.

For this reason we have looked at the 2012-2013 year through the lens of *creating the future together*, which sums up the challenge we now embrace.

While it's the collective commitment of our organisation, it's clearly an individual commitment too.

People with a disability, support workers, family members and carers, office staff, business service employees, supporters,

corporate partners and volunteers are all directing their energy and resources into creating the future together in some way.

Within these pages, the vision for national reform is partly told in the stories of people who are embracing choice, control and independence in their own circumstances.

Fundamentally, the national reforms cannot address all of the need for greater choice, control and independence simply through the creation of a larger disability support workforce.

Families and anyone who has worked in the disability sector will know that this was a broken system, because – to quote the Productivity Commission again – it was underfunded, unfair, fragmented and inefficient; and gave people with a disability little choice; and no certainty of access to appropriate supports.

Will this ever change? Our nation will only ever truly improve opportunities for people with a disability to exercise choice, control and independence when people are included in education, health, decision-making, community groups, sport, recreation activities and all the other facets of life.

Inclusion is and should be the driving philosophical force behind national disability reform.

As you read on I hope you will be informed and inspired about the things already achieved.

Thank you for whatever part you play in making it happen. It is your energy and commitment that gives me enormous comfort that this will secure a much better life experience for people with a disability.

May it further strengthen your resolve to stand with us as we continue the essential job of creating the future together.

A handwritten signature in dark ink, appearing to read 'David Barbagallo', with a long horizontal line extending from the end of the signature.

David Barbagallo
Chief Executive Officer

Year in Review

2012-2013

July 2012

Super and Great Endeavour Rally 2012

The 25th anniversary Great Endeavour Rally was an epic trek from Toowoomba to Yeppoon via the Gulf of Carpentaria. In the sixth Super Endeavour Rally – which is rougher, tougher and longer – teams conquered the punishing route from Charleville to Yeppoon via East Arnhem Land. 220 participants raised a whopping \$599,000. Thank you!



St Mary's Recycled Clothing Store Opens

Endeavour Foundation expanded its network of Recycled Clothing stores with a new store opened at St Mary's by the Mayor of Penrith, Cr Greg Davies, and State Member, Mrs Tanya Davies MP.



August 2012

Gladstone Houses Open

People with a disability will enjoy opportunities for independence in two state-of-the-art houses providing five new supported accommodation places in Gladstone. Chris Haydon celebrated the opening of the houses, built with funds from the joint State and Commonwealth Disability Assistance Project.



September 2012

First NDIS Launch Sites

New South Wales, Victoria, Tasmania and the ACT signed up to the Federal Government's NDIS launch site proposals.

Roaring Twenties Gala

The Roaring Twenties Gala was a wonderful evening inspired by Great Gatsby-style glamour, which helped raise funds for the Endeavour Foundation Endowment Challenge Fund.



November 2012

Maryborough Houses Open

Three new homes were opened in Maryborough, providing supported accommodation for ten people with a disability. Pictured cutting the ribbon are (l-r) CEO David Barbagallo, Sharon Hartwig, Roxanne Brown, Barry Mortimer, and State Member Anne Maddern MP. Endeavour Foundation committed \$1.2 million for the houses and land as part of the At Home With Choices project.



Durack Houses Open

Queensland Disability Services Minister Tracy Davis MP (pictured with Peter Eastcott and Barry Peters) officially opened two new state-of-the-art homes at Durack. The \$1.066 million purpose-built homes have assistive technologies to promote greater independence and choice for seven people as part of the At Home With Choices project.



NDIS Legislation Introduced to Commonwealth Parliament

The Australian Government took another step towards providing reasonable and necessary supports for people with a disability with the introduction of the National Disability Insurance Scheme Bill into Parliament – arguably the biggest social reform in our nation's history.

November 2012



Latch-On® Graduation

In an Australian first, eleven people with a disability graduated from the Latch-On® tertiary education program in Bundaberg and Sydney, supported by the Talbot Family Foundation.

Pictured (l-r) are Sydney students Cameron Mathewson, Lisa Jaffrey and Daniel Broderidge with Courtney Talbot and Talbot Family Foundation CEO Lynne Gardner and fellow students Nick Jones, Sandesh Nagayar and James Meagher.

500k Team Endurance Relay

More than 300 athletes hit the pavement for the 500k Team Endurance Relay across the Darling Downs to raise more than \$46,000. The three-day event raises funds for community-based sporting activities through our Sports and Recreation Project.



December 2012

Geebung Tip Shop Opens

Shoppers on Brisbane's northside now have the opportunity to grab second-hand bargains with the opening of the Geebung Tip Shop, in partnership with Brisbane City Council.



NSW Signs up for the NDIS

The New South Wales Government committed to the National Disability Insurance Scheme, announcing it would roll out across the state by 2018. The decision brought greater certainty, choice and independence for about 140,000 people with a disability in New South Wales.

March 2013

Rosehill Gardens Silver Slipper Race Day

Endeavour Foundation's Rosehill Gardens Silver Slipper Race Day in Sydney was a glitzy affair in the Grand Pavilion. One hundred and fifty guests had the best seats in the house to watch all the finish line action. Pictured (l-r) are Heidi Nuttal, racing personality Gai Waterhouse and Emma Breen.



April 2013

Sunshine Coast Houses Begin

State Member Mark McArdle MP, Valma Martin, Graeme Loveday and CEO David Barbagallo turned the sod for the \$1.2 million construction of two new houses on the Sunshine Coast.

The development is part of Endeavour Foundation's self-funded At Home with Choices project and will accommodate eight people.



Cairns Houses Opens

People with a disability will enjoy new opportunities for independence in a state-of-the-art \$571,000 house built by Endeavour Foundation and funded by the joint state and commonwealth Disability Assistance Package. Pictured (l-r) are Access Community Housing Manager Cheryl Reid, Disability Services Minister Tracy Davis MP and Edward Hill, who lives in the new house.



May 2013

QLD Signs up for the NDIS

An historic agreement signed by Queensland Premier Campbell Newman and former Prime Minister Julia Gillard will see the National Disability Insurance Scheme become reality for 97,000 Queenslanders with a disability. Tony Beaven and Alison Semple shared their thoughts with then Prime Minister Julia Gillard.



Peta & Michael

Peta and Michael McCarthy are teammates in more ways than one. They both work at Endeavour Foundation's business service in Townsville – and they've been happily married for more than a decade.

Michael took up employment with Endeavour Foundation in 1997, but little did he know he would meet his future wife there within two years, in what colleagues describe as a fairytale romance.

"We had our honeymoon on Magnetic Island – it was beautiful," Peta says.

These days, Peta and Michael divide their time between work, hobbies and babysitting for Peta's young nephews.

Michael's nine-day fortnight at Endeavour Foundation Townsville has wide responsibilities including working in the steel section and recycling electronic waste. "Driving the forklift is one of my favourite things to do at work," he says.

Peta works three days a week at the business service, often working with volunteers in the donated clothing section. "We sort the donations, pack clothes and pair up the shoes," she explains. Peta is also involved in e-waste recycling, works part-time at her local Foodworks store and is learning to touch-type at Learning and Lifestyle.

"We like being busy," Michael says with a laugh. "We really enjoy our lives."



Disability Services

Disability and Community Services

Through a diverse range of initiatives Endeavour Foundation is reshaping the way we support people with a disability – in so doing, ensuring people with a disability can shape their own lives with greater independence.

In response to the changing environment in the disability sector, an internal restructure has been designed to better equip Disability and Community Services managers with skills and knowledge to deliver person-centred support. Training in person-centred practice will continue to be delivered to all relevant staff of Endeavour Foundation throughout the 2013-2014 financial year.

Along with many more changes to the way we deliver support for people with a disability, we continue to ensure we provide more modern living environments which are conducive to greater independence and choice.

In bricks and mortar projects this year Endeavour Foundation opened new accommodation for people with a disability in Maryborough, Gladstone, Cairns and Durack. The two new houses in Gladstone and one new house in Cairns were built with joint state-commonwealth government funding through the Disability Assistance Project (DAP). The three new houses in Maryborough and two new houses in Durack were built with Endeavour Foundation funds under the At Home With Choices project.

We also began construction of an additional four homes in Cairns and on the Sunshine Coast and settled on land for new houses in Rockhampton. People living there will enjoy greater independence and the benefits of state-of-the-art assistive technologies included in the new homes. The homes are designed for comfort, accessibility and independence. *Read more about our new accommodation on page 31.*

We continue to examine best practice in service delivery in order to address the Output Based Service Agreement with the Queensland Department of Communities, Child Safety and Disability Services.

Seniors Services

The ageing of people with a disability and the ageing of parent carers remains a growing concern for Endeavour Foundation and a number of strategies are in place to address this concern.

The proportion of older adults with a disability who access Endeavour Foundation employment and support services continues to rise. About 22 per cent of people with a disability accessing Endeavour Foundation services are aged 50 and over.

In December 2012, Endeavour Foundation began a 12-month Seniors Services pilot project to examine a number of issues relating to this trend and develop strategies to support the needs of older adults with a disability. The project provides intermediary support to enhance the lifestyle of people who are ageing, enable retirement from the workforce and prevent premature admission to residential aged care facilities.

Seniors Services works to connect people who are ageing with opportunities, communities, relationships, choices and supports by working in partnership with people to ensure late adulthood is a valued life stage. We embrace a positive ageing framework (consistent with the Commonwealth *Living Longer Living Stronger Aged Care Reform Agenda*) through the continuing inclusion of older adults in mainstream society/community. We aim to create opportunities for older people to live active and fulfilling lives and have access to affordable housing and health care, including preventative health screening programs, whilst supporting the rights of individuals to make choices.

Between December 2012 and April 2013 Endeavour Foundation established dedicated seniors accommodation services for older adults with a disability in Southport, Toowoomba, Redbank Plains, Bundaberg, Townsville and Maryborough. These services are made up of both new and existing accommodation which has been devoted to providing appropriate 'ageing-in-place' supports.

Work continues to build Endeavour Foundation's staff capability to deliver a range of person-centred solutions to optimise positive ageing experiences.

A review of the pilot program will be conducted in October 2013 to inform Endeavour Foundation's future direction in supporting older adults with a disability. Our considerations for future planning will explore potential expansion of the Community Aged Care Packages program, use of adaptive and assistive technologies and enhancing the connections between disability service sector and aged care sector providers.

Education

Education for people with a disability has been a key focus for Endeavour Foundation since its inception in 1951 and this year 11 Latch-On® students made history as the first graduates with an intellectual disability in Australia to obtain a Certificate II in Literacy and Technology. They were among dozens of students presented with their end-of-year honours in ceremonies in Sydney, Brisbane, Bundaberg and Townsville.

The Creating Opportunities in Learning and Lifestyle (COiLL) pilot, which began in 2011, was formally evaluated by Queensland University of Technology's Community Education Learning Lab (CELL) in 2012-2013.

Disability Services Continued

The pilot ran at Caboolture, Lawnton, Gympie and Maryborough Learning and Lifestyle services.

The evaluation found that the program encouraged and provided opportunities for people who use the services to be more involved in their community, promoted a greater sense of belonging and increased their range of opportunities and learning experiences. Learning was enriched through a number of opportunities which reflected each person's gifts and strengths, interests and choices.

In line with COiLL's person-centred approach at Gympie Learning and Lifestyle, an opportunity was created to link up with Gympie Music Muster organisers. Some people who use the Learning and Lifestyle were happy to provide administrative support at the event, volunteering at the entry gates and assembling Muster Packs for attendees. Their contribution was greatly valued and organisers have sought a similar mutually beneficial relationship for future events.

Many people with a disability who do not use language to communicate have been able to increase involvement in choice and decision making through the use of an iPad. This new-found tool was part of the project resources and has opened up many learning opportunities for individuals, support staff and families, leading to improved lifestyles as a result.

The installation of Wi-Fi in Learning and Lifestyle services has been an incredible boon for the use of tablets as assistive devices.

COiLL's person-centred approach continues to enrich the learning programs at the pilot locations. With the findings from this project, Endeavour Foundation will finalise the operational framework and implement person-centred practice in all Learning and Lifestyles with future plans to roll it out across all Disability and Community Services.

Our mutually beneficial partnership with the QUT CELL has led to innovative project work on creating person-centred tools and the employment of a student under a summer vacation program. Since 2011, students from various disciplines have worked on projects, research and person-centred tools such as mobile and web-based applications. QUT recognised Endeavour Foundation's Maria Hoogstrate and Fletcher Tame with a certificate of appreciation for participation in the Community Education Learning Lab.

Work has begun to develop an education program for people with a disability aged over 30 years. Endeavour Foundation's established education programs Latch-On® and CLUE do not provide clear pathways for people over 30 to continue their studies. Therefore the Education and Lifestyle Program will be based on the core program, learning outcomes and principles of the CLUE program.

In May 2012, a number of bequests provided funds with the stipulation they be applied to charitable and education purposes in Townsville region. A qualified educator is

developing a number of key educational training modules that will form the basis of the curriculum for the over 30's life-long learning options program and these will be completed in late 2013. The new Over 30's Education and Lifestyle Program will start in Townsville in January 2014.

Children and Youth Services

The ongoing focus for Children and Youth Services remains on family preservation and, where this is not possible, providing a range of supports to children and their families to maintain the family connection and relationship. We continue to provide residential out-of-home care for young people aged 12 to 17 years, as well as flexible respite for those aged 16 to 25 years.

In 2012-2013, the service framework has been developed and a therapeutic model of support implemented. The therapeutic model focuses on recognising and treating trauma and building a community of care around children, young people and their families. Endeavour Foundation appointed a Practice Development Officer whose responsibilities include therapeutic support to young people and their families and advice and practice development with staff to ensure young people are supported in the best way to meet their needs.

Work continues to develop a recreational respite service for children aged 5 to 12 years with the aim of increasing family resilience and the social development of children who attend the service.

In September 2012, we advocated for children and young people with a disability through a submission to the Queensland Child Protection Commission of Inquiry which handed down its final reports in July 2013. It was pleasing to see Commissioner Tim Carmody, QC, recommend that:

Child Safety, within the Department of Communities, Child Safety and Disability Services, cease the practice of progressing notifications relating to the relinquishment of children with a disability, and that Disability Services allocate sufficient resources to families who have children with a disability to ensure they are adequately supported to continue to care for their children.

The Queensland Government's response to the Commission of Inquiry is expected in 2013-2014.

Endeavour Foundation completed the necessary preparation work to attain accreditation under the Licensing Standards for Child Protection Services as part of the Human Services Quality Framework. The licensing process requires Endeavour Foundation to hold thorough documentation on policies, procedures and responsibilities. An audit began in June 2013.

During 2012-2013, Endeavour Foundation achieved accreditation as an approved provider in New South Wales

Disability Services Continued

for both Non-Placement Support Services with Families, and for Community Services and Statutory Out-of-Home Care with the Office of the Children's Guardian. This accreditation will support the transition of children and young people in the care of Community Services to non-government organisations in New South Wales.

We are currently developing policies and procedures to provide voluntary Out-of-Home Care in New South Wales. Under this program, a voluntary care arrangement can be made between carers/parents and a registered agency. The Children's Guardian is responsible for monitoring the responsibilities of Voluntary Out-of-Home Care providers under the Children and Young Persons (Care and Protection) Act 1998 and the Children and Young Persons (Care and Protection) Regulation 2000.

Sport and Recreation Project

The benefits of physical activity through sport and recreation have long been recognised by Endeavour Foundation and numerous initiatives are conducted across Queensland to support people with their desired pursuits. These range from support for in-house recreation pursuits or, as skills develop, support to participate in an independent and fully-integrated manner in mainstream sport activities.

A partnership has been forged with the Police Citizens Youth Club (PCYC) network, yielding an increasing rate of participation in sport and recreation pursuits through these venues.

In 2012-2013 an internal sport and recreation grants program was launched. Funded by the proceeds of Endeavour Foundation's Corporate Golf Day and the 500k *Team Endurance Relay*, grants are available for program fees, venue hire, coaching and tuitions, equipment purchase and other sport and recreation associated costs. The first round of grants will be provided in August 2013.

Mobile Attendant Care

Mobile Attendant Care forms part of Endeavour Foundation's commitment to providing planned drop-in services to people with a disability and their families. The initiative aims to deliver flexible drop-in support for adults with a disability who are living independently or with a carer/family member to enable them to live in their own home. The initiative takes a preventative and early intervention approach designed to avoid people having to leave their home to receive accommodation support, through providing a cost effective and individually tailored model of support. Mobile Attendant Care provides a short term, immediate solution to people while they are progressing their application for support through the Department of Communities. The program provides an expansion of Endeavour Foundation services in the Roma area.

Bruce Willis has chosen to join Endeavour Foundation's Sports and Recreation Project, attending a gym and sports program in Redcliffe, south of the Sunshine Coast.



The project has made it easier for people to get involved in physical recreational activities and join mainstream community-based sporting organisations. Bruce explains the wide range of sports and recreation activities he is involved in, including work with a personal trainer.

"My fitness is coming along nicely. I am more energetic and do more around my house, and my muscles are getting bigger.

My trainer gives me the confidence to keep going and supports me using the gym equipment. I place a pin into the weights that suit my ability to build my muscles. I do cardio exercises using the rowing machine, and leg and quad exercises.

I play squash as part of my warm up routine. I love watching and following the Rugby League games but don't want to take up the sport personally.

I like walking up to the local shopping mall. I go to the library every week to get reading and music material. Give fitness a go. You will enjoy it!"

Bruce Willis,
Endeavour Foundation, Redcliffe



Community members, carers and supporters joined us to celebrate Lawnton Learning and Lifestyle's \$240,000 refurbishment.



Daniel

Daniel Jordan is a familiar face at Endeavour Foundation's Maryborough business service. Quiet and efficient, he's been part of the team for 12 years and knows the job inside out.

On any given day Daniel could be loading boards into the timber saws, using peg saws to produce stakes or feeding timber through the optimiser. "I've been trained on all of the machines we use here, so I can work in any area," he explains. "There are new pencil pointing machines I haven't used yet, but I'll be trained to use them soon."

Daniel works full-time alongside around 50 colleagues and believes the camaraderie is one of the best things about his job.

"I get along well with everyone here – I have a lot of friends," he says. "The work isn't too hard but if I have any problems I know I can just ask someone."

"I've definitely gotten more confident through working here – and more independent too."

Daniel is a keen bowler and heads to the local ten pin bowling alley at weekends. "I'm pretty good and I enjoy taking part in competitions. Bowling is definitely something I want to keep up – I'd like to do more competitions in the future."

Employment Services

Endeavour Foundation is Australia's largest employer of people with an intellectual disability and every day we see the benefits of meaningful employment. Employment opportunities can boost confidence, self-esteem and a sense of purpose. For someone with an intellectual disability who may also face limited employment and social options, supported employment is all the more valuable.

A diverse range of activities provide employment for 1,855 people with a disability across 25 commercial enterprises throughout Queensland and in Western Sydney, offering supported employees the opportunity to hold a real job with real outcomes.

We offer full time and part time employment, training and personal development and our experienced staff support each individual to reach their own goals throughout their working life.

Endeavour Foundation continues to enhance the skills and knowledge of supported employees through its certificate program. The program is designed to have more than 50 per cent of our clients attain certificate qualifications recognised under the Australian Qualifications Framework within five years. Twenty-six people with a disability from Redcliffe and Wacol are currently completing Certificate II in Workplace Practices and this will form the platform to expand the program to other supported employees. We are also providing opportunities for staff to increase their skills base to enable them to better deliver training to people with a disability.

The impending introduction of the NDIS is fuelling greater support for individual choice and independence throughout the sector, and Australian Disability Enterprises (ADEs) are no exception. Some supported employment organisations have closed because they are unable to remain viable, while some ADEs believe reform will bring a period of change in employee numbers and participation levels, potentially threatening their financial stability.

Within this landscape Endeavour Foundation remains steadfast in our commitment to offering meaningful employment options for people with a disability. Quality, commercial viability, sustainable business practices and excellent training will remain key factors in our preparation for the introduction of the NDIS.

An increasingly diverse range of commercial activities is being carried out including the manufacture and supply of timber products, metal fabrication, manufacture of food and household cleaning products, safety equipment, accredited food packaging and general packaging services, mailing and collating, document destruction, manufacture of industrial cleaning cloths, e-waste recycling and industrial sewing.

