

Questions & Answers (Q&As)

Service Advisory Groups

1. What is the purpose of the Service Advisory Groups?

For many years, we have called on families and carers for guidance and advice on our services and the preferences of people we support through volunteer Advisory Groups.

We are continuing this partnership through a more modern and effective approach including people we support, advocates, and disability sector representatives and experts to better meet evolving needs.

Our aim is to create advisory groups that truly reflect the experiences and perspectives of people we support, ensuring every person has a voice in shaping our services and future direction.

2. Why are there two Service Advisory Groups?

The two Service Advisory Groups are:

1. Disability Employment Service Advisory Group (DESAG)
2. Home and Community Service Advisory Group (HCSAG)

Both groups will be asked to provide insights specific to their related service area, on topics including:

- current and future service offerings to ensure they are safe and address the needs and preference of people we support
- implementation of our strategic plan
- preparedness for future needs and sector changes
- elevating the voice of people we support and advocacy efforts.

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3. What will the Disability Employment Service Advisory Group do?

The Disability Employment Service Advisory Group will be asked to provide advice and feedback on a range of topics related to disability employment including:

- the breadth of our disability employment services, including our social enterprises,
- partnerships with organisations to advocate for open employment opportunities,
- and supporting individuals to identify their own employment options.

4. What will the Home and Community Service Advisory Group do?

The Home and Community Service Advisory Group will be asked to provide advice and feedback on topics related to support for people in Home and Community settings including:

- supported independent living options, and
- community access and engagement.

5. Who can volunteer to participate in a Service Advisory Group?

People with a lived and/ or professional experience within the current NDIS environment are encouraged to volunteer to provide valuable insights to the organisation including:

- people we support
- family members of people we support
- representatives of advocacy organisations whose focus is people with an intellectual disability
- Researchers in the field of inclusion of people with intellectual disability
- Disability sector professionals e.g. sector expert, allied health professionals

6. Who will Chair the Service Advisory Group?

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A member of Endeavour Foundation's Executive Leadership Team will Chair meetings of the Advisory Groups.

7. Do the Service Advisory Groups have a decision-making capacity?

No, the Groups are not decision-making forums and hold no delegated authority to act on behalf of Endeavour Foundation. Volunteers provide advice to the Executive Leadership Team through their participation in meetings.

8. What is the maximum number of volunteers who will participate in a Service Advisory Group at one time?

The maximum number of volunteers in a Service Advisory Group is fifteen people.

9. What do Service Advisory Group volunteers do?

Service Advisory Group volunteers participate by:

- pre-reading meeting agendas and other meeting materials.
- attending online meetings of the group and provide input and advice on items for discussion on the meeting agenda.
- reading meeting minutes and action items.

10. How often do Service Advisory Groups meet?

Service Advisory Groups meet at least four times per year.

11. Where and how do Service Advisory Groups meet?

Service Advisory Group meetings are held online, people can participate from any location in Australia.

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12. What is the time commitment to volunteer to participate in the Service Advisory Group?

The time commitment for Service Advisory Group volunteers will be about four to six hours each quarter.

13. What support is available to volunteers to participate in a Service Advisory Group?

- We will ask volunteers if they require support to participate in a Service Advisory Group on the expression of interest form and discuss needs with individuals to learn how we can best support them.
- Meeting materials will be provided in an accessible format.
- Support persons are welcome at meetings to support volunteers to participate in meetings.

14. Are Service Advisory Group volunteers paid for their time?

No. However, people we support volunteer to participate will be given gift cards for attending meetings.

15. What is the length of time people can volunteer to participate in a Service Advisory Group?

Service Advisory Group volunteers are encouraged to participate for a period of three years.

16. How can I express my interest to participate in a Service Advisory Group?

Please complete an [expression of interest form](#) and you will be contacted to advise of the outcome.

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17. Are there any additional checks needed to volunteer for a Service Advisory Group?

If you are invited to join a Service Advisory Group, you may be required to undertake worker screening checks, namely a NDIS Check, and a Working with Children Check.

18. Where can I direct additional questions?

Please contact companysecretary@endeavour.com.au.