We continue to focus on efforts to ensure the ongoing viability of our ventures and to reinforce Endeavour Foundation as an employer of choice with

a sustainable business model. Impressive growth was realised in 2012-2013 with sales revenue up \$1.1 million, representing a four per cent annual increase.

Wages and conditions for supported employees remains an ongoing focus for Endeavour Foundation, along with our commitment to maintaining viable enterprises that sustain meaningful supported employment opportunities. In 2012-2013, we were able to raise the minimum wage for people with a disability in Queensland and New South Wales.

In January 2013, the Federal Government suspended the wages assessments done using the Business Services Wages Assessment Tool (BSWAT). The BSWAT was used to determine the wages of supported employees in many disability enterprises nationwide, including Endeavour Foundation. We are working with the Department of Families, Housing, Community Services and Indigenous Affairs to determine an appropriate wage assessment method.

Significant weather impacted on a number of Endeavour Foundation's commercial activities including the timber operations and the chrysanthemum crop in Bundaberg. Inundation wiped out about 30% of the crop and a large quantity of raw timber material stored outdoors was damaged with consequences for production and sales.

In 2012-2013 plans came to fruition for the construction of a \$3.6 million state-of-the-art supported employment and food packaging facility adjacent to our existing business service in Wacol.



It is the amalgamation and expansion of two previous business services and, opened in August 2013, the Wacol complex is the largest Australian Disability Enterprise in Queensland, employing 221 people with a disability and 22 support staff. This larger facility provides greater opportunities for skills development and a career path for supported employees, while strengthening the commercial viability of the business. *Read more about the new facility on page 32.*

Employment Services Continued

Timber Operations

To increase productivity and ensure long-term financial viability, timber production operations were rationalised to Maryborough, Rockhampton and Mackay. Other sites previously involved in timber activities have now expanded into other fields to increase market exposure in areas such as safety products, e-waste recycling and the manufacture of boat trailers.

Nangarin Timber Mill's ability to produce top-quality timber products for the electrical and mining industries was recognised with the successful tender to produce cross arms for power poles within the Queensland market. The five-year contract is valued at more than \$1 million per annum and production has been in full swing since December. Nangarin has also supplied a large quantity of cross arms to Fiji's electrical authority this year.

Material is now being supplied to a national flooring company for use in high grade hardwood timber floors for local and international markets.

Waste timber created from the Nangarin Mill is being put to good use in Rockhampton and Maryborough to produce pegs for the survey industry and blast markers for the mining industry, returning more than \$5 million to Endeavour Foundation.

Endeavour Foundation has opened a second Tip Shop in partnership with Brisbane City Council, at Geebung in the northern suburbs.

Mining and Industrial Products

Endeavour Foundation is a leading manufacturer and supplier of high-quality survey and blast products for the mining and industrial sector. We operate in a competitive environment and supply to some of Australia's largest companies.

New opportunities have been realised with the growth of mining operations in Queensland and New South Wales. Endeavour Foundation has been supplying safety products to the mining industry for two years and recently secured a contract to supply safety products to nine large mines along the east coast.

Boat trailer production at Southport also continues to grow with 108 delivered this year and work commencing shortly to produce another 108 trailers. These trailers are sold throughout Australia through the Super Retail Group BCF.

Recycling

Endeavour Foundation continues to expand its contemporary waste recycling operations across Queensland with e-waste recycling introduced in Townsville and Southport, in addition to the original launch location at Redcliffe. Employees reclaim valuable components from televisions, computers and computer accessories, under a contract with DHL Supply Chain which is a signatory to the Federal Government's National Product Stewardship Program.



Employment Services Continued

E-waste recycling drop zones and reprocessing centres provide employment for 70 people with a disability at the three sites.

Two of the three sites have attained globally-recognised environmental accreditation and the third, although operating to the same international benchmark, is well advanced in meeting the same compliance standard. This is expected to be achieved early in 2013-2014 financial year.

Endeavour Foundation has also joined the National eWaste Alliance, a body of Australian Disability Enterprises which examines industry developments, economies of scale opportunities and learnings from shared experiences.

The organisation has been contracted by a growing number of local government authorities to manage their waste transfer facilities. In addition to existing operations at Warwick, Stanthorpe, Buderim, Kenilworth, Yandina and Cooroy, the 2013-2014 financial year will include negotiations to secure management of the Molendinar waste transfer station.

We continue to reap rewards, both in terms of meaningful employment for people with a disability and commercial viability, from Tip Shop operations in Brisbane, Warwick, Stanthorpe and Buderim.

In Brisbane, Tip Shops now operate at Acacia Ridge in the south and at Geebung in the city's north and sell quality reusable items salvaged before going to landfill. The Geebung Tip Shop opened in December 2012 and has continued to produce a revenue stream as well as contribute significantly to reducing landfill.

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

Wheelbarrows

An existing wheelbarrow assembly operation in Townsville grew significantly this year with manufacturer Silvan successfully tendering for the supply to a major retailer. Its tender was successful largely due to our ability to produce the wheelbarrows in the northern market and the high quality of workmanship. The larger volume of wheelbarrows required under the new contract meant the operation had to be moved to Innisfail. More than 20 people with a disability are employed in this venture, constructing more than 100 wheelbarrows a week for distribution to a retail network as far south as Mackay, north to Cairns and west to Mt Isa.

'People say I'm a 'people person' because I like meeting new people, enjoy talking and going to social events.



I have worked at Endeavour Foundation Toowoomba for 28 years and like meeting my workmates, and staff there. I also meet some of them on Saturdays as we are in the same bowling league.

I have become a Kings Lioness Club member. I went along to see if I would enjoy the group and really liked meeting new people. I will learn new things there. We also have a meal together.

I will be able to do lots of different things. One thing I have talked about is setting up a collection spot for people to bring their old glasses as this is something that the Lions group does. They send them to people overseas who don't have glasses and it helps them see.

I go for walks after work, I like gardens, and I am a library member and have also done some art work. I would like to learn more about cooking and go swimming more. I also like to help Mum when I'm home at the weekends. I just like to work and keep busy.'

Susan Arnold,
Endeavour Foundation, Toowoomba

Kingaroy Fine Foods

Kingaroy Fine Foods in Queensland's South Burnett region secured a number of rewarding contracts this year to bolster their business-as-usual production of quality gourmet foods including biscuits, jams, chutney and cakes. Most notable was the contract to cater for Tarong Power Station's Meandu mine dragline shutdown project.

It was a coup not only for the reputation of Kingaroy Fine Foods but also for the employment of people with a disability and other local community members. The kitchen, which provides supported employment for 28 people with a disability, was also able to employ five local community members to help meet the jump in demand.

Employment Services Continued

In order to cater breakfast, lunch and dinner to the men and women on the six-month shutdown project, capacity in the commercial kitchen was boosted with three new ovens and a commercial mixer – possible with the generous support of Stanwell Corporation. Endeavour Foundation's own fundraising made it possible to extend the catering kitchen and install an extraction system, cold room and freezer.

At the peak of the project, the team was making and delivering meals to more than 130 people a day, most of whom were receiving breakfast, lunch and dinner. More than 10,300 meals were lovingly made during the dragline shutdown project and more than half a tonne of savoury mince and 60 serves of cheesecake were made every day.

The range of meals also posed a challenge for the kitchen with the home cooked nutritious meals catering for gluten intolerant, dairy free, low-glycemic and vegetarian dietary requirements.

The hard-working site manager Hazel Patterson and her team were also proud to cater for a Queensland State Cabinet regional function serving up 900 pieces of finger food and 200 sweets for guests.



Kathleen Bailey (left) and Norma Bailey weigh and seal cans of food at Mt Druitt in Sydney.

Western Sydney

Every day is a success story for three commercial enterprises in New South Wales. The diverse operations of the Mt Druitt, Castle Hill and Seven Hills sites have realised impressive growth on the 2011-2012 financial year results and provided meaningful employment for more than 488 people with a disability.

Supported employees at the three Western Sydney sites have continued to operate a successful manufacturing business and this was recognised for the second consecutive year in the Western Sydney Awards in Business Excellence. The Mt Druitt, Seven Hills and Castle Hill commercial enterprises were highly commended by judges in the Business Excellence in Manufacturing category. This followed the last year's first place success in the same category. The success is in stark contrast to the downturn impacting on much of the manufacturing sector nationally. All three business enterprises have grown in size and sales revenue. A number of supported employees at these sites have also enjoyed wage increases thanks to skills development, training and increased productivity.

A mixture of established long-term contracts and new contract opportunities ensure a continued flow of work opportunities in Western Sydney. A number of businesses now contract Endeavour Foundation to both produce and package their products, including well-known brands like Vegeta.

The year ahead promises further growth opportunities with modifications to the Seven Hills site including a freestanding warehouse and pharmaceutical cleanrooms. This will increase capacity to existing operations and open doors to new business partnerships.

The workplace health and safety initiatives of the New South Wales commercial enterprises have strengthened the operation and reduced risk and injury making it a safer workplace for everyone. Staff and employees have all been involved in workplace and safety initiatives and have demonstrated heightened awareness and commitment to health and safety.

A Return to Work Coordinator was appointed in NSW to prevent and reduce injuries, and aid injured workers' return to suitable duties as quickly as possible. In just over six months, workplace injuries halved and this is expected to reduce further after the recent appointment of a preferred medical provider.

A \$5,000 award from Endeavour Foundation Workplace Health and Safety's Zero Harm initiative, as part of the national Safe Work Week campaign, saw the installation of a gate at the Mt Druitt site to address traffic management concerns. This workplace safety initiative has also been submitted for consideration in the NSW Safe Work Awards.

Employment Services by the numbers

Our commercial activities provide employment for 1,855 people with a disability across

25
locations

Supported employees at Seven Hills pack an average of

200,000
bottles of tablets

& 990,000 blister packs of tablets every month



Nangarin Timber Mill processed

6,200
cubic metres

of timber logs in 2012-2013

Mackay's supported employees can produce

150
pallets a day

operating an automated pallet-making machine & using pallet grade timber produced by Nangarin Timber Mill

Supported employees at the new Wacol facility pack

50,000
bags of semolina &

50,000
bags of polenta every month

10,100+
Tonnes of...

Cardboard, plastic, glass & televisions saved from landfill



2,700+
tonnes of steel &

2,800+
tonnes of textiles

were recycled through Endeavour Foundation's recycling operations

Kingaroy Fine Foods produced

10,333
meals

during the Tarong Power Station's Meandu mine dragline shutdown project



500+
kilograms

of savoury mince & 60 serves of cheesecake were made every day



Cameron

Cameron Mathewson made academic history when he and fellow Latch-On® students in Sydney and Bundaberg were the first in Australia to graduate with a Certificate II in Literacy and Technology – and Cameron is justifiably proud.

“My parents told me about the course,” he recalls, “and right from when I started in 2011, I wanted to achieve the Certificate II. I coped with the course well and it’s given me more confidence.

“My parents were very happy when I graduated, especially because I enjoyed it so much.”

The Latch-On® program, developed and coordinated in conjunction with The University of Queensland, is designed to develop literacy, technology and life skills in young adults with an intellectual disability.

“Cameron’s general knowledge of the world and movies is amazing and we often draw on his knowledge to support other students with their understanding,” says Literacy and Learning Coordinator Alicia Duarte.

Given his love of the big screen, it’s hardly surprising that Cameron’s favourite unit involved discussing TV shows and movies. “I also enjoyed the weekly visits to the library,” he says.

Cameron works part-time at Endeavour Foundation’s Castle Hill business service and enjoys movies, travelling, walking, bowling and playing the Xbox in his spare time.

Innovation in Client Services

In 2012-2013, Endeavour Foundation initiated and partnered in numerous ground-breaking and inspired initiatives to support people with a disability.

Education

We continue to strive for excellence in education opportunities and this is reflected by the success of our certificate program for employees with a disability.

In keeping with finding requirements, we aim for more than 50 per cent of supported employees to attain recognised certificate qualifications within five years. Read more about this positive project on page 13. We are also providing opportunities for staff to increase their skills base to enable them to deliver training to people with a disability.

At Endeavour Foundation's Latch-On® program in Windsor, Brisbane, we teamed up with Family Planning Queensland to improve sexual health for people with an intellectual disability. The one-off \$30,000 project aimed to educate, inform and resource people with an intellectual disability for better physical, mental and social wellbeing. The project also worked with parents, carers and disability support services with education sessions in Caboolture, Deception Bay and Redcliffe, and was made possible through a grant from the Metro North Brisbane Medicare Local.

Social Innovation Challenge

Endeavour Foundation claimed first prize in the inaugural Social Innovation Challenge with a proposal to develop an interactive website for people with a disability to share peer-rated reviews of travel, entertainment and accommodation experiences. The Challenge's aim was to develop a prototype product, service or business idea that aids people with a disability in their daily living or encourages their social and economic participation. Work is ongoing to build the Rove and Rave website and a mobile phone application. It will serve as a platform for people with a disability to share their views as consumers and potentially drive market change.

Research

Endeavour Foundation continues to increase its support of research as a way to invest in the lives of people with a disability and in the future of the sector and the organisation. The focus remains on developing partnerships with experts in the field of disability research.

In 2012-2013 Endeavour Foundation supported research conducted by research teams and higher degree students on diverse topics.

One prominent study is 'Constructing Futures:

An investigation of the career aspirations of young adults with an intellectual disability and their parents'. The three-year project, led by Associate Professor Monica Cuskelly (School of Education, The University of Queensland) aims to develop a better understanding of the aspirations held by young adults with an intellectual disability, and by their parents. The project received an Australian Research Council grant in 2012, with Endeavour Foundation the sole industry partner.

One year in, Endeavour Foundation has assisted the team to develop and promote surveys for parents and staff, with planning for the next phase (intensive case studies with young people) under development. The results will guide future service provision by Endeavour Foundation and other organisations.

Another prominent piece of research is 'Engagement with people with intellectual disabilities and their carers: Self-directed support coordination and competency development'. Led by Associate Professor Heidi Muenchberger (Griffith Health Institute, Griffith University), the research is exploring what people with a disability and their families have to say about their current experiences with services and their aspirations to play a greater role in the coordination of their support. Interviews and focus groups have been carried out and the team is now using the information gathered to develop a package of resources to help people with a disability and their families have more control over their support provision.

Since early 2012 our Moreton – Sunshine Coast Disability Services area has been working with a research team based at La Trobe University on a project titled 'Living the good life: Embedding active support and practice leadership'. Person-Centred Active Support is an evidence-based model of staff support that has been proven to improve quality of life outcomes for people with intellectual disability.

Led by Professor Christine Bigby (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 environments. The research involves access to training and mentoring in the approach and annual data collection to monitor the progress of implementation. Endeavour Foundation is one of nine industry partners involved in this research across Victoria, NSW and Queensland, and the research is facilitating inter-organisational relationships and opportunities for sharing learning. In 2013, the research team was successful in receiving an Australian Research Council grant which will help fund the project and expand its scope.

In 2013 Endeavour Foundation collaborated on a project titled 'It's Different in the Country – Supporting Ageing-

Innovation in Client Services

Continued

in-Place for people with developmental disability:
An exploration of rural and metropolitan perspectives'.

Led by Professor Rafat Hussain (School of Rural Medicine, University of New England), the pilot project has been funded by a Commonwealth grant from the Disability Research and Policy Working Group. The research is undertaking an assessment of what successful ageing means to people with a lifelong intellectual disability. It is also identifying the gaps that exist in current disability and aged care sectors that are required for successful ageing in both rural and urban regions of NSW and Queensland. In 2013, the research team received an Australian Research Council grant.

This new three-year study will build on the results of the pilot study to develop and trial a framework for better integration of the aged care and disability sectors and better outcomes for people with an intellectual disability who are ageing. Endeavour Foundation is one of four industry partners for this project.

Roundtable on Intellectual Disability

In June 2013, a roundtable forum titled 'Finding Voice' was jointly organised and hosted by Endeavour Foundation, Community Living Association and WWILD (Working Alongside People with Intellectual and Learning Disabilities). The forum focused on self-advocacy, capacity development, legal rights and the potential benefits of a Council for Intellectual Disability in Queensland.

Speakers included:

- **Professor Christine Bigby** – La Trobe University;
- **Donna Best and the Hot Topics group** (Qld self-advocates);
- **Jim Simpson** – New South Wales Council for Intellectual Disability, Sydney;
- **Mark Reimers** – Endeavour Foundation, Brisbane;
- **Sue Gordon** – Queensland Criminal Justice Centre and Advocacy and Support Centre Inc.; and
- **Janine Cootes** – Intellectual Disability Rights Service, Sydney.

'I attended the Triple P Stepping Stones parenting course when it was offered in Dalby to assist with raising my five year old son who has autism.



As most parenting courses do not have children with a disability in mind, I found it helped lots by using techniques I had never heard of before and it encouraged me to use the things I learned such as visual aids, timing, assistance, and teaching backwards.

I'm more relaxed and I think about what I've got to do before I do it. I had such a great time with the group – lots of laughs. Debbie, the lady who ran the group, was very friendly and has experience working with children with a disability including my son at the school holiday respite sessions.

My son is complying more; I'm happier and more relaxed and so is my husband. As I have an autism support group in Dalby I will be recommending to them to attend the workshop when it starts up again.'

Suzanne Flessner,
Triple P Parenting Workshop participant, Dalby

NGO Researcher Forum

A one-day forum was held targeting researchers working within human services non-government organisations (NGOs) and explored institutional challenges facing researchers working within NGOs. Endeavour Foundation's Senior Advisor for Research Dr Chez Leggatt-Cook provided support to staff at the Faculty of Social and Behavioural Sciences, The University of Queensland, and presented on 'The qualities of good research in the NGO context'. Attended by more than 60 people, the forum also examined the demands of evidence-based policy and the challenges of building a research culture within NGOs.

Endeavour Foundation Endowment Challenge Fund

The Endeavour Foundation Endowment Challenge Fund was established in 2010 to encourage quality and innovation in the disability services sector.

It provides grants to researchers and postgraduate students undertaking research into significant issues for people with a disability, particularly issues where there is little or no research. Grants are also made to support the participation by persons with a disability in the world in which we live. This includes grants to non-profit organisations to enhance social inclusion for people with a disability.

The second competitive grants round was held in April – May 2013. A total of 51 applications were received from around Australia in the following grant categories:

- **Research** (one award, \$40,000) – 17 applications
- **Students** (two awards, \$5,000 each) – 17 applications
- **Non-profit Organisations** (award pool, \$20,000 total) – 17 applications

Applications were assessed by the Project Assessment Panel, which includes academic, government and non-government representatives.

A shortlist was forwarded to the Endeavour Foundation Endowment Challenge Fund Board, which was responsible for determining the following award recipients:

Research Award \$40,000

Project Title:

End of Life Care for People with Intellectual Disability

Lead researcher:

Professor Rafat Hussain, University of New England, School of Rural Medicine

Co-investigators:

Professor Trevor Parmenter (University of Sydney)
Dr Stuart Wark (University of New England)

This research will improve quality of life for older people with an intellectual disability and guide in-home palliative care options into the future.

Student Award \$5,000

Project Title:

Supporting Successful Ageing and Ageing in Place for people with an Intellectual Disability

Applicant:

Miranda Cannon, University of New England, School of Rural Medicine (PhD candidate)

This research will explore how people with an intellectual disability can be supported to age in place, avoiding premature entry to institutional aged care.

Student Award \$5,000

Project Title:

Neuroimaging oxytocin modulated plasticity, response markers and implication for treatment of Autism Spectrum Disorders and co-morbid intellectual disability

Applicant:

Ben Johnston, Brain and Mind Research Institute, The University of Sydney (PhD Candidate)

This project examines the neurobiology of children with autism and intellectual disability using Magnetic Resonance Imaging (MRI). This project received the Endowment Challenge Fund award for the development of innovative training programs which will enable children with autism within the research project to undergo MRI without the use of sedatives or anaesthesia.

Non-profit Organisation Award \$20,000

Project Title:

'Camp Warami'

Applicant:

YMCA of Sydney, Parramatta, NSW

This project will use formal carers to enable children with an intellectual disability to attend holiday camps. It will also pursue training for camp staff in order to sustain ongoing inclusion of children with a disability in the camp program.

Sam

Geebung employee Samantha Matheson has keenly advocated for the National Disability Insurance Scheme (NDIS) at public rallies and in media.

But now as part of the 'NDIS and You' project she has been encouraging and fostering educators, mentors and champions of the NDIS.

Sam and Wacol employee Daniel Rivers showcased 'NDIS and You' at the inaugural DisabilityCare Australia conference, to an audience of 1,400 people.

Sam and Daniel were part of an eight-person reference group that worked with the Community and Advocacy Support Unit to develop a suite of easy-to-understand resources to assist people with an intellectual disability with the NDIS.

They created a video guide, workbook and training modules and held peer education workshops in Brisbane, Launceston, Geelong, Adelaide, Newcastle and Canberra.

"I wanted to meet different people and know how they feel – if they're in a wheelchair or they can't see, I know how they're feeling.

"I've got a taste of it – I want to keep talking about it, do more workshops, and visit different countries to see how they feel and how they cope. There's more to do out there but it's time for others to have their go," Sam said.

Read more about 'NDIS and You' on page 26.



National Strategy

As the national disability sector faces unprecedented transformation, disability service providers such as Endeavour Foundation will need to offer nimble, responsive and diverse services, and will need the financial strength to sustain a period of change.

Endeavour Foundation welcomes the reforms which will eventually deliver us a nation in which people with a disability are placed front and centre of decisions about their own needs and support. However, we recognise that a significant amount of change is needed to ensure we can support the level of choice, independence and control which the National Disability Insurance Scheme is intended to deliver.

In 2012-2013 Endeavour Foundation's Board and Executive Management continued to prepare and reshape the organisation in readiness for the introduction of the National Disability Insurance Scheme.

Realignment

In March 2013 a range of changes were made to our organisational structure ensuring that people requiring support are our central focus.

Client Services-related staff members were brought together under one banner.

The new Client Services section is made up of teams which enhance and enrich the support we provide in the core areas of disability services, community services and employment services.

This includes case management; complex support and advice; complaints and incident management; community advocacy and support; business employment (training and development for employees with a disability) and research.

As Australia's largest employer of people with a disability, it is fitting that Endeavour Foundation's Business Services (also known as Endeavour Foundation Industries) were renamed as Employment Services.

The Philanthropy and Events teams were brought into the Supporter Enterprises division to ensure that activities with a common goal (such as lotteries, bingo and general fundraising) would be more closely aligned.

Human Resources and Organisational Development was joined with Finance, Infrastructure and Performance Improvement to create a new Corporate Services division.

A National Strategy department was created, incorporating business development, media and communications, corporate marketing, policy and opportunities for expansion.

Partnership Opportunities

While Endeavour Foundation has the ability to adapt and improve it can be more efficient and effective to partner with other community service organisations that have proven expertise in key areas.

Endeavour Foundation's Board and Executive Management have been in discussions with a number of potentially valuable partners.

These conversations are approached with a view to identifying mutually respectful and beneficial grounds to work together.

While our plans to link with other organisations continue to evolve, it's already clear that there will be opportunities for co-location, cross-referral between services and expansion into new regions and service areas.

Endeavour Foundation will continue to provide the same services, within the same regions, that we currently offer.

The organisation does not plan to change our name, and we remain committed to supporting people with a disability to have the choices of an ordinary life.

However with a broader range of services, locations and expertise, Endeavour Foundation will be better situated for the challenges and opportunities of the future.

Kane

Kane Wojcicki sets tough goals for himself – and then surpasses them.

After five years at Endeavour Foundation Wacol, he's keen to continue his training at the recently expanded \$3.6 million food packaging complex.

"My job involves heat sealing products and weighing the filled bags to ensure they're the correct weight. The new factory is great – I really like the way it looks," he says.

"One of my goals is to become a line assistant, and then to get my forklift licence."

Well-spoken and self-composed, Kane was the perfect tour guide for the Governor of Queensland Her Excellency Ms Penelope Wensley AC (pictured) at the official Wacol opening.

Kane and several of his peers were key drivers of the innovative Practical Design Fund project, 'NDIS and You' which encouraged and fostered educators, mentors and champions of the National Disability Insurance Scheme.

"We made a video and workbook and went to different workplaces to present 'NDIS and You' to people with a disability. I travelled to Launceston, Tasmania, and Geelong in Victoria as part of it.

"I'm totally proud of what I've done because it's important to everyone with a disability to understand the NDIS. Being a part of 'NDIS and You' has made me a lot more confident."



Leadership and Advocacy

Born in advocacy, Endeavour Foundation will continue to play an active role in public life until people with a disability no longer have a need for advocacy. We added our voice to thousands of people with a disability, carers, disability service providers and advocates through the *Every Australian Counts* campaign. Our efforts were rewarded in sector-wide reform and the establishment of a national disability insurance scheme – now known as NDIS. As each element of the reform has been introduced we have moved a step closer to a national system that will deliver choice, control and independence into the hands of people with a disability.

In 2012-2013 we provided input to a number of government and disability sector bodies to help form future policy.

Endeavour Foundation made a submission to the National Disability Insurance Scheme Advisory Agency along with Community Living Association and WWILD (Working Alongside People with Intellectual and Learning Disabilities). This submission, which arose out of the 2012 roundtable forum on intellectual disability, advocated for specialist attention on the needs of people with an intellectual disability under a NDIS. Three key areas were identified: appropriate assessment tools; the response of mainstream services to people with an intellectual disability assessed as not eligible for individualised funding under NDIS; and models for self-management of funding that maximise choice and control for people with an intellectual disability.

In September 2012, a submission was made to the Commission of Inquiry into Child Protection in Queensland which focused on the experiences of children with a disability within the child protection system. Endeavour Foundation argued that the current child protection system is failing to adequately protect the rights and best interests of children with a disability, who are over-represented within the system. Endeavour Foundation recommended that an integrated child protection system with universal, primary, secondary and tertiary responses designed to support families caring for a child with a disability will provide better outcomes for children and their families.

In May 2013, Endeavour Foundation made a submission to the Senate Community Affairs Committee's inquiry into the care and management of younger and older Australians living with dementia and behavioural and psychiatric symptoms of dementia. The submission focused on the fundamental principles that the unique needs of people with intellectual disability affected by dementia are addressed in policy principles; and that people with a disability who are affected by dementia are protected by the same rights under the Global Dementia Charter 'I can live well with dementia' as people affected by dementia in the general population.

Community and Advocacy Support Unit

The Community and Advocacy Support Unit (CAS) advocates to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability, with a focus on people receiving service and support from Endeavour Foundation, and to promote respect for their inherent dignity.

As an advocacy strategy aimed at the over representation of people with a disability in the criminal justice system, CAS worked with Queensland's Department of Justice and Attorney-General for staff to gain experience interacting with people with a disability in our Walk a Mile program. Eighteen staff from the Victim Assist Unit and Queensland Civil and Administrative Tribunal signed up for the program.

In 2012, the CAS Unit conducted the annual Family Satisfaction Survey and 504 families participated.

The confidential responses were analysed by Queensland University of Technology and presented to the Board. It was pleasing to note that those who responded rated their satisfaction as 'outstanding'. Endeavour Foundation has implemented a number of strategies to address key issues raised within the Family Satisfaction Survey including exercise, support for people who are ageing and communication.

Endeavour Foundation Council

The Endeavour Foundation Council was held in 2013 and 39 people attended to hear presentations on the organisation's response to ageing and senior services, the transition to retirement, an overview of the case management approach, and reports from Area Committee chairs. Endeavour Foundation CEO David Barbagallo spoke on the proposed National Council objectives and structure.

Regional Councils

Regional Councils, an initiative of the Board, were established out of a recommendation from the Community and Advocacy Support Unit following the 2012 Endeavour Foundation Council. These councils provide families and stakeholders an opportunity to meet and share information with Board Members, the CEO and Executive. More than 100 people attended regional councils in 2012-2013 in Sydney, Central Queensland, South West Queensland and Far North Queensland. NDIS Advisory Group Co-Chair and CEO of Queensland Disability Network Fran Vicary gave presentations on the scheme to a number of the councils.

Leadership and Advocacy Continued

Board Directors and Executive Team members met with local families and carers at the Endeavour Foundation Regional Council meeting in Rockhampton.



National Client Council

Now a biennial event, the National Client Council brings together people who receive services and supports from Endeavour Foundation in order to share and exchange their hopes, dreams and aspirations with the Board, CEO and Executive. In 2012-2013 National Client Council members also heard information about the NDIS reforms and were able to share it with people in their own region.

Practical Design Fund

The CAS Unit applied for support from the Federal Government's Practical Design Fund for projects to assist people with a disability, carers and service providers to prepare for national reform. Three projects were delivered through this funding.

The *Discover* project developed a resource to help people with impaired decision making to be supported through all stages of planning under the NDIS. It also provides information about whole-of-life planning including wills and trusts, and listed contacts for additional information.

The '*NDIS & You*' project gave eight people with a disability the opportunity to work with external consultants to design and deliver peer education workshops on the NDIS. Workshops were conducted for people with an intellectual disability at the Endeavour Foundation Client Council events and at NDIS launch sites around Australia.

A third project funded by the Practical Design Fund examined workforce development needs in the disability sector, and how development can help organisations to adapt. Managed by Human Resources and Organisational Development, the *Map*

the Workforce Development Needs for the Disability Sector Report focused on future workforce skill needs, the ability to respond to the new environment, and the transition to the NDIS. The project developed a business model which depicts six major functions that a disability support provider needs to strategically address and operationally manage, in response to the NDIS. It was tested with a cross section of support service providers and was shown to be relevant and valid.

NDIS National Conference

The NDIS National Conference in Melbourne featured all 73 funded national Practical Design Fund projects and the *Discover Guide* and *NDIS and You* and the *Map the Workforce Development Needs for the Disability Sector Report* were presented to more than 1,200 attendees. CAS Manager Mark Reimers also participated on a mental health panel discussion on the need for appropriate and targeted mental health services for people with a dual disability.

Comprehensive Health Assessment Program

Endeavour Foundation's ability to deliver the Comprehensive Health Assessment Program (CHAP) has been significantly expanded with licence variations agreed to by the developer, the Queensland Centre for Intellectual and Developmental Disability and UniQuest.

It can now be used by all Endeavour Foundation staff as well as the family members, advocates and guardians of people with a disability, making it available to anyone who

Leadership and Advocacy Continued

is supported by Endeavour Foundation. The rollout will take place in 2013-2014 in conjunction with the Vital Signs program where a volunteer health professional supports the person with a disability to collate initial health history information. They then assist with a General Practitioner appointment where the health assessment is completed and a program developed for the individual.

Advocacy Champions

Advocacy Champions are individuals who advocate on issues for people with disability and their families, building relationships for advocacy with local politicians, local community and media. They aim to achieve political, social and community change through systemic advocacy. These valued members of the public met face to face and via teleconference during 2012-2013 to develop strategies for advocacy in their local area with politicians, with a particular focus on advocating for the NDIS.



Federal Member Graham Perrett, third from left, met with Advocacy Champions Tony Lanigan, left, Alison Semple, Kevin Guilfoyle, Diana McKay and Mary Walsh.

External Advisory Committees

The CAS Unit continues to provide secretariat support to the External Complaints Management Advisory Committee and the External Abuse Prevention and Response Advisory Committee which meet four times per year. Both committees report good progress in the delivery of complaints management and abuse reporting and response for Endeavour Foundation.

- New Terms of Reference for the committees have resulted in an increase in membership and skill sets. New members for both committees include:
- Shaun Nesbitt, Manager, Quality and Information Services, Health Quality and Complaints Commission (External Complaints Management Advisory Committee).
- Ian Millard, Brisbane Metro Area Committee member and family member (External Complaints Management Advisory Committee).

I'm committed to social justice, human rights and advocating for, and with, people with a disability and their families.



Margaret Wheatley wrote that: "this is how the world always changes ... everyday people not waiting for someone else to fix things or come to their rescue, but simply stepping forward and working together to make things better." I love that I can help create opportunities for people with a disability and their families to have a voice, even if sometimes they are unable to speak for themselves.

In looking at system issues which get in the way of people having a great life, I am fortunate that I can draw on my experience of 36 years in direct care, family support, service development, management, advocacy, governance, consultancy, project management and organisational development.

CAS staff share a vision of people having the best life possible. We work hard to ensure people lead lives free from abuse, neglect or exploitation and enjoy as many positive experiences as possible.

Advocating for change can be challenging. I value the opportunity to talk directly to the CEO, Board and executive to promote and protect people's human rights and help them to achieve their hopes, dreams and aspirations.

Mark Reimers,
Community and Advocacy Support Unit Manager

- Max Wise, Director, Systemic Monitoring and Review, Commission for Children and Young People and Child Guardian (External Abuse Prevention and Response Advisory Committee).
- Cameron Harsley, Detective Acting Chief Superintendent – State Crime Operations Command, Queensland Police Service (External Abuse Prevention and Response Advisory Committee).
- Alison Semple resigned her position on the External Complaints Management Advisory Committee to take up a position on the Endeavour Foundation Board of Directors.

Taxi Subsidy Scheme Review

In 2012 the Queensland Government announced a review of the taxi subsidy scheme following community concern about plans to dramatically reduce the subsidy available for people with a disability. Endeavour Foundation made representations through our member on the review panel and provided a written submission with feedback from family members and staff on the significant impact that a reduction in subsidy could have on service users and families. Several of the Advocacy Champions also took this issue to local members of parliament. Endeavour Foundation submission commentary and recommendations featured heavily in the final report to Government. After consideration the Queensland Government announced that the scheme would not be altered. This is an example of systems advocacy where family members and staff from throughout the organisation worked closely together to advocate for the rights of people with disability.

Complex Support Advice

The Complex Support Advice Team provides specialist advice and support in complex matters and restrictive practices to Endeavour Foundation services. This year the team continued to reduce or eliminate the need for the use of restrictive practices. The closure of 14 restrictive practice cases was the result of a combination of improved support strategies and specialist health practitioner involvement. The team closed a further 56 complex cases through working with support teams to proactively bring about changes in the person's quality of life and support practices.

The Complex Support Advice Team received \$1.3 million from the Queensland Government's Positive Futures Capital Works initiative. This will be used to develop better built environments to enhance quality of life for a number of individuals and promote their support staff's ability to manage challenging behaviours, and minimise the use of restrictive practices. As a result of this funding, environmental changes are occurring in 34 places of residence where Endeavour Foundation supports people with complex needs. One example of success resulting from this work is the case where a person with mobility issues is now able to join co-tenants in the dining room on the second floor for meals, by using the water lift that has been installed in the house.

The team has also examined opportunities to commercialise the expertise of the team and the extensive learning obtained through the implementation of the restrictive practices legislation. The team is now able to deliver Professional Development training for people working outside the organisation and provide professional advice and support to other disability organisations.

Complaints Management

Endeavour Foundation's dedicated Complaints and Incident Management Unit (CIMU) continues to strive to deliver best practice complaints and incident management processes. The unit is committed to assessing, investigating and seeking to resolve concerns thoroughly in order to comply with legal and ethical obligations and to make recommendations for service delivery improvements.

In 2012-2013, the unit increased its efforts to inform and educate people with a disability, their family members, friends, advocates, employees, volunteers, service users and other representatives/stakeholders of their right to raise a complaint. The CIMU team appreciates that it is often difficult for people to understand the complexities of large organisations and to know where to go to have issues resolved.

In one example from 2012-2013, CIMU assisted a person who was concerned about the charges being applied for him to access transport services. When CIMU became involved, a case coordinator was appointed to liaise with the relevant business units within Endeavour Foundation and act as a single point of contact for the person and his family. The family received information about the correct processes to have their concerns addressed. Their concern was handled in a timely manner and a satisfactory outcome was achieved for the person and his family.

Also in 2012-2013, the appointment of a central point of contact with the Queensland Police Service assisted Endeavour Foundation greatly in addressing some complaints and incidents in a timely manner. We also enhanced our reporting to the External Complaints Management Advisory Committee and External Abuse Prevention and Response Advisory Committee to ensure appropriate scrutiny.

The unit continues to provide advice and support to staff regarding best practice management of complaints, critical incidents and abuse allegations and working with Area Committees and Local Parent Community Groups to deliver information to parents and carers. The unit will continue to build its complaints and abuse management framework, review policies and implement audit recommendations.

Of the 36 complainants who responded to a Satisfaction Outcome form, 22 (61 per cent) indicated they were fully satisfied with the outcome, three were partially satisfied; five accepted the outcome and six complainants said they were dissatisfied.

Leadership and Advocacy Continued

In 2012-2013, we received 65 complaints and about 94 per cent of these were resolved within the same year.

Complaint category 2012-2013	Number of complaints
Staff conduct	23
Quality of service	14
Client conduct	10
Cost of service	5
Other	4
Communication	3
Discrimination	2
Lack of consultation	2
Lack of resources	1
Policy	1
Total	65

Case Management

Your Life Your Choice

In November 2012 Endeavour Foundation became a host provider under the Your Life Your Choice self-directed funding program operating in Queensland. Self-directed support is a funding approach that enables people with a disability and their families to have greater choice and control over the disability services they receive. Eligible Queenslanders can gain experience in self-directed funding, which will be a key feature of the NDIS reforms.

Taking a person-centred approach, support is provided to design the level of self-direction that meets the specific needs of individuals with a disability. People who use the service can choose to involve Endeavour Foundation in a very limited way by deciding to accept responsibility for the planning, coordination and implementation of services including referrals, invoicing, payments and expenditure, or they can ask Endeavour Foundation to look after some of the responsibilities.

Andrew Lions is a talented artist who started mat weaving in 2002 and won first prize in the Gympie District Show with his first piece.



This year, the Allingham resident earned second prize and two highly commended awards at the Ingham Show for mats weaved from men's ties and women's scarves.

"It was nice to get the award, it made me very happy and proud. It's not hard to do but it takes a lot of concentration.

I cut up strips of material to a certain length. I have a mat frame with hammered-in nails that I use to wrap the string around to make the beginning of the mat. Then I weave the material, ties or scarves, through the string and tie up the ends to hold it all together.

It can take a few days for a small one or it can take up to a few weeks.

I like to build things, most kinds of craft. Also, I use my laptop, go for walks or make more mats!"

Andrew Lions,
Endeavour Foundation, Gympie

Disability, Ageing and Health: An intervention workshop

In March 2013, Endeavour Foundation hosted a disability, ageing and health workshop, exploring how service providers can better support people to remain within group homes as they age. Key presenters included Professor Ruth Webber, a researcher at Australian Catholic University and Professor Barbara Bowers, from the University of Wisconsin. Contributions were also made by local academics, aged care and disability sector representatives, government delegates, and families. The workshop covered various topics including dementia and intellectual disability, community resources and support, and organisational policies to support ageing in place.



Ronda

Ronda Engel's life has changed a lot since she moved into her new Maryborough home in November 2012.

Built as part of Endeavour Foundation's At Home With Choices project, the four-bedroom house has plenty of space for Ronda and her housemates Joe and Leonie, each with their own bedroom and verandah.

"There's more space here and less people in the house," Ronda explains. "I like to have lunch or dinner on my verandah to have some privacy sometimes – I love the sunshine out there and my plants."

Ronda has also become more independent and is focusing on healthy living and improving skills like budgeting, cooking and cleaning.

"I have learned to make better choices, especially with food and money," she says. "I like to cook things like satay prawns, seafood marinara, omelettes and macaroni cheese. The others also cook. We take it in turns and we choose the menu plan for the week together."

Ronda attends Learning & Lifestyle and makes time for swimming and aqua zumba, craft activities like painting and knitting, and going out for morning tea or lunch.

In the future she hopes to move closer to her mum – meanwhile, Ronda's planning a sunflower garden to brighten up her verandah.

Construction Activities

A mixture of new and significant property constructions, remodelling and refurbishment of existing buildings and an organisation-wide audit of sustainability measures were the focus of our property maintenance and construction team in 2012-2013.

A property audit was carried out in late 2012 to identify potential water, waste and electricity efficiencies and also consider environmental improvements. Realising efficiencies in these areas will benefit people with a disability through savings being redirected to services. It is anticipated that savings of 10 per cent are possible within 12 months of the audit being conducted and efficiency measures implemented. The installation of solar panels, energy efficient hot water systems and lighting efficiencies including skylights have already produced cost savings and, by reducing electricity consumption, have reduced greenhouse emissions.

At Endeavour Foundation's Head Office in Cannon Hill, Brisbane, 71 lights were removed and will generate savings of at least \$2,500 per annum while still remaining well within Australian Standards for office lighting.

In partnership with Infinity Solar, Endeavour Foundation's Geebung Learning and Lifestyle gained new solar roof panels which will reduce power bills by 20 per cent, saving an estimated 2000kg of carbon emissions a year.

Lawnton Learning and Lifestyle had a \$240,000 transformation. The refurbishment included new windows and glass doors, a kitchen upgrade and extension of the activity room. Twenty-nine people who utilise the service and 12 staff will also enjoy a new covered drop-off area, new lockers and a new amenities area.

Accommodation

At Home with Choices

Through our self-funded At Home With Choices project Endeavour Foundation has constructed nine new homes across Queensland, replacing existing supported accommodation and in some cases providing new accommodation, for 33 people with a disability. These modern, attractive and comfortable homes are designed to provide accessibility, independence and greater choice for

people who will live there. Land has also been secured in Rockhampton for the construction of three new homes in the 2013-2014 financial year.

With funding available to date for the At Home With Choices program, we have built 15 homes throughout Queensland and continue to work towards our goal of 80 brand new homes by 2018.

Elderly Parent Carer Innovation Trial

The Queensland Government announced its Elderly Parent Carer Innovation Trial (EPCIT) in 2012 as one of the initiatives to help prepare Queensland for transition to the National Disability Insurance Scheme.

Endeavour Foundation made a number of submissions to the EPCIT project which is designed to provide accommodation for people with a disability who live with an elderly parent carer. The three-year \$15 million trial will contribute one-off capital funding to innovative projects which provide sustainable living arrangements.

Since the trial does not provide ongoing support funding, the model had to create and draw upon financially sustainable models of support.

The successful first round grants include Endeavour Foundation's submission for the construction of four units and a studio in an integrated complex in Bundaberg where people with a disability and other community members will live side by side. It will provide socially inclusive accommodation and open up opportunities for greater integration and genuine community involvement for people with a disability.

The units would also have a 'spare room' designed to provide a space for people with a disability to train for and trial independent living, and make a supported transition out of home. It will also be available to family members for short-term stays. Units not occupied by people with a disability will be rented at the market rate to create an income stream to reinvest into support, making the project financially sustainable. We hope to obtain grants for similar projects at Innisfail and Gladstone in the second round of grant considerations.

Construction Activities Continued



Construction work at Wacol draws to an end.

Wacol

Construction of the state-of-the-art \$3.6 million food processing and packaging facility at Wacol, south west of Brisbane, progressed with practical completion achieved in the 2012-2013 financial year. As well as the establishment of the new building, existing food-packaging buildings on site were also refurbished and the lunchroom was significantly expanded.

Amalgamating the Yeerongpilly and Wacol business services into a single location, this is now the largest Australian Disability Enterprise in Queensland, employing 221 people with a disability and 22 support staff. Opened in August 2013, it includes 14 new food-packaging 'clean' rooms with state-of-the-art equipment to be operated by supported employees.

The Rotary Club of Brisbane Inner West made a significant contribution with \$250,000 in cash and in-kind donations and work completed on landscaping. An additional \$599,000 was raised for the new complex by participants in the 2012 Great Endeavour Rally.

Supported employees at Wacol will be able to pack Hazard Analysis and Critical Control Points (HACCP) accredited gluten-free, allergen-safe foods and provide packaging and processing in large volumes. With the expanded premises, supported employees will be involved in a wider variety of training, skill development and work, improving job satisfaction and enhancing personal confidence.

Durack

Widespread flooding in January 2011 destroyed the home of seven people with a disability in Goodna, prompting a decision to fast-track the construction of two new contemporary and comfortable homes in Durack, southwest of Brisbane. The new homes, valued at \$1.066 million and opened in November 2012, provide people living there with greater independence through assistive technologies.

Maryborough

Opened in November 2012, three new four-bedroom homes at Maryborough in Queensland's Wide Bay region provide comfortable accommodation for 10 people with a disability. The three new houses, valued at \$1.2 million, allow Endeavour Foundation to ensure all accommodation services in Maryborough have four tenants or less. Support staff can also be accommodated in the homes, which replace Mervyn Whittaker house.

Sunshine Coast

In April 2013, construction began on two homes for people with a disability at the Sunshine Coast. The new development at Pelican Waters represents a \$1.2 million commitment with the purchase of land, construction and furnishing of the new homes. The two five-bedroom homes will accommodate eight people with a disability and support staff. People with a disability living at Walden Residential will relocate to the new homes in late 2013.

Construction Activities Continued

Cairns

Construction began in April 2013 with the sod turning for two modern five-bedroom homes at White Rock in Cairns. Built to replace McKenzie Residential, the homes will accommodate eight people with a disability and support staff. Including the land purchase, construction and furnishing of the two homes, the project is a \$1.1 million commitment in Cairns. The new homes are expected to be ready in late 2013.

Disability Assistance Package

Endeavour Foundation also received significant support from the joint state commonwealth funded Disability Assistance Package (DAP). With ongoing support funds provided by the Queensland Government, half of all places in DAP accommodation were set aside for people who live with ageing parent-carers.

Gladstone

People with a disability will enjoy new opportunities for independence thanks to two state-of-the-art houses opened in Gladstone in August 2012. The three-bedroom homes, each costing about \$553,000, create five new supported accommodation places for people with a disability in Central Queensland.

Cairns

In April 2013, Endeavour Foundation handed the keys to a new \$571,000 four-bedroom home creating three new supported accommodation places for people with a disability in North Queensland. Assistive technology in the homes can be tailored to suit the needs of the occupants. Inclusions such as patios off each bedroom ensure appropriate living arrangements for adult occupants with a disability.

As construction of the new commercial site in Wacol, west of Brisbane gathered pace, careful preparations were made for the staff to move from Yeerongpilly.



One team member to make the transition to Wacol was Rosaleigh Salmoso, who has worked with Endeavour Foundation for nine years.

She was invited to speak at the dinner hosted by the Rotary Club, which helped to fund the new building. This is her speech:

"My name is Rosaleigh Salmoso and I have been working at Endeavour Foundation Yeerongpilly since leaving school in 2004.

I got my forklift licence with some help from my supervisor and now spend a lot of my day loading and unloading trucks and doing paperwork.

I am looking forward to moving to the new building. We will have more room for trucks when we are working.

My job at Endeavour Foundation has given me the confidence to do more things like standing up here and speaking to you all. Thank you."

Rosaleigh Salmoso,
Endeavour Foundation, Wacol



Wacol employees celebrate the final donation from Rotary.



Damian

Damian Stower (bottom right) is an athlete who enjoys testing the limits of his fitness and endurance in Endeavour Foundation's 500k Team Endurance Relay.

He first decided to get involved in the gruelling three-day road race 16 years ago, and went to the Endeavour Foundation office in Toowoomba to ask about it. "I've been doing it ever since – I enjoy everything about it," he says.

Damian later gained employment at Endeavour Foundation's Toowoomba business service where he is responsible for gardening and landscaping.

But his afternoons are reserved for running, all year round. "My mother was a runner and I've always run," he explains. "Long distance, sprints... I do it all."

Fundraising and Events

Supporter Enterprises

Supporters of Endeavour Foundation from all walks of life share the common purpose of supporting people with a disability.

When our supporters tell others about a fantastic Endeavour Foundation event, the fulfilment of volunteering, the joy of discovering a vintage treasure in one of our stores or the satisfaction of making a bequest in their will, they join us in raising awareness and supporting our organisation. The involvement of such wonderful community members and supporters has made our organisation great, and continues to do so.

We gain great inspiration from knowing that when our supporters choose to get behind our cause, they are helping us to create greater opportunity and choice for people with a disability.

Fundraising Activities

Recycled Clothing Stores

Endeavour Foundation operates 39 recycled clothing retail stores and an online eBay store in order to raise funds to support people with a disability, build knowledge in the community about our cause and also to provide the life-blood of employment for 40 people with a disability in our Brisbane, Townsville and Cairns recycling centre operations.

A large number of our retail stores were impacted by weather events this year and, on top of the influence of economic realities, retail sales were compressed. Despite this, we continued to provide a vital service to the community through the sale of good quality recycled clothing, fashion accessories, books and bric-a-brac which raises funds to support people with a disability to lead active and meaningful lives.

In early 2013 devastating storms and floods across parts of Queensland and New South Wales forced the temporary closure of stores in Penrith, Mackay, Rockhampton, Gladstone, Yeppoon, Bundaberg, Gympie, Golden Beach and Maleny. The flooding of the Maryborough store caused significant interior damage and stock loss and, coupled with the pending lease expiration, was the impetus for its closure.

As reported in the 2011-2012 Annual Report, our 2012 Store Concept was used to upgrade our flagship store in Paddington, Brisbane and has now been installed at the Cairns store. Both refurbishments have received overwhelming support from loyal, long term customers. They've also attracted many new customers who are enjoying the fabulous surrounds as they seek out unique clothing and treasures that cannot be found in mainstream retail.

Lotteries

Endeavour Foundation Lotteries continue to change the lives of our supporters with the keys being handed over to seven winners of prize homes in Lake Kawana, Peregrine Springs, Noosa, Maleny, and twice in Twin Waters.

Our prize winners told a myriad of stories. We celebrated with a 20-year-old man who won a Twin Waters home and we were able to hand over the keys of a Peregrine Springs home to a family who had been renting for more than two decades in Oakey, and they have since made the sea change moving to their idyllic Sunshine Coast home.

Lottery funds are assisting us to build 80 contemporary homes by 2018 and all funds raised through lotteries go towards the At Home With Choices program to build modern houses for people with a disability to have greater choice and independence. (See page 31 for more on the At Home With Choices project).

The Life-Changer Lottery, which ran from August to November 2012, was unparalleled in Endeavour Foundation's 40 years of operating lotteries. Some key achievements include the launch of a lottery for the first time in NSW and Victoria, growth in the number of supporters, the successful launch of a new website, Lotteries Facebook and YouTube channel.

Endeavour Foundation achieved its first national prime time feature – A Current Affair showcased the Life-Changer Lottery and the Maroochydore Business Service. They followed up with a feature on the 12 Days of Christmas Lottery which stimulated an excellent Christmas lottery result. The year culminated in the 62nd Anniversary Lottery which had record sales.

Looking to 2013-2014, we will continue to develop lotteries that appeal to customers, build greater loyalty with existing supporters and attract new supporters through promotion and innovative charity lottery product offers.

Bingo

Bingo has been operating as an Endeavour Foundation community based fundraiser for more than 40 years and has been enjoyed by thousands of Queenslanders from tiny tots to players well into their 90's. More than a thousand people play in 20 games a week spanning Queensland from Pine Rivers to Ayr.

Bingo operations has been under review this past year to ensure that it has fundraising viability for many more decades. Local bingo promoters are being supported with renewed processes and procedures, better centrally co-ordinated advertising and promotions, and a statewide approach to marketing.

Fundraising and Events Continued

Endeavour Foundation has trialled Link Bingo at Hervey Bay and Maryborough where players in several venues are connected electronically back to a central game. Link Bingo applies new technology to an old favourite and allows players to access larger jackpots. If successful, Link Bingo will be considered for other locations.

Philanthropy and Supporter Development

The generosity of our corporate and individual donors, sponsors, trusts, community groups and charitable foundations continues to support our work to provide access to education, employment and lifestyle support opportunities for people with a disability.

Support in 2012-2013 has seen new purpose-designed homes constructed, equipment purchased for Learning and Lifestyle sites, solar panels installed, furniture purchased and people with a disability gaining educational opportunities. These contributions enrich the lives of people with a disability through the choices of greater independence, confidence, life skills and experiences. Donations create more than opportunities for people with a disability; long after the funds are spent, the skills learnt and the experience gained continue to make a difference.

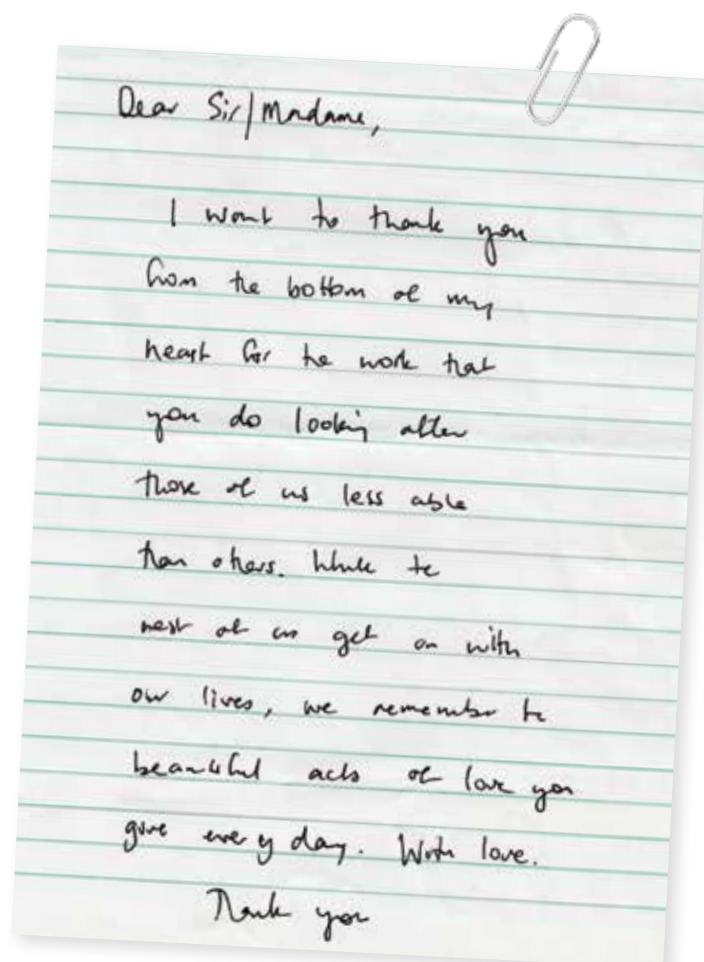
With our heartfelt thanks, we list our major donors on page 84.

Corporate Donations

Financial corporate support is one of the most valuable ways in which the business community can assist Endeavour Foundation to develop new programs and initiatives to meet unfunded needs of the community. In 2012-2013, more than 80 organisations, large and small, provided donations, volunteers and in-kind support.

Some of the key initiatives our corporate sponsors have made possible include the Stepping Stones Positive Parenting Program (Triple P) and a school holiday respite program in the Dalby region. Arrow Energy's generosity allowed Endeavour Foundation to run Stepping Stones parenting workshops to support parents to manage complex behaviours of children with a disability by using positive strategies. Arrow Energy also funded two school holiday respite programs in the Dalby region which gave parents the opportunity to spend time with their other children secure in the knowledge that their child with a disability was enjoying a fully supported recreation program.

A significant contribution was made by BGI Pty Ltd during negotiations to purchase three blocks of land in Cairns. Their support allows Endeavour Foundation to continue to



provide appropriate accommodation for people with a disability.

Sydney-based Catlin Group generously supported the education of students participating in the Latch-On® program at Castle Hill in Sydney. Their funds helped provide iPads and learning programs to escalate the learning development of students in the program.

Engineering, construction and project management company Fluor donated iPads to Roma Learning and Lifestyle which allow for improved communication for people who don't communicate with spoken language.

Corporate partner Infinity Solar's generous donation of solar panels at Geebung Learning and Lifestyle is helping to reduce greenhouse emissions and costs, allowing us to redirect funds to where they are needed most.

Appeals

The 2012 Tax Appeal supported the construction of new purpose-designed homes for people with a disability who lost their home in the devastating floods in 2011-2012. Donations made through the appeal contributed significantly to the construction of five homes including two at Durack, south of Brisbane. The second of Endeavour Foundation's appeals ran over Christmas 2012. Funds raised helped to develop a respite program aimed at family preservation and the provision of social development for participating children through fully supported leisure activities. The program has been developed and a pilot will be run in 2013-2014.

Fundraising and Events Continued

Bequests and Trusts

We are honoured to have been the beneficiary of numerous bequests and trusts. In 2012-2013, more than \$230,000 was donated to Endeavour Foundation.

Our sincere thanks go to the following forward-thinking families and individuals:

Thank you

Estate of
Marion Gunter Braun

Estate of
Una Collingwood Gyles

Estate of Beryl Jean Gardner
The Lesley Dickson
Charitable Trust

Estate of
Jeanette Holroyd Porter
Russell McKimmin
Charitable Trust

Estate of Catherine E Carter
Keidge Perpetual
Charitable Trust

Estate of
Michael Quentin Serisier

The Hart Family
Perpetual Trust

Kenneth Gordon Anderson
and Edith Anderson
Memorial Trust

Estate of Catherine E Carter
Estate of
Enid Eileen Mary Dolejsi
Estate of Joyce Lawrie

Charitable Foundations

Endeavour Foundation is fortunate to have had the support of numerous charitable foundations in 2012-2013.

We would like to acknowledge the support of the Talbot Family Foundation which has contributed generously to Endeavour Foundation's Latch-On® program and provides literacy, technology and life skills training for young adults with an intellectual disability.

The Talbot Family Foundation's historic support culminated this year with the first Latch-On® graduating classes from Brisbane, Bundaberg, Townsville and Sydney.

Thank You

Brazil Family Foundation

Flannery Foundation

Queensland Community Foundation

Reuben Pelerman Benevolent Foundation

Aon Foundation

Ernst & Young Foundation

Working at our Endeavour Foundation Recycled Clothing store has made a huge difference to my life and I am thankful for all the blessings of being here.



I have made new lasting friendships, learned new skills and met some amazing customers.

Over the last six years I have ironed, priced and sold thousands of articles, and my self-confidence has grown along with a sense of purpose. In 2013 I earned an unexpected honour when I became an accidental hero and saved 95 per cent of our stock during a major flood.

What made this possible was the thought that 'someone will come to help' and without that thought I could not have done this.

Someone did get here to pick up the office equipment but it was left to me to save the stock.

I was presented with the 2013 Endeavour Foundation Volunteer of the Year award and yet it was merely the circumstances of a flooded town that allowed me to shine, and nothing to do with being more deserving than any other volunteer. Volunteers are givers and it does pay to give. I love being here. Thank you Endeavour Foundation.

Delia Smith,
2013 Volunteer of the Year, Gympie Store

Community Support

The support of community organisations is a much valued and appreciated tradition and a lifeline we depend upon. The Rotary Club of Brisbane Inner West amplified the meaning of community support by choosing Endeavour Foundation's Wacol redevelopment as their cause to support in 2012-2013. The group raised \$211,522.96 for the project, and also purchased an inline weighing machine and built a much-loved employee retreat garden for the facility.

Fundraising and Events Continued

Endeavour Foundation was inundated with support for the Wacol project and we extend our sincere thanks to everyone who pitched in and helped see the food processing and packaging facility come to fruition. We acknowledge the individual project donors on page 84.

Workplace Givers

Our workplace givers are amongst our most special donors, creating a big impact through the cumulative effect of regular giving. This year workplace givers raised more than \$35,000, providing a source of long-term, stable funding for core programs. Workplace giving can also provide access to the skills and volunteer time of employees.

Thank you

Endeavour Foundation	Sucrogen Australia
Staff Giving	Mackay Sugar
BUSSQ Building Super	Flinders Shire Council
Ergon Energy	CSR Limited
Ashurst	SBMS Accounting
Grace Lutheran College	Burdekin Shire Council
Cairns Slipways	Vital Chemical
Parkside Group	

Funding and Grants

Endeavour Foundation receives significant funding and subsidies from both the Commonwealth and Queensland Governments. This enables our organisation to provide support and employment for a large number of people with a disability.

In addition to this, Endeavour Foundation formally secured 29 grants worth \$538,362.91 from the Queensland Government's Gambling Community Benefit Fund during 2012-2013. It acquitted 25 grants worth \$325,069.60 during 2012-2013.

Established in 1994 and part of Queensland Treasury, the Gambling Community Benefit Fund distributed 1,962 grants totalling more than \$40.8 million to various not-for-profit organisations throughout Queensland in 2012-2013.

We acknowledge the Senators, Federal and State Members of Parliament, local Mayors and Councillors and many other committed stakeholders who offer their ongoing support – a contribution to our success.

These grants of up to \$35,000 each are invaluable in improving Endeavour Foundation's buildings, grounds and facilities with necessities like modern kitchens, bathrooms, dining facilities, activity rooms and equipment including computers and cameras.

I went on my first Great Endeavour Rally in 2013 as a driver with event coordinator Joel Stephens, having done the Super Endeavour Rally in 2012 to



Arnhem Land and back. It was an unforgettable experience, in so many ways. I saw some incredible parts of Australia but most importantly I saw first-hand what great work Endeavour Foundation does.

I felt inspired to do more. As a large Queensland company we should give back to the community and to people and organisations like Endeavour Foundation.

Between us, Brisbane Motor Auctions (BMA) team members have participated in five rallies altogether. The team and I will be back for many more rallies to come. We will continue to provide a vehicle for people with a disability participating in the rally, supply the mobile workshop, head mechanic, a volunteer and good old Car 36 which our staff will use.

That's just part of our ongoing commitment to Endeavour Foundation and we're very proud to be involved.

Michael Kennedy,
General Manager, Brisbane Motor Auctions
Great Endeavour Rally participant and sponsor

Grants make it possible to create learning and life skill opportunities, increase employment avenues, improve workspaces and create more enjoyable living spaces.

Endeavour Foundation participated in two Quality Assurance reviews requested by the **Gambling Community Benefit Fund**. Auditors continue to be impressed by our Quality Management System, policies and procedures, record keeping and provisions for monitoring and improving our systems.

Residents, service users, students, supported employees, and staff would like to thank the Gambling Community Benefit Fund for the generous grants that have allowed the following projects to be completed during the 2012-2013 financial year.

Fundraising and Events Continued

Service	Endeavour Foundation co-contribution	GCBF Funded Amount	Acquitted Amount	Purpose/Item
Geebung Learning & Lifestyle, Brisbane		31,200.00	31,200.00	Refurbish meeting room
Mermaid Waters Learning & Lifestyle, Gold Coast		31,818.18	38,818.18	Shade-sails and assorted furniture
Rockhampton In-home Support		3,878.18	3,878.18	Digital projector and ergonomic chairs
Ipswich Post School Service		4,000.00	4,000.00	Replacement of air-conditioners
Maryborough Post School Service		1,648.00	1,648.00	Ergonomic tables and chairs
Innisfail Post School Service	789.75	4,633.58	5,423.33	Laptops, software, and carry-case
Gympie Post School Service		6,007.27	6,007.27	Computers and assorted whitegoods
Banfield Residential, Mt Louisa, Townsville	500.00	25,322.00	25,822.00	Patio and outdoor area
Toowoomba Learning & Lifestyle	473.62	14,500.31	14,973.93	Assorted educational software
Kingaroy In-home Support		4,271.93	4,271.93	Computers and assorted whitegoods
Gatton Learning & Lifestyle		24,974.55	24,974.55	Upgrade facilities
Gladstone Older Parent-Carers Respite	4,863.64	4,123.66	8,987.30	Assorted furniture, IT & AV equipment
Cairns Learning & Lifestyle	3,078.82	31,818.18	34,897.00	Create additional activity room
Bundaberg business service		24,385.80	24,385.80	CCTV to monitor people's health/well-being
Halliday Residential, Kirwan, Townsville		31,818.18	31,818.18	Wheelchair ambulant bathroom
Honor Residential, Toowoomba		1,273.88	1,273.88	Computer, touch-screen, and software
Windsor Latch-On® Program, Brisbane		3,488.55	3,488.55	Interactive whiteboard
Mackay Post School Service		3,246.56	3,246.56	Laptops, educational software, and carry-bag
Bundaberg Post School Service	7,346.09	13,489.25	20,835.34	Computers, office equipment, and software
Brisbane Flexi Respite		3,246.56	3,246.56	Laptops, software, and carry-case
Bundaberg In-home Support		3,246.56	3,246.56	Laptops, software, and carry-case
Lawnton Respite Service		21,700.00	21,700.00	Render and repaint the exterior
Maryborough In-home Support		3,705.64	3,705.64	Laptops, software, and carry-case
Wahroonga Residential	16,477.27	27,272.73	43,750.00	Upgrade kitchen
Total 25 formally acquitted Grants worth	\$33,529.19	\$325,069.60	\$365,598.70	

Fundraising Activities Events Continued

Community Engagement and Events

Great Endeavour Rally, July 9-19, 2012 / Super Endeavour Rally July 2-19, 2012

There was a mammoth effort from all participants in the 25th anniversary **Great Endeavour Rally**, motoring from Toowoomba through scenic, sparse and challenging sections of north-west Queensland and the Northern Territory to the Gulf of Carpentaria, and back to Yeppoon. Teams saw more than bush tracks – from impromptu charity auctions to fancy dress parties and lengthy diversions – in what many described as the outback adventure of a lifetime.

Our sixth **Super Endeavour Rally** had seasoned tough nuts conquering the route from Charleville into the Northern Territory, to Karumba and back to Yeppoon. Run every four years, the Super is tougher, rougher and longer than the Great Endeavour Rally. Traversing Arnhem Land, Super Endeavour Rally teams met Traditional Owners and were welcomed to the country by local Aboriginal elders. Bush camps on Aboriginal land, mud crabs over the campfire, singsongs, breakdowns and lots of river crossings were also on the menu. All 220 participants arrived in Yeppoon with satisfied smiles and memories that will last a lifetime. The rally exceeded all expectations with \$599,000 raised by big-hearted Great and Super Endeavour Rally participants going towards the construction of a state-of-the-art supported

David Waldie and Stewart Koplick entertained the crowds at Brisbane's South Bank at Endeavour Foundation's 2012 Big Community Day Out.



employment and food packaging facility at Wacol, south-west of Brisbane (see page 32). Highest fundraising honours went to the Moore Family teams who raised \$211,000.

Royal Queensland Show – The Ekka, August 10-18, 2012

Endeavour Foundation's display at the annual Royal Queensland Show proved popular with more than 1,500 people flocking to the booth. In keeping with The Ekka tradition of "city meets country", both Endeavour Foundation Lottery tickets and delicious Kingaroy Fine Foods products were great drawcards with the crowds.

Roaring Twenties Gala, September 1, 2012

Our stylish Roaring Twenties Gala provided a fun opportunity to dress in Great Gatsby-inspired glamour while raising funds for the Endeavour Foundation Endowment Challenge Fund. More than 270 people attended the Gala in the Legends Room overlooking the iconic "Gabba" sports ground in Brisbane. They didn't miss a chance to enjoy delectable food and drinks, fantastic live music and the chance to try out the Charleston. The Endeavour Foundation Endowment Challenge Fund supports significant social inclusion projects, research to improve knowledge and understanding of disability-related issues and scholarships for researchers in the field of disability. Read more about the projects that benefit from the fund on page 21.

Endeavour Foundation Corporate Golf Challenge, September 21, 2012

Eighteen teams lined up for the inaugural Endeavour Foundation Golf Challenge at the Virginia Golf Club north of Brisbane, enjoying a breakfast for champions before an early tee off. Players had the opportunity to utilise the skills of a pro golfer at one hole – but it came at a cost for the cause! A delicious lunch was served while teams waited eagerly for the results and opportunity to win raffle prizes. The day raised more than \$31,000 – a fantastic effort for the first round which secured the event firmly on our calendar for coming years.

Big Community Day Out, October 13, 2012

Brisbane's South Bank Cultural Forecourt was transformed into a mecca of music, food and fun for the second Big Community Day Out. It was Endeavour Foundation's way to thank the community for supporting our work to ensure people with a disability have the opportunity to make the

Fundraising Activities Events Continued

choices of an ordinary life. An estimated 5,000 people enjoyed the day of live performances, market stalls, rides and a variety of delicious fare. Many also signed up to show support for the introduction of a National Disability Insurance Scheme.

Melbourne Cup Gala Luncheon, November 6, 2012

Guests in their finest race-wear enjoyed acoustic sounds, sunshine and scrumptious food at our annual Melbourne Cup Gala Luncheon at Brisbane's Groove Train in King George Square. Raffles, sweeps and auctions helped raise \$6,000 on the day. Guests were paired up for fashions on the field and fantastic fascinators before taking in the excitement of the race that stops the nation.

500km Team Endurance Relay, November 16-18, 2012

More than 300 athletes in 14 teams braved the gruelling 500km Team Endurance Relay from Brisbane's Mt Gravatt, via Beaudesert, Boonah, Warwick, Toowoomba, and Gatton to Fernvale. One of the toughest events on the running calendar, the relay could not continue without the support of the Queensland Police Service. After searing 39-degree heat and gale-force winds on Friday, racing was stopped on Saturday afternoon when ferocious storms battered south-east Queensland. The event has raised more than \$700,000 since the inaugural relay in 1980 and in 2012 our community-minded athletes and their generous sponsors raised \$46,550. The overall winners for 2012 were Victory Sports, while The Run Inn team was named highest fundraiser.

Thank you to our generous corporate event sponsors

Win TV	Talk Ezy
Edmen	Lion Dairy & Drink
Oztrail	The Harvest Company
Brisbane Motor Auctions	Bundaberg Brewed Drinks
McKinlay Shire Council	Sanitarium
Royal Bank of Scotland	City Country Distribution
Edmen	Brennan IT
AON Hewitt	Corporate Express
Staging Dimensions	ANZ Bank
IPG Print	Pure Source Recruitment
Craggy Range	Gallagher Bassett
The Groove Train	Presence of IT
Kids to do.com	Sharpe Workplace Solutions
MEGT	GM Holden
Lanier	

Supporters Thank You Lunch, February 8, 2013

Endeavour Foundation took time out to give heartfelt thanks to our event sponsors and major supporters at a luncheon event at Hillstone, St Lucia in Brisbane's western suburbs. Endeavour Foundation CEO David Barbagallo summarised the achievements of the past year accompanied by a presentation of the events program.

One Day Fun Day Rally, February 16, 2013

Adventurers had their motors roaring for Endeavour Foundation's One Day Fun Day Rally. The 230km course at Warwick offered entrants a taste of the Great Endeavour Rally which was held in Queensland and New South Wales later in the year. It was the perfect way for people to try a rally-sport event and meet other rally participants, without committing to a week-long full rally program.

Rosehill Gardens Silver Slipper Race Day, March 2, 2013

Fascinators, frocks and finery were on display for Endeavour Foundation's Rosehill Gardens Silver Slipper Race Day in Sydney. Punters supported Endeavour Foundation at the glitzy cocktail party in the Grand Pavilion with the best seats in the house to watch all the finish line action. We welcomed 150 guests for the glamorous event, strongly supported by Sydney Area Committee.



Puttin' on the ritz at the 2012 Roaring Twenties Gala Ball



Ben

You can't help but be impressed by Ben Ketley's achievements in his first job. After less than three years at Endeavour Foundation Redcliffe, Ben is trained in metal fabrication production and e-waste and has a Certificate II in Workplace Practices.

He's also Workers' Committee Secretary, canteen drink monitor, works on reception, serves op-shop customers and is receiving cash register and eftpos training.

"I really like the challenges they give me here and I like to keep busy," he explains. "I'm happy to be working full-time and I get plenty of on-the-job training.

"What I like most about working here is all the people I've met and the friends I've made. I wouldn't have made this many friends sitting at home – now I've too many to count!"

Ben keeps busy outside of work at ten-pin bowling, the movies or hanging out with mates at the Dolphins Leagues Club. He enjoys having friends and relatives visit for pool-side barbeques and his fluffy scrambled eggs are a firm family favourite.

His next challenge? "Being a supervisor would be cool, and learning how to use more machinery in metal fabricating. And I'd love to do the Great Endeavour Rally. Mum and Dad would be over the moon!"

Corporate Services

A number of initiatives were carried out in 2012-2013 to improve Endeavour Foundation's organisation processes, information technologies and human resource management including the implementation of a new payroll system.

The human resource information and payroll system Peoplesoft was introduced in June 2013. The system went live after an intense nine-month development and implementation project and allows staff to access the system at any time, from anywhere.

Endeavour Foundation conducted its Cultural Audit of all staff in March 2013, seeking feedback on the criteria of Clarity, Climate and Competence. Results showed improvements in many areas on previous survey responses. Participation in the voluntary and confidential survey was good (45.9 per cent), however we will continue efforts to increase the participation rate and our cultural performance.

HR Strategic Plan

The *Human Resources & Organisational Development Strategic Plan 2013-2014* details the goals and objectives for each of the teams within Human Resource and Organisational Development. The plan identified strategic activities for the next 12 to 18 months and is based on Endeavour Foundation's priorities and best practice human resource principles.

Endeavour Business College

Endeavour Business College introduced a five-day Block Induction Program in 2012-2013 to provide staff with a consistent and comprehensive introduction to the organisation, key roles and responsibilities. More than 350 staff attended the program throughout the year and all new administration and head office staff participated in their first 'Walk A Mile In My Shoes' day in one of Endeavour Foundation's front line services.

More than 500 qualifications have been attained throughout the 2012-2013 financial year. A combination of state and federal funding was utilised to deliver qualifications in a range of skill-based certificate and diploma programs. More than 90 per cent of staff in a management role now hold a Certificate IV or Diploma Management qualification and 80 per cent of all front line staff within Disability Services hold a qualification in Disability.

The School-Based Trainee program has seen more than 15 students achieve a Certificate III in Disability while working in one of our Learning and Lifestyle centres. The program has provided school aged students (grade 11 or 12) with the opportunity to gain real world experience while undertaking

a qualification. The program has been so successful that an additional 16 students will commence studies in 2013-2014.

A number of commercial opportunities became a reality in 2012-2013 including manual handling training, Certificate III in Disability traineeships, PART (Predict, Assess and Respond to challenging/aggressive behaviour Training), BASE (Behavioural Awareness Strategies and Evasion) and Employment Services Queensland Work Ready training. The Work Ready training is a week-long program and equips long-term job seekers with skills including interview techniques and presentation.

Despite significant challenges faced during the year including reductions in government funding, staff reductions and major changes to training packages being delivered, Endeavour Business College continues to deliver key outcomes for both Endeavour Foundation and external customers.

Collective Agreement Negotiations

Endeavour Foundation's collective agreement negotiating committee met with representatives of the Australian Services Union, the Australian Workers Union and Textile, Clothing, Footwear Union Australia to negotiate a new collective agreement for select staff (classifications 1 to 4). Negotiations were complicated by the conditions within Social Community and Home Care Services Award. An agreement has been sent to the unions for consideration. Endeavour Foundation holds the view that staff must be appropriately remunerated and, while negotiations continued, a decision was made to pay those staff employed under the existing agreement a three per cent increase from 1 April 2013.

Quality Management System

During the past year Endeavour Foundation's management systems have undergone external quality certification audits with successful outcomes achieved in all areas of the standards audited. Following on from the successful implementation of an Environmental Management System for the Redcliffe business service in 2012 the scope of the certification was expanded to include the Townsville operation with full certification achieved to the ISO 14001:2004 Standard. Further expansion of the scope of the certification to this standard is planned for both the Maroochydore and Southport operations.

The development of a new Quality Management System called Insite was initiated to improve the efficiency and effectiveness of document management systems to support staff in their roles.

Information Technology

Endeavour Foundation's information technology functions were consolidated in 2012-2013 and now operate within four streams – support, operations and infrastructure, development, and project and analysis services.

An enterprise-wide business research study was commissioned in 2012-2013 to examine the organisation's high level goals and business requirements with a view to identifying common business objectives to be supported via a more powerful and cost effective shared information technology solution. Endeavour Foundation's technology group is now working toward implementing this new technology platform in 2013-2014 in partnership with NEC Australia.

Zero Harm

With the implementation of a number of Zero Harm strategies in 2012-2013, Endeavour Foundation has achieved significant improvements in performance indicators. The lost time injury frequency rate was reduced, resulting in a 12.33 per cent improvement on the previous year. The number of workers' compensation claims also fell significantly with 23 fewer claims equating to a 13.4 per cent improvement. The average cost of claims has also reduced \$1,028 equating to 32.4 per cent improvement.

Workplace Health and Safety Management System

Efforts continue to address the 48 actions identified in the 2011-2012 Workplace Health and Safety Management Strategic Plan. To date 23 actions have been completed, 16 actions are ongoing and six actions will roll over into the 2014-2015 Strategic Plan. Some important milestones have been achieved:

- Since 2011, all 255 sites and services had a workplace health and safety site risk profile audit conducted with an overall performance score of 71 per cent achieved, 1 per cent point above target.
- A pallet racking and plant and equipment guarding audit was completed for all employment service locations.
- Around 95% per cent of all Endeavour Foundation-owned or leased buildings built before 2004 have had an asbestos audit conducted with any high risk areas addressed.
- Implementation of Fire Safety Management Plans across all sites and services.

Self-Insurance Audit

An external self-insurance gap analysis audit was conducted on the Workplace Health and Safety Management System identifying an increase of eight conformance areas since 2011 along with an 18.5 per cent point improvement in implementation.

Volunteering

Endeavour Foundation was begun by a group of volunteers, and today more than 62 years later volunteers remain vital to the organisation's successful operations and future.

In March 2012, a new volunteer framework was established within Human Resources. The framework sets out Endeavour Foundation's values, attitudes, philosophy, policies, procedures and methodology for involving volunteers as partners in achieving its vision.

Transferable across departments, the framework is applicable to all types of volunteers including short term event volunteers, long term volunteers and corporate groups.

At the end of the 2012-2013 year the total number of volunteers supporting Endeavour Foundation, including Area Committee Members and Board Members was 1,135 as follows:

Volunteers 2012-2013	
Recycled Clothing Stores	645
Disability Services – Learning and Lifestyle	157
Disability Services – Walk and Talk Program	26
Employment Services	139
Head office	9
Events	47
Corporate Volunteering Program	60
Board and Area Committee Members	52
Total	1,135

Corporate Services Continued



Kathy Price, left and Fiona Thomas from Brisbane enjoy their regular walks as part of the Walk and Talk program.

Walk and Talk

Launched in February 2013, Walk and Talk is a 12 week interactive fitness research project, aimed at improving physical activity and social engagement of people with a disability. The program paired community volunteers known as Walking Buddies with people with a disability across South East Queensland and Sunshine Coast areas. They met to walk and talk once a week for up to half an hour. The outcomes of the project were:

- Enhanced health and wellbeing of participants
- Stronger community relationships
- Increased community understanding and knowledge of people with a disability.
- Provide research into the benefits of physical activity.

The program is underpinned by Endeavour Foundation's Health and Wellbeing program and the Queensland Centre for Intellectual and Developmental Disability (QCIDD) and was approved by the University of Queensland's ethics committee in accordance with the National Health and Medical Research Council's guidelines. Due to its success, Endeavour Foundation will keep the Walk and Talk program running across disability services.

In the new financial year the volunteering department will continue to grow volunteer numbers through advertising and social media avenues, will continue to create new volunteering initiatives which increase community engagement and will develop a volunteering website.

I have worked for Endeavour Foundation for nearly 11 years. I started in 2003 and I have received my 10 Years of Service Certificate.



I started out as a painter, working with stakes and pegs. Now I make timber pallets and crates.

I like the work I do because I enjoy working with wood. I like helping my supervisors, Shea and Kris.

I have made lots of friends here. They are all good friends to me and they look out for me.

I would like more training on the pallet machine and in the future I would like to learn how to drive the forklift.

I go Tenpin bowling with Lifestyle Choices. I enjoy shopping and having coffee with friends. At home I mow our lawn and keep our garden tidy.

I pick up cans and donate them to Endeavour Foundation Mackay so it gets money when they trade the cans in.

Jamie Mason,
Endeavour Foundation, Mackay



1,135

**Total number of
volunteers supporting
Endeavour Foundation
in 2012-2013**



Gabriel

Gabriel Matthews is the kind of employee most businesses would dream of. She's one of those rare people who can still say, after thirty years of employment, that she loves learning new things and doing a variety of jobs each day.

"I've seen a lot of changes through the years but I enjoy working here, it's fun," she says. Gabriel started out on the packing line in Baulkham Hills and her manager soon taught her to sew. She later moved to Castle Hill and was happy to be behind a sewing machine again when the sewing operation was moved to the same site.

As the colourful Ben Elke products have gained popularity, Gabriel has learned to make oilskin lunch-bags with Velcro fasteners. For a change of pace she works on the overlocker machine, sewing lounge covers.

Creative pursuits figure in Gabriel's free time as well. "I go out on the weekend a lot with my family. I do crochet and card-making at home. And I love my TV!" she laughs.

Gabriel nominates people as the best part of her job. "We all get on well. We work as a team and get on with the staff. We're just a happy branch!"

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.

Endeavour Foundation's 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's 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.

Endeavour Foundation's 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.

30 June 2012	30 June 2013
1,330	1,321

Above: Members in 2012 and 2013

Board of Directors

Endeavour Foundation is governed by a Board of Directors made up of no fewer than three and no more 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 in 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 fulfil 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 in 2012-2013 under the leadership of chairperson Sally Herman and 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 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	2012-2013	2011-2012	2010-2011	2009-2010
Opportunities for improvement – employment services (24 establishments)	6	12	1	2
Opportunities for improvement – Disability Services (217 establishments)	56	43	45	33
Non Conformances – employment services (24 establishments)	1	0	0	0
Non Conformances – Disability Services (217 establishments)	5	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 and 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 Manager reports to the General Manager, Client Services and also has a direct reporting role to the CEO and the Board's Client Services Committee.

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 to promote respect for the inherent dignity of people with a disability.

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.

CAS 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); and
- 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 an 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 and Community Services

Disability and Community Services provides more than 1,827 placements to support people with a disability, both adults and children across 217 locations. It is responsible for Endeavour Foundation's respite support through centre based day respite, vacation and sibling respite and short-term flexible respite for people with full-time care responsibilities. It manages the Learning and Lifestyle day services as well as the provision of accommodation services, and education services, including tertiary studies in technology and literacy through Latch-On®, continued learning for under 30s (CLUE) and the extended learning program (ELP). It also manages children and youth support programs as well as services to support older carers.

2. Employment Services

Employment Services provide supported employment for 1,855 people in a variety of different industry segments. It operates Endeavour Foundation commercial enterprises including the production of timber products, safety products, packaging services, mailing and collating, document destruction, industrial cleaning cloths, e-waste recycling and industrial sewing. It also provides workforce development and training solutions for the community services sector.

3. Corporate Services

Corporate Services 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. It also 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. Corporate services is also responsible for tendering and administration of Gambling Community Benefit Fund grants. The company secretary role is located within this division.

4. Client Services

Client Services assists 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. It is responsible for complex support advice and community and advocacy support to promote and protect the human rights of people with a disability who access Endeavour Foundation supports and services.

5. Supporter Enterprises

Supporter Enterprises is responsible for Endeavour Foundation's retail activities through its recycled clothing stores, as well as managing the Endeavour Foundation lotteries and philanthropy activities. It provides frontline high-volume consumer-focused fundraising vehicles, and corporate support such as national marketing and design services which assumes responsibility for design, brand compliance and production of marketing materials for all areas of the organisation. It is accountable for conducting fundraising appeals in a compliant and efficient manner, and conducts events including the Great Endeavour Rally and 500km Team Endurance Relay.



It's oh so quiet... a flash mob performing at the Brisbane launch of the inaugural Chatterbox Challenge.

A series of initiatives, endorsed by the Board, have laid the foundation for a strong and confident Endeavour Foundation in four important areas:

People development including:

- requirement that all staff have a relevant qualification and the provision of training to achieve this
- 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
- 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; and
- comprehensive induction process to ensure consistency and quality of service delivery.

Remuneration and workforce care:

- improved salary packaging benefits offered to our workforce will be balanced against the needs of clients and the sustainability of the organisation; and
- 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.

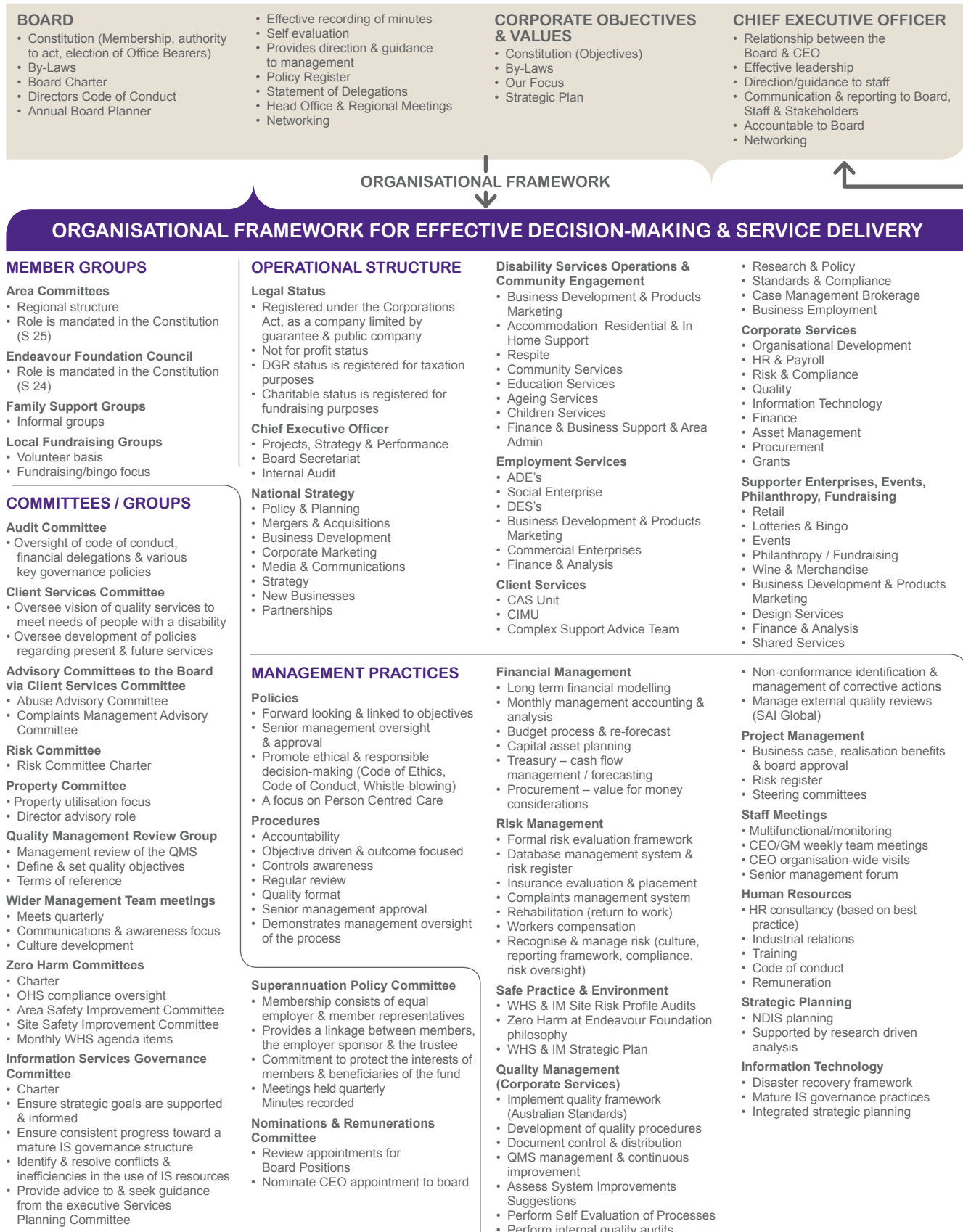
Innovation:

- introduction of project management, a projects office and KPIs to ensure continuous improvement; and
- a number of special projects to improve our information systems, infrastructure and architecture have commenced.

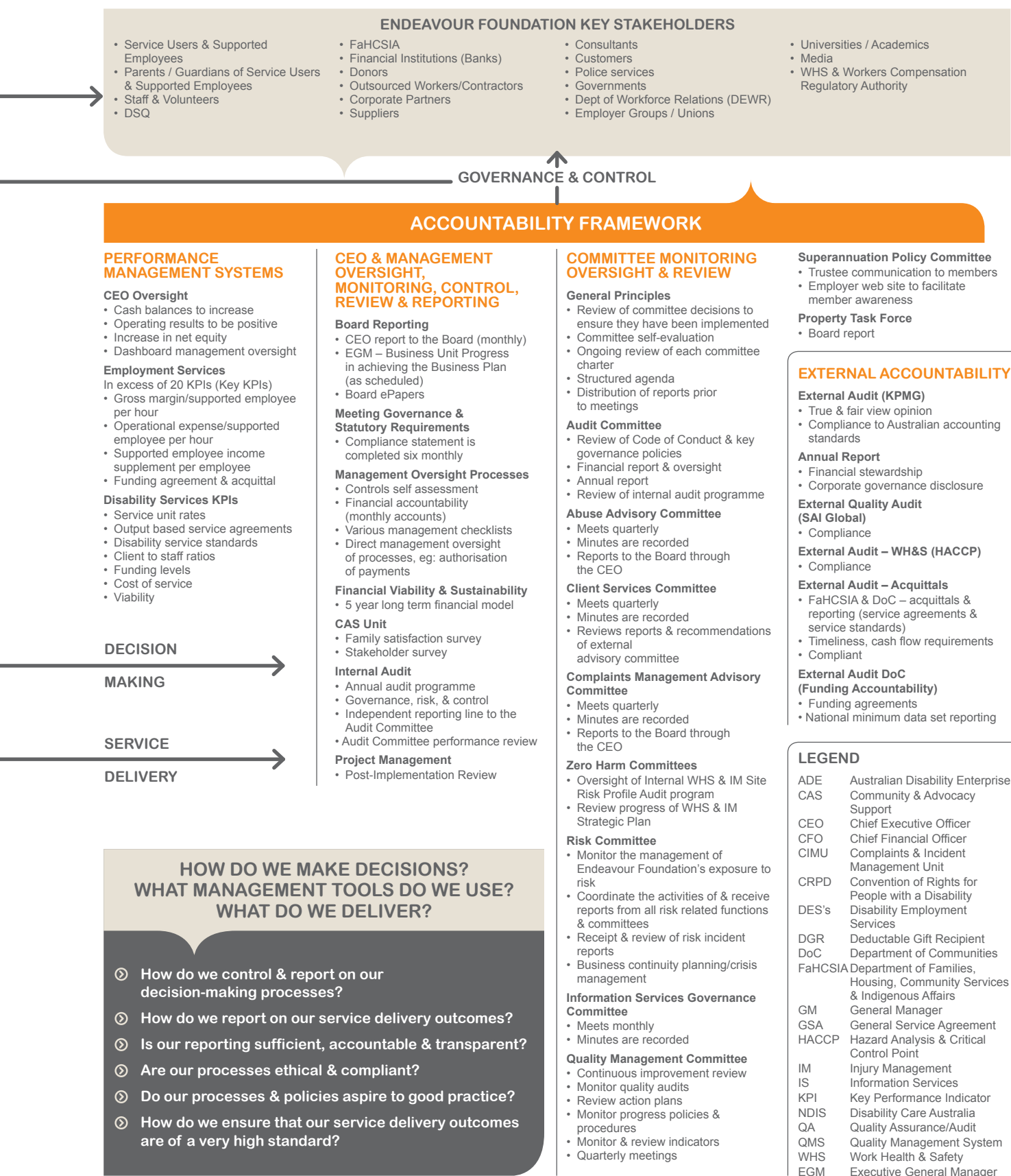
Leadership:

- All Executive General Managers now have collective responsibility for the overall performance of Endeavour Foundation.

Corporate Governance Framework



Corporate Governance Continued



Board of Directors



Grant Murdoch

Chairman

MCom(Hons), FAICD, FICAA

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 ALS, a director, member of the audit committee and chair of the remuneration committee of the listed company Cardno, a director and member of the audit committee of QIC, a director of UQ Holdings Ltd, a Senator of the University of Queensland and chair of the Risk committee, and an Adjunct Professor at The University of Queensland Business School. He was a Board management member for the Queensland Deaf Society for 10 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 impacts 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 a number of community based boards in around the Toowoomba and Surat Basin Region.



David de Villiers

MA, HED, AdvDipEd,
MAICD, PSM

Elected to the Board
3 May 2005

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

He has a passion for supporting people with a disability, 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 practicing 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.



Sally Herman

BA, GAICD

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, Breville Group Limited and FSA Group Ltd, a public listed financial services company. She is also on the board of the State Library of NSW Foundation. 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 the Chief Financial Officer for the Anglican Diocese of Brisbane, and CEO of ANFIN. She has 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 corporate 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 and Ernst & Young.

Kate is a Fellow of the Institute of Chartered Accountants in Australia, and a member of the Queensland Regional Council and the Corporate Advisory Panel.



Edward Mason

MAICD

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.



Tony Bellas

BEcon, DipEd, MBA, MAICD,
ASA, FAIM

Appointed to the Board
14 February 2011

Tony Bellas is Chairman of ERM Power, CTM Travel and Shine Lawyers, director of a number of other unlisted companies in Queensland and the principal of a corporate consulting company.

Tony has previously held Chief Executive roles at Seymour Group, Ergon Energy and CS Energy. After a long career in Queensland Treasury he also held the role of Deputy Under Treasurer with oversight of Fiscal Strategy, Office of Government Owned Corporations and Office of State Revenue.

In 2012 Tony was appointed by the Queensland Government to chair an Independent Review Panel examining electricity network costs in Queensland.



Alison Semple

LTCL, BA, Grad Dip Tchg
(Resource),
Grad Cert Theol.

Elected to the Board
30 November 2012

Alison's passion is people, reflected in her career as a secondary teacher specialising in Mathematics, English and those with special needs. She has three children, including a special 36 year old who lives with a severe intellectual disability and communicates with an electronic device. Alison is a Brisbane girl; her husband was raised on a cattle property and they enjoyed living in a regional city. She and her husband have advocated for decades serving on management committees. Currently Alison is the deputy chair of Metropolitan Brisbane Area Committee. She has been the parent representative on Endeavour Foundation working groups including the Complaints Advisory Committee. She and her husband have an active network of families within the sector, many not involved with Endeavour Foundation, enabling them to remain aware of trends within the wider sector.



Suzie Thorpe

Elected to the Board
30 November 2012

Suzie has been involved with Endeavour Foundation since the early 1980s; she has had a long personal connection because her son, who has Downs Syndrome, has had a 29-year career with the organisation.

She is vice chairman of Endeavour Foundation's South East Queensland Area Committee, and has had over 22 years' membership in the Gold Coast Recreation and Sport group, which specialises in recreation for people with a disability.

Suzie has had a lifelong dedication to improving services and facilities for people with a disability and is passionate in continuing to effect positive change in an area she has already devoted much of her life to already.

As a retired marketing and promotions professional and small business owner Suzie is keen to draw on her professional skills to channel her experience in business and advocacy into the area she has been so passionate about all her life.

Changes to the Board of Directors

Gerry Crotty:
resigned
29 November 2012

David Rawnsley:
resigned
29 November 2012

Sally Herman:
resigned 22 July 2013

Executive Management



David Barbagallo

Chief Executive Officer

BSurv, MTM

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 has also been an increased focus on strategic planning and performance management.

David has devoted considerable time to issues associated with the introduction of NDIS including workforce planning. He has also placed renewed emphasis on the need for Endeavour Foundation to be responsive to the needs and aspirations of people with a disability and their families.

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

Acting Executive General Manager

Corporate Services and Company Secretary

BBus, Grad Dip Mgt, MBA, GAICD, Dip Project Mgt

Svend joined Endeavour Foundation in 2002.

As Chief Financial Officer he was responsible for financial management, budgeting and resource planning, and financial services. He was 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 was also responsible for various board-related statutory compliance functions and elections for the Area Committees and the Board's Elected Directors. He was a member of the Information Systems Strategy Group and the Services Planning Committee.

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

Svend Kling resigned on 16 August 2013.



Gail Davidson

Executive General Manager

Disability Services Operations and Community Engagement
GAICD

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 1,827 placements, at 217 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

Executive General Manager National Strategy

BBus, Assoc. Deg Law, Grad Cert Adult Ed Training, MMktg Mgt, MCom Law, FAIM CPM MAICD

Appointed in 2010, Shaun was responsible for growth and organisational improvements with market research, stakeholder engagement and strategic development. His was charged with oversight of national strategy and expansion activities following an organisational realignment in March 2013.

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.

Shaun McDonagh resigned on July 31 2013.



Andrew Donne

Executive General Manager
Employment Services
BBus

Andrew joined Endeavour Foundation in 2004.

He is responsible for the overall management of Endeavour Foundation's 26 Australian Disability Enterprises, 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.



Leanne Rudd

Executive General Manager
Supporter Enterprises
MBA BusAdmin, Acc.Cert

Leanne was appointed General Manager in October 2011 with the recognition that our growing consumer and supporter fundraising activities (retail stores, lotteries and bingo) should be separate from our large network of supported employment and disability services. Leanne now also oversees events, philanthropy, fundraising, corporate partnerships and visual identity.

With more than 20 years of experience in executive roles leading marketing, product development, retail, operations, and organisational improvement programs, Leanne has owned and worked for Australian and multi-national companies focused on consumer product markets. Her current challenge is to transform fund raising enterprises through organic and interstate expansion by placing the customer at the centre of our value propositions. Leanne also brings a strong focus on establishing more integrated relationships with Endeavour Foundation's lifeblood – our wonderful supporters.



Michael Moodie

Director Projects Office and Manager Strategic Partnerships
B.A., B.Soc. Wk., M. Pub Ad., M.P.H. (Hons), FCHSM

Michael is the Director of the Project Management Office, responsible for the coordination and oversight of strategic projects, through which the organisation responds to opportunities such as the NDIS. He is also the Manager of Strategic Partnerships, developing partnerships which better position Endeavour Foundation to provide comprehensive services for people with a disability. Through leadership, he ensures that good human service, business and governance models are applied to the many changes and developments underway within Endeavour Foundation.

Michael has extensive experience in the public sector and has held senior roles in the state health departments of Queensland, Western Australia and New South Wales. Having begun his professional life as a social worker in a disability support service, Michael has also implemented capital works, IT, policy, planning and restructure projects and has been CEO of a number of health services. He has professional interests in safety and quality, and in integrated care.

Changes to the Executive Management

Shaun McDonagh:
resigned 31 July 2013

Svend Kling:
resigned 16 August 2013

Ken Tapfield:
change of role following realignment, 15 March 2013

Geoff Rowe:
change of role following realignment, 15 March 2013



Carol Bunt
General Manager
Client Services

Appointed 8 October 2013



Rod Cameron
Executive General Manager
Corporate Services

Appointed 18 September 2013

Financial Overview

The consolidated annual financial statements of the Group for the financial year ended 30 June 2013 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 an operating surplus for the current financial year of \$868,000 compared to an operating surplus of \$59,000 in the previous year. This improvement in the operating result was due primarily to the following factors:

- a significant improvement in the operating results of the Disability Services division, largely driven by improved efficiencies and cost controls that reduced operating expenses by 1.5%, augmented by a 3.0% increase in operating revenue, primarily due to state subsidy revenue indexation and additional services;
- a reduction in the operating results from Employment Services, down to \$620,000 for the current year, compared to \$2,220,000 in the previous period, driven largely by the flow-on effect of the downturn in the mining sector, the run-off of some long-tailed subsidy funding and the loss of the Resolutions employment services contract;
- an improvement in the total contribution made by the Consumer Business division, with improvements in the Endeavour Foundation Lotteries and Events results partially off-set by a further deterioration in the Endeavour Foundation Recycled Clothing Stores. 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 recent years 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 Consumer Business division also includes costs associated with brand development in relation to all visual mediums and internal and external promotional publications;
- the Endeavour Foundation Business College continued to deliver training to Endeavour's employees, but significant revenues from external training delivery did not eventuate;
- non-recurrent corporate project costs associated with the implementation of a new payroll system and improved IT systems.

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 0.52% of operating revenue (2012: 0.04%), providing a marginal operational buffer.

The Group's net surplus for the current financial year, after recognising non-operating revenues of \$2,617,000, was \$3,485,000. In the year 2011-2012 the Group recorded a comparative net surplus for the year of \$2,202,000 after recognising non-operating revenues of \$2,143,000. Non-operating revenues included significant non-recurrent government capital grants and other capital donations of \$1,112,000 (2012: \$1,926,000).

Financial Highlights During the Year Included:

Income Statement

Operating revenues increased by 1.7% over the prior year to \$167,722,000, with revenue growth being recorded for the Disability Services and Consumer Business divisions, offset by a retraction in operating revenues from Employment Services and the Endeavour Business College.

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 59.1% of total operating revenue (2012: 59.8%). Government subsidies increased by a modest \$437,000 or 0.44% to \$99,047,000, reflecting a combination of growth in services being offered and some limited indexation of existing subsidies in the Disability Services division, tempered by a decreases in government subsidies in Employment Services due to the loss of the Resolutions employment services contract and the run-off of some long-tailed subsidy funding.

Operating expenses increased by 1.2%, or \$1,954,000 to \$166,854,000 for the year. This is only slightly less than the 1.7% increase in total operating revenues, reflecting the tight margins under which the organisation operates and the risks inherent in those areas of the business that have exposure to variable commercially generated revenue streams, but which have inelastic cost bases unable to be quickly reduced across the period. The resultant gap flowed through to record an increased operating surplus for the year of \$868,000.

Non-recurrent government capital expenditure grants and other capital donations of \$1,112,000 (2012: \$1,926,000) continue to provide an important cash supplement for capital asset acquisitions and improvements. The total capital expenditure spend on property in 2013 was however \$8,268,000 (2012: \$8,169,000), leaving more than 86% of the current year's capital infrastructure spend to be funded from internal cash reserves.

Financial Overview Continued

Balance Sheet

Endeavour Foundation is in a sound financial position at 30 June 2013, 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 \$4,930,000 at balance date (2012 net current assets of \$5,871,000).

The year end cash balance of \$11,114,000, includes quarantined cash of \$9,527,000. Of these quarantined balances, \$5,308,000 represents income received in advance, with the remaining \$4,219,000 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 \$66,165,000 is largely attributable to the cash spend on a number of property acquisitions and capital construction projects during the year, including the construction of new state of the art industrial buildings for Employment Services, Wacol, and purchase of land and commencement or completion of construction of a number of new residentials under the "at home with choices" program.

The funding position of the defined benefit plan improved significantly by \$2,290,000 during the year, moving from a net liability position of \$2,160,000 to a net asset position of \$130,000 at period end, reflecting a combination of higher values of the plan assets due to improved performance by the investments markets and decreased plan liabilities due to higher discount rates. This resulted in a non-cash actuarial gain for the year of \$2,014,000 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.

The balance sheet remains strong, is un-gearred, with total equity increasing by \$5,513,000 to \$68,905,000, reflecting a combination of the effects of a larger net surplus for the year and the effect of the non-cash actuarial gain from the defined benefit fund, recognised directly through retained earnings.

Cash Flow Statement

Net cash provided by operating activities, remained strong at \$8,784,000, increasing by \$2,887,000 compared to the previous period, due largely to the effect of the increased net surplus for the year and favourable movements in working capital. The cash generated from operating activities was sufficient to fully cover the net cash spend on investing activities of \$8,612,000, resulting in a \$172,000 increase in the cash and bank balances for the year, to record a closing balance of \$11,114,000 at period end.

Untied cash reserves stood at \$1,587,000 at period end, compared to \$4,651,000 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 2013.

Audited Financial Report

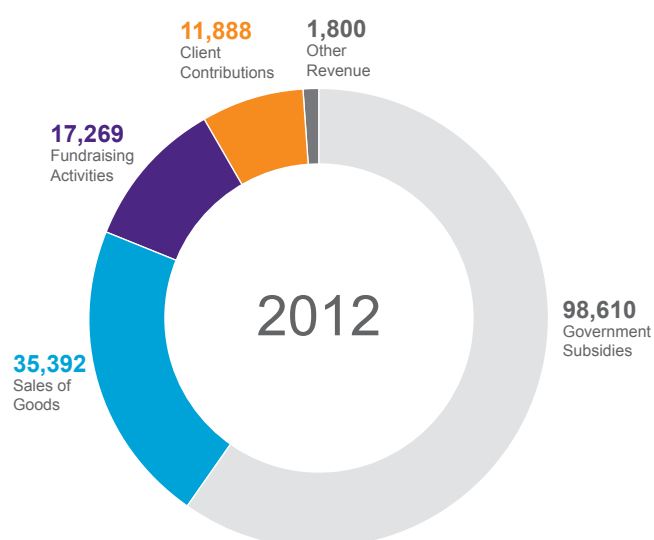
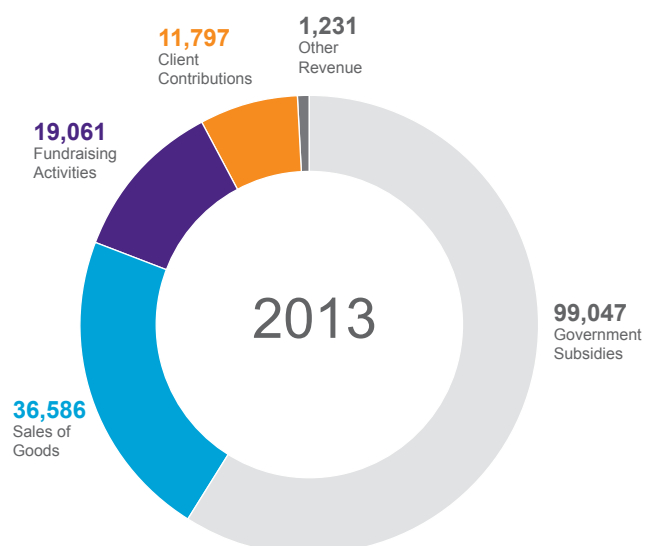
The audited full statutory Annual Financial Report for the year ended 30 June 2013 is available as a separate document. A Summary Financial Report, which is an extract of the audited full statutory Annual Financial Report is included in the final section of this Annual Report. The full statutory Annual 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.

Financial Overview Continued

Divisional Results (\$'000)

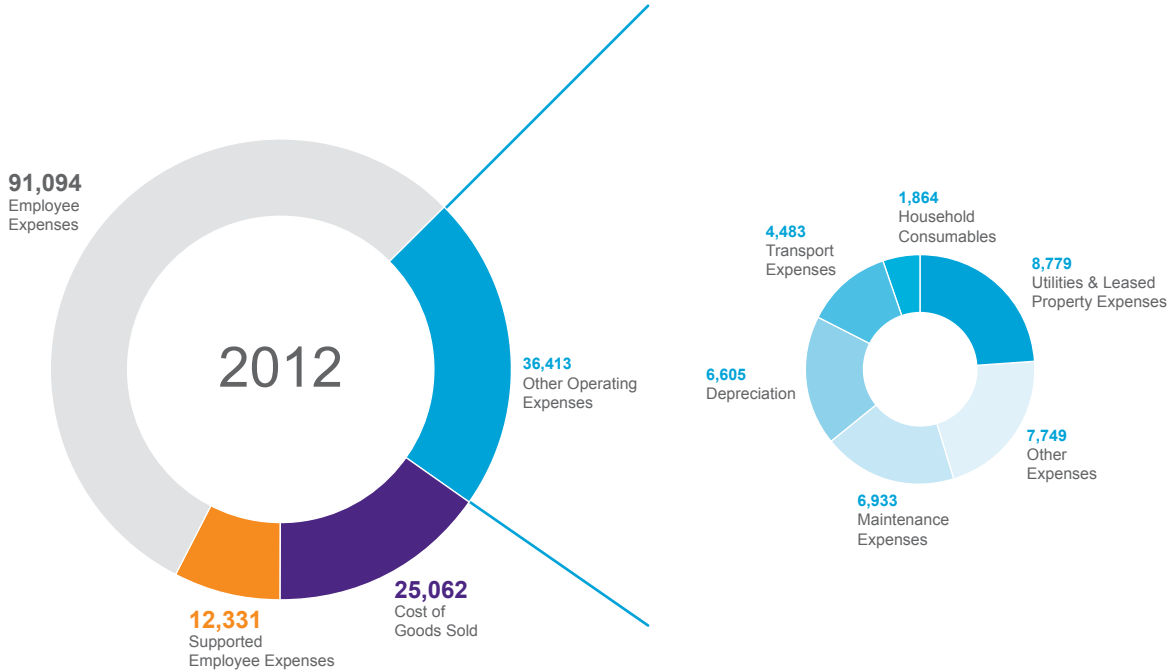
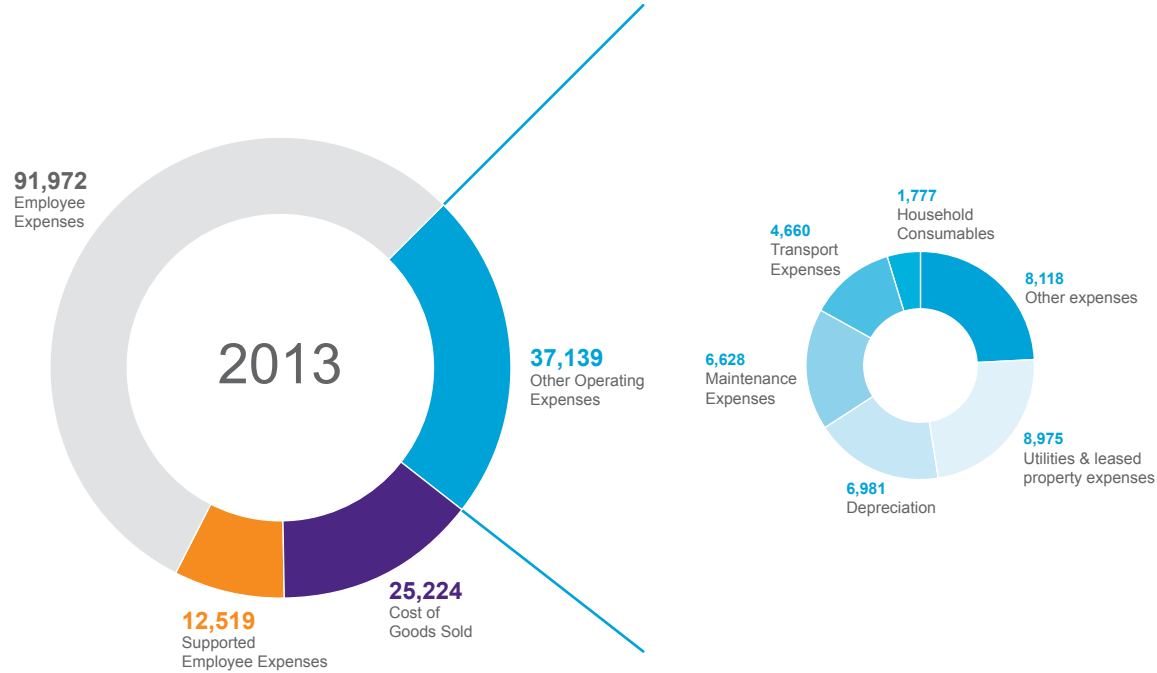
	Disability Services		Employment Services		Consumer Business		Corporate & Infrastructure		Total Foundation	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Operating Revenue	83,693	81,269	53,512	53,965	26,836	25,173	3,681	4,552	167,722	164,959
Operating Expenses	(81,777)	(83,019)	(52,892)	(51,745)	(27,833)	(26,400)	(4,352)	(3,736)	(166,854)	(164,900)
Divisional operating surplus/(deficit)	1,916	(1,750)	620	2,220	(997)	(1,227)	(671)	816	868	59
Non-operating revenue	54	20	24	32	206	—	2,333	2,091	2,617	2,143
Net surplus/(deficit) for the year	1,970	(1,730)	644	2,252	(791)	(1,227)	1,662	2,907	3,485	2,202

Operating Revenue (\$'000)

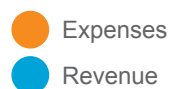


Financial Overview Continued

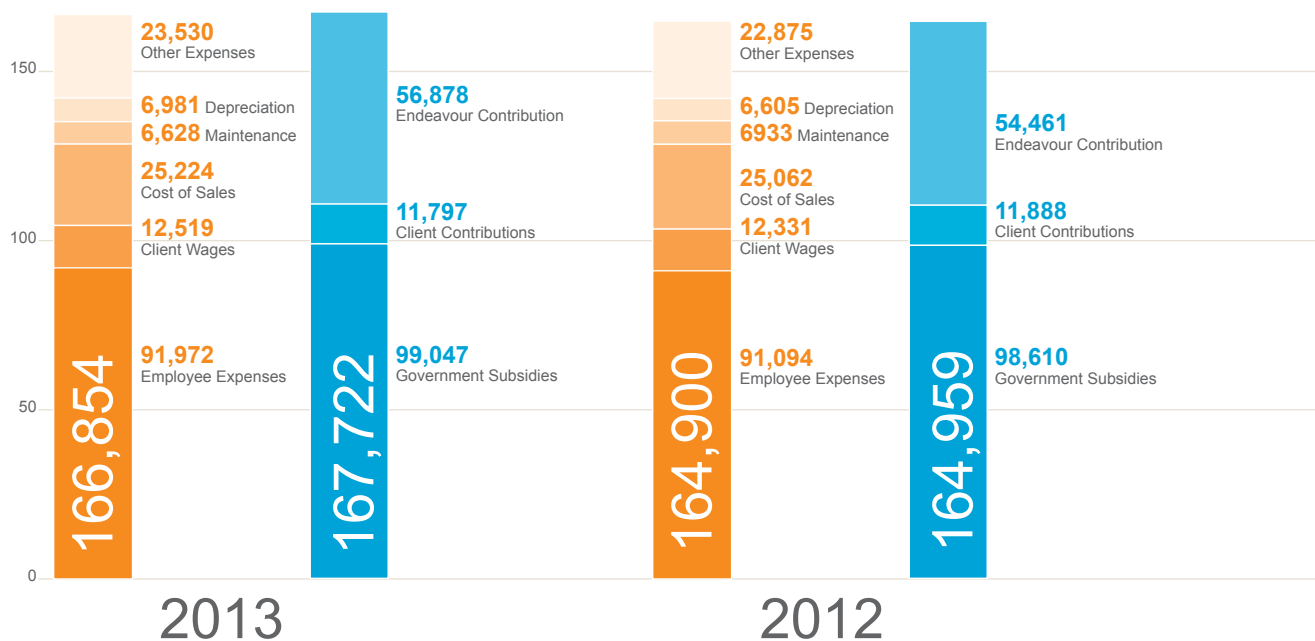
Operating Expenses (\$'000)



Financial Overview Continued

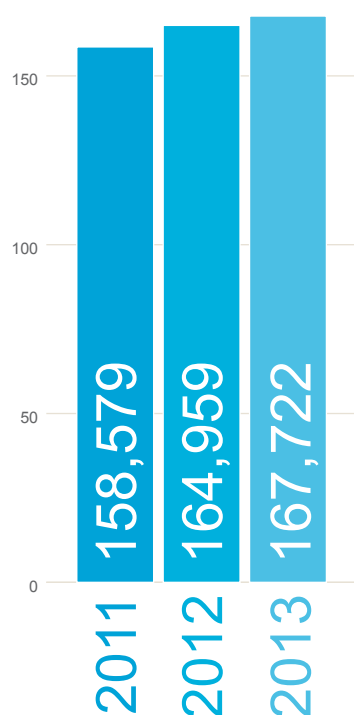


Bridging the Funding Gap (\$'000)

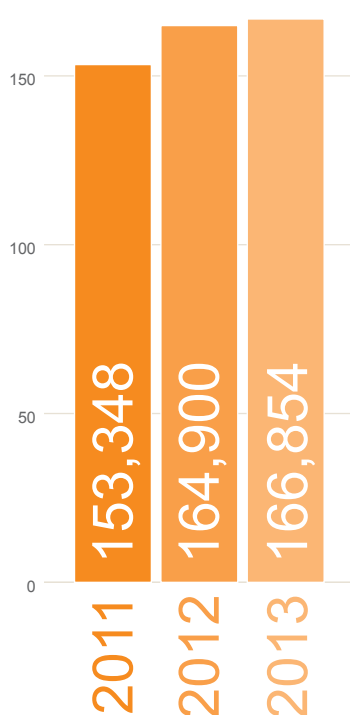


Operating Results (\$'000)

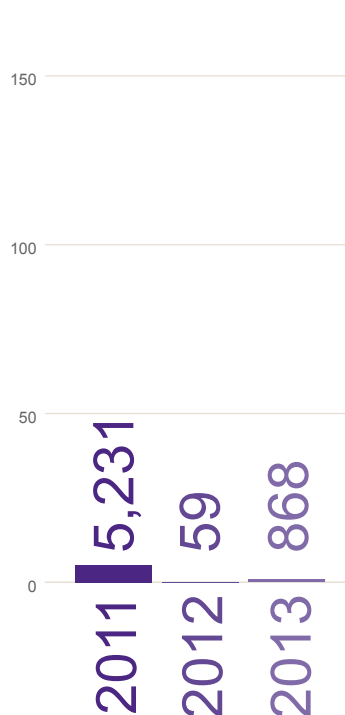
Operating Revenue



Operating Expenses



Operating Surplus



Financial Overview Continued

Summary Financial Performance (5 years) (\$'000)

	2013	2012	2011	2010	2009
Operating Revenues	167,722	164,959	158,579	145,807	124,150
Operating Expenses	(166,854)	(164,900)	(153,348)	(144,113)	(123,443)
Operating Surplus	868	59	5,231	1,694	707
Government capital expenditure grants and other capital donations	1,112	1,926	2,969	1,614	942
Significant bequest	–	–	614	–	–
Gains on sale of properties	1,505	217	122	–	1,394
Net surplus for the year	3,485	2,202	8,936	3,308	3,043

Summary Financial Position (5 years) (\$'000)

	2013	2012	2011	2010	2009
Assets					
Current assets	29,095	28,445	30,864	25,913	32,650
Non-current assets	67,259	62,733	58,540	55,192	45,179
Total Assets	96,354	91,178	89,404	81,105	77,829
Liabilities					
Current liabilities	24,165	22,574	22,224	21,805	21,450
Non-current liabilities	3,284	5,212	3,602	4,330	4,084
Total Liabilities	27,449	27,786	25,826	26,135	25,534
Net Assets	68,905	63,392	63,578	54,970	52,295



Summary Financial Report

for the year ended 30 June 2013

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 2013. 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 2013 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 2013 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 2013

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 2013 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:

		Experience (in years)	
Name	Qualifications and Special Responsibilities	Board of Directors	Area Committee / Branch Board
Current at 30 June 2013			
Grant Bruce Murdoch (Independent Director)	M Com (Hons), FAICD, FCA Chair Chair of Nominations & Remuneration Committee Member of Audit Committee Member of Property Committee Chair of Constitutional Committee (ceased 26/2/13)	6	—
Shane Paul Charles (Elected Director)	LLB, FAIM, MAICD Deputy Chair Member of Nominations & Remuneration Committee Chair of Audit Committee Member of Property Committee Member of Constitutional Committee (ceased 26/2/13)	9	10
Anthony George Bellas (Independent Director)	B Econ, Dip Ed, MBA, MAICD, ASA, FAIM Chair of Property Committee Member of Nominations & Remuneration Committee (appointed 26/2/13) Member of Constitutional Committee (ceased 26/2/13)	3	—
David Booth de Villiers (Elected Director)	MA, HED, AdvDipEd, MAICD, PSM Chair of Client Services Committee Member of Audit Committee Member of Constitutional Committee (ceased 26/2/13)	8	16
Edward Terence Mason (Elected Director)	MAICD Member of Risk Committee (appointed 26/8/13)	3	3
Sally Herman (Independent Director)	BA Chair of Risk Committee	3	—
Alison Jean Semple (Elected Director)	LTCL, BA, Grad Dip Ed (rsc), Grad Cert Theol, MAICD Elected 30/11/2012 Member of Client Services Committee (appointed 26/2/13)	7mths	15
Katherine Jean Swindon (Independent Director)	B Com, FCA Member of Risk Committee Member of Client Services Committee Member of Constitutional Committee (ceased 26/2/13)	3	—
Suzanne Evelyn Thorpe (Elected Director)	Elected 30/11/2012 Member of Client Services Committee (appointed 26/2/13)	7mths	7

Directors' Report Continued

for the year ended 30 June 2013

Directors Continued

		Experience (in years)	
Name	Qualifications and Special Responsibilities	Board of Directors	Area Committee / Branch Board
Past Directors who served during year			
David Roland Rawnsley (Elected Director)	B Ed, MAICD Ceased 30/11/2012	6.5	9.5
Gerard Michael Crotty (Elected Director)	Ceased 30/11/2012 Member of Nominations & Remuneration Committee Member of Client Services Committee	13.5	22.5
Resignations since the end of the financial year			
Sally Herman (Independent Director)	Resigned 22/07/2013 Chair of Risk Committee	3	—

Directors' Report **Continued** for the year ended 30 June 2013

Company Secretary

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

Svend Erik Kling	B Bus, Grad Dip Mgt, MBA, GAICD	Resigned 26/08/2013
Patrick Stephen Burke	B Bus, Grad Dip Mgt, Grad Dip Fin Planning, FCPA, FAICD	Appointed 26/08/2013

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	11	11	2	2	4	4	–	–	–	–	1	1	–	–
S P Charles	11	10	2	2	4	4	–	–	–	–	1	1	–	–
A G Bellas	11	6	–	–	–	–	–	–	4	3	1	1	–	–
D B de Villiers	11	10	–	–	4	4	4	4	–	–	–	–	–	–
S Herman	11	6	–	–	–	1	–	–	4	4	–	–	–	–
E T Mason	11	10	–	–	–	–	–	–	–	–	–	–	–	–
K J Swindon	11	9	–	–	–	–	4	3	4	4	–	–	–	–
A J Semple	6	6	–	–	–	–	2	2	–	–	–	–	–	–
S E Thorpe	6	5	–	–	–	–	2	1	–	–	–	–	–	–
G M Crotty	5	3	2	1	–	–	2	2	–	–	–	–	–	–
D R Rawsley	5	4	–	–	–	–	–	–	–	–	–	–	–	–

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

B – Number of meetings attended

Directors' Report Continued

for the year ended 30 June 2013

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 A G Bellas (appointed 26/2/13)
- Mr G M Crotty (ceased 30/11/12)

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 (retired as a director on 30/11/2012 but remained a committee member)
- Ms K J Swindon
- Ms A Semple (appointed 26/2/13)
- Ms S E Thorpe (appointed 26/2/13)

Directors' Report Continued

for the year ended 30 June 2013

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) (ceased 22/7/13)
- Ms K J Swindon
- Mr A G Bellas
- Mr E T Mason (appointed 26/8/13)

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 was dissolved on 26 February 2013.

The Constitutional Committee comprised the following members during 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.

Directors' Report Continued

for the year ended 30 June 2013

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 an operating surplus for the current financial year of \$868,000 compared to an operating surplus of \$59,000 in the previous year. This improvement in the operating result was due primarily to the following factors :

- a significant improvement in the operating results of the Disability Services division, largely driven by improved efficiencies and cost controls that reduced operating expenses by 1.5%, augmented by a 3.0% increase in operating revenue, primarily due to state subsidy revenue indexation and additional services;
- a reduction in the operating results from Endeavour Industries, down to \$620,000 for the current year, compared to \$2,220,000 in the previous period, driven largely by the flow-on effect of the downturn in the mining sector, the run-off of some long-tailed subsidy funding and the loss of the Resolutions employment services contract;
- an improvement in the total contribution made by the Consumer Business division, with improvements in the Endeavour Prize Home Lotteries and Events results partially off-set by a further deterioration in the Endeavour Recycled Stores. 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 recent years 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 Consumer Business division also includes costs associated with brand development in relation to all visual mediums and internal and external promotional publications;

- the Endeavour Business College continued to deliver training to Endeavour's employees, but significant revenues from external training delivery did not eventuate;
- non-recurrent corporate project costs associated with the implementation of a new payroll system and improved IT systems.

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 0.52% of operating revenue (2012: 0.04%), providing a marginal operational buffer.

The Group's net surplus for the current financial year, after recognising non-operating revenues of \$2,617,000, was \$3,485,000. In the year 2011-2012 the Group recorded a comparative net surplus for the year of \$2,202,000 after recognising non-operating revenues of \$2,143,000. Non-operating revenues included significant non-recurrent government capital grants and other capital donations of \$1,112,000 (2012: \$1,926,000).

Directors' Report Continued

for the year ended 30 June 2013

Dividends

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

Events Subsequent to Balance Date

Since 30 June 2013 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, other than already disclosed in the Notes to the Financial Statements.

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 22)

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 22).

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.

Directors' Report Continued for the year ended 30 June 2013

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 10 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
11th October 2013



S P Charles – *Director*
Brisbane
11th October 2013

Consolidated Balance Sheet

as at 30 June 2013

	Note	2013 \$'000	2012 \$'000
Current assets			
Cash and cash equivalents			
– Untied cash		1,587	4,651
– Quarantined cash		9,527	6,291
	4	11,114	10,942
Trade and other receivables		7,077	5,802
Inventories		9,027	8,771
Other current assets		1,619	1,091
		28,837	26,606
Assets classified as held-for-sale		258	1,839
Total current assets		29,095	28,445
Non-current assets			
Investments		817	763
Net defined benefit plan asset		130	–
Other intangible assets		147	265
Property, plant & equipment		66,165	61,705
Total non-current assets		67,259	62,733
Total assets		96,354	91,178
Current liabilities			
Trade and other payables		7,551	7,540
Employee entitlements		11,306	11,165
Revenue received in advance		5,308	3,869
Total current liabilities		24,165	22,574
Non-current liabilities			
Net defined benefit plan liability		–	2,160
Employee entitlements		3,284	3,052
Total non-current liabilities		3,284	5,212
Total liabilities		27,449	27,786
Net assets		68,905	63,392
Equity			
Reserves		852	845
Retained earnings		68,053	62,547
Total equity		68,905	63,392

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 2013

	Note	2013 \$'000	2012 \$'000
Revenue			
Sale of goods and services		36,586	35,392
Fundraising activities		19,061	17,269
Service user contributions		11,797	11,888
Government subsidies		99,047	98,610
Interest income		595	1,012
Other revenue		636	788
	3 (a)	167,722	164,959
Expenses			
Cost of goods sold & commercial fundraising activities		(25,224)	(25,062)
Employee expenses		(91,972)	(91,094)
Supported employee expenses		(12,519)	(12,331)
Utilities & leased property expenses		(8,975)	(8,779)
Transport expenses		(4,660)	(4,483)
Maintenance expenses		(6,628)	(6,933)
Household consumables		(1,777)	(1,864)
Depreciation & amortisation expenses		(6,981)	(6,605)
Interest expense		–	(18)
Other expenses		(8,118)	(7,731)
		(166,854)	(164,900)
Operating surplus		868	59
Government capital expenditure grants and other capital donations	3 (a)	1,112	1,926
Gain on sale of properties	3 (a)	1,505	217
Net surplus for the year		3,485	2,202

Divisional Results	Disability Services		Endeavour Industries		Consumer Business		Corporate & Infrastructure		Total Foundation	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Operating revenue	83,693	81,269	53,512	53,965	26,836	25,173	3,681	4,552	167,722	164,959
Operating expenses	(81,777)	(83,019)	(52,892)	(51,745)	(27,833)	(26,400)	(4,352)	(3,736)	(166,854)	(164,900)
Operating surplus/(deficit)	1,916	(1,750)	620	2,220	(997)	(1,227)	(671)	816	868	59
Non-operating revenue	54	20	24	32	206	–	2,333	2,091	2,617	2,143
Net surplus/(deficit) for the year	1,970	(1,730)	644	2,252	(791)	(1,227)	1,662	2,907	3,485	2,202

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 2013

	2013 \$'000	2012 \$'000
Net surplus for the year	3,485	2,202
Other comprehensive income (Items that will not be reclassified to profit and loss)		
Net increase/(decrease) in fair value of investments	7	(96)
Realised gains/(losses) on disposal of investments	7	(28)
Actuarial adjustment to defined benefit superannuation plan	2,014	(2,264)
Other comprehensive income/(expense) for the year	2,028	(2,388)
Total comprehensive income/(expense) for the year	5,513	(186)

Consolidated Statement of Changes in Equity

for the year ended 30 June 2013

	Fair value reserve \$'000	Subsidies reserve \$'000	Total reserves \$'000	Retained earnings \$'000	Total Equity \$'000
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
Total comprehensive income for the year	7	–	7	5,506	5,513
Total equity at 30 June 2013	456	396	852	68,053	68,905

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 2013

	Note	2013 \$'000 Inflows (Outflows)	2012 \$'000 Inflows (Outflows)
Cash flows from operating activities			
Cash receipts in the course of operations		181,198	175,706
Cash payments to suppliers & employees		(173,313)	(171,429)
Dividends received		38	44
Interest received		630	1,057
Interest paid		—	(36)
Legacies & bequests received		231	555
Net cash provided by operating activities		8,784	5,897
Cash flows from investing activities			
Acquisition of property, plant & equipment		(12,320)	(12,323)
Acquisition of intangible assets		(60)	(154)
Acquisition of investments		(450)	(502)
Proceeds from disposal of property, plant & equipment		2,829	755
Proceeds from sale of investments		410	349
Proceeds from non-operational capital grants and donations		979	1,997
Net cash utilised in investing activities		(8,612)	(9,878)
Cash flows from financing activities			
Repayment of interest bearing loans		—	(980)
Net cash utilised by financing activities		—	(980)
Net increase/(decrease) in cash held		172	(4,961)
Cash at the beginning of the financial year		10,942	15,903
Cash at the end of the financial year	4	11,114	10,942
Comprised of:			
Untied cash		1,587	4,651
Quarantined cash		9,527	6,291
		11,114	10,942

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 2013

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 2013 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 Friday, 11th October 2013.

(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 accruals basis with the exception of dividends, 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.

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 10 – Non-current Assets/(Liabilities) – Defined Benefit Plan Asset/(Liability);
- Note 12 – Non-current Assets – Property, Plant & Equipment;

Notes to the Financial Statements **Continued** for the Year Ended 30 June 2013

	2013 \$'000	2012 \$'000
3 (a) OPERATING REVENUE AND OTHER INCOME		
Sale of goods and services	36,586	35,392
Fundraising activities		
– Commercial fundraising activities	17,273	15,474
– Donations & appeals	878	741
– Special functions	515	292
– Bequests & legacies	231	555
– Community grants	164	207
	19,061	17,269
Service user contributions		
– Accommodation services	8,726	8,883
– Learning & Lifestyle centres	1,570	1,578
– Transport services	1,501	1,427
	11,797	11,888
State Government subsidies	72,607	71,432
Federal Government subsidies	26,440	27,178
Dividend income	38	44
Interest income	595	1,012
Other revenue	598	744
Total operating revenue	167,722	164,959
Non-operating revenue		
Government capital expenditure grants & other capital donations		
Other non-recurrent Government capital grants	609	1,332
Gambling Community Benefit Fund capital grants	230	594
Other capital donations	273	–
	1,112	1,926
Gain on sale of property	1,505	217
	2,617	2,143
Total revenue and other income for the period	170,339	167,102

Notes to the Financial Statements **Continued** for the Year Ended 30 June 2013

	2013 \$'000	2012 \$'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)	19,061	17,269
Community grants in non-operating income	230	594
Capital donations in non-operating income	273	–
Direct costs of commercial fundraising activities	(15,028)	(15,100)
Net Fundraising Revenue	4,536	2,763
Indirect fundraising expenses	(1,768)	(1,111)
Net Fundraising Contribution	2,768	1,652
 Fundraising Efficiency Ratio (Net Fundraising Contribution / Net Fundraising Revenue)	 61.02%	 59.79%
4. CASH AND CASH EQUIVALENTS		
Untied cash	1,587	4,651
Quarantined cash	9,527	6,291
	11,114	10,942

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

Quarantined cash represents revenue received in advance of \$5,308,000 (2012: \$3,869,000) which is available for draw down only once the services they are meant to fund have actually been delivered and other cash reserves of \$4,219,000 (2012: \$2,422,000) that have been designated for a specific purpose, 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.

Notes to the Financial Statements **Continued** for the Year Ended 30 June 2013

	2013 %	2012 %
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.

7. PARENT ENTITY DISCLOSURES

As at, and throughout, the financial year ending 30 June 2013 the parent company of the Group was Endeavour Foundation.

	2013 \$'000	2012 \$'000
Results of the parent entity		
Net surplus for the year	3,499	2,192
Other comprehensive income/(expense)	2,014	(2,264)
Total comprehensive income/(expense) for the year	5,513	(72)
Financial position of the parent entity at year end		
Current assets	29,013	28,376
Total assets	95,456	90,346
Current liabilities	24,095	22,570
Total liabilities	27,379	27,781
Total equity of the parent entity comprising of		
Subsidies reserve	396	396
Retained earnings	67,681	62,169
Total equity	68,077	62,565

8. EVENTS SUBSEQUENT TO REPORTING DATE

Subsequent to the balance date, Endeavour Foundation entered into memorandums of understanding with two entities involved in the provision of support services to people with a disability, with a view to exploring merger proposals that would result in the two entities merging their operations and net assets with those of Endeavour Foundation, for no consideration. Due diligence proceedings had commenced but no final merger agreements had been executed at the date of this financial report.

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 2013

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 2013, set out on pages 74 to 81:

- (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*
Brisbane
11th October 2013



S P Charles – *Director*
Brisbane
11th October 2013

Independent Auditor's Report

for the year ended 30 June 2013



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

The accompanying summary financial statements of the Group comprising Endeavour Foundation (the Foundation) and the entities it controlled at the year's end or from time to time during the financial year which comprises the consolidated balance sheet as at 30 June 2013, the consolidated income statement and consolidated statement of comprehensive income, consolidated statement of changes in equity and the consolidated 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 the Group for the year ended 30 June 2013.

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 and for such internal control as the directors determine necessary to enable the preparation of the summary financial report.

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*.

Our responsibility is to express an opinion on the summary financial report based on our audit procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Standards*. We have conducted an independent audit in accordance with Australian Auditing Standards, of the financial report of Endeavour Foundation for the year ended 30 June 2013. We expressed an unmodified audit opinion on the financial report in our report dated 11 October 2013. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the summary financial report. The procedures selected depend on the auditor's judgement, including the risk of material misstatement of the summary financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the summary financial report in order to design procedures, that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the summary financial report is derived from, and is consistent with, the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the summary financial report complies with Australian Accounting. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

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 2013 are a fair summary, in all material respects, of that audited financial report, on the basis described in Note 2.

KPMG

KPMG

Scott Guse – Partner
Brisbane
11th October 2013

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Endeavour Foundation Summary Financial Report 2012-2013

With Thanks

Our sincere thanks are extended to our many sponsors and supporters – small and large – for their generous support during 2012-2013.

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All Saints Anglican School
Grace Lutheran College
St Columba's Primary School
St Martin's Catholic Primary School
Ironsides State School
Catholic Diocese of Cairns
Innisfail Baptist Church
Innisfail Council of Clergy
Trinity Lutheran Church

Community Groups

Brooklea Residents & Social Club
Brookside Ladies Club
Fun Over Fifty Charters & Tours
Lions Club of Coolumb Beach Inc
Lions Club of Emu Park
Rotary Club of Brisbane Inner West
Rotary Club of Monto
St Johns Lutheran Womens Guild
Townsville – Ross Vallley Lions Club
Townsville RSL Services Club
City Golf Club

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 JobFit Systems International Pty Ltd
 Kenny Industries Pty Ltd
 Lawler Hacketts Pty Ltd
 Lio and Associates
 Mackay Regional Council
 Mackay Sugar Limited
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 Services
 Mark Searle Trust
 Martin Jonkers Motors
 Masoncroft Pty Ltd
 Mayfield Farming Co Pty Ltd
 McKeagues Surveying Consultants

Mellick Smith & Associates
 Metcash Trading Limited
 Shared Services
 Milner Strategic Services
 Moreton Bay Regional Council
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 Queensland Master Builders
 Association (North Queensland)
 Redlands Community Financial
 Services Pty Ltd
 Ritchies Supa IGA Community
 Benefit Program
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 Robertson Scannell Accountants
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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

Pat Burke BBus, Grad Dip Mgt,
Grad Dip Fin Planning, FCPA, FAICD
Appointed 26 August 2013

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
Queensland 4000

Solicitors

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

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

Board of Directors

Grant Murdoch, Chairman
Shane Charles, Deputy Chairman
Gerry Crotty
David de Villiers
David Rawnsley
Sally Herman
Kate Swindon
Tony Bellas
Edward Mason

Changes to Board of Directors

Gerry Crotty resigned 29 November 2012;
David Rawnsley resigned 29 November 2012;
Sally Herman resigned 22 July 2013.

Executive Management

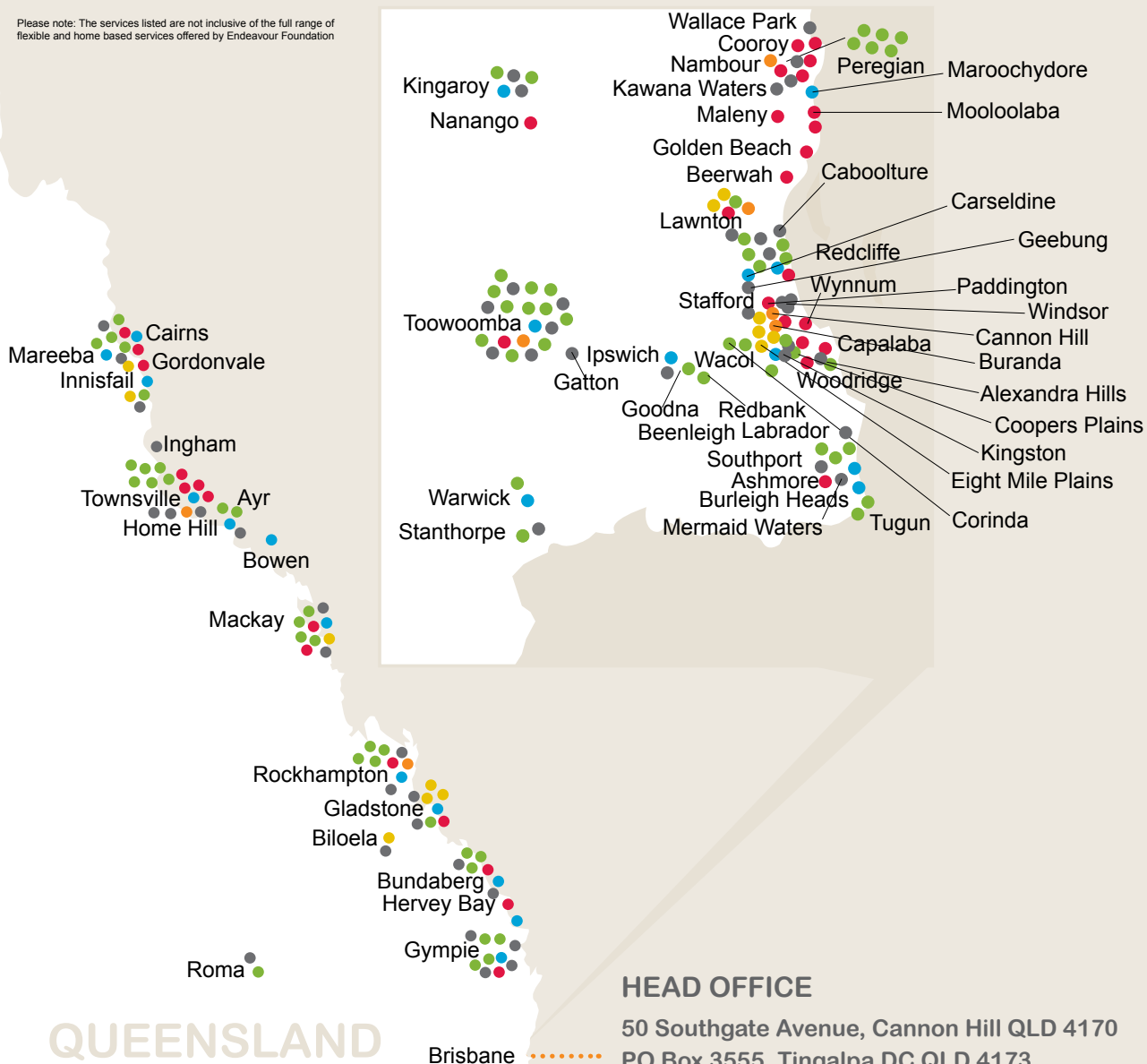
David Barbagallo, Chief Executive Officer
Gail Davidson, Executive General Manager Disability
Services Operations and Community Engagement
Andrew Donne, Executive General Manager
Employment Services
Leanne Rudd, Executive General Manager
Supporter Enterprises
Michael Moodie, Director Projects Office and Manager
Strategic Partnerships
Rod Cameron, Executive General Manager
Corporate Services
Carol Bunt, General Manager Client Services

Changes to Executive Management

Svend Kling resigned 16 August 2013;
Shaun McDonagh resigned 31 July 2013;
Ken Tapfield and Geoff Rowe had a change of roles
following realignment on 15 March 2013;
Rod Cameron was appointed
Executive General Manager of
Corporate Services 18 September 2013;
Carol Bunt was appointed
General Manager of
Client Services 8 October 2013.

- 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



HEAD OFFICE

50 Southgate Avenue, Cannon Hill QLD 4170

PO Box 3555, Tingalpa DC QLD 4173

Phone: 07 3908 7100




Fax: 07 3908 7101

Email: information@endeavour.com.au
endeavour.com.au

- Penrith
St Mary's
47km from Sydney
- Castle Hill
31km from Sydney
- Mount Druitt
43km from Sydney
- Seven Hills
34km from Sydney
- Sydney CBD



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