



# ANNUAL REPORT

2015-2016

**ENDEAVOUR**  
FOUNDATION

Opportunities for people with a disability





<i>Our Purpose</i>	2
<i>Snapshot of the year</i>	4
<i>A message from our Chairman and CEO</i>	6
<i>Future Possibilities</i>	8
<i>Customer Focus</i>	10
<i>Responding to needs</i>	11
<i>Real possibilities through partnership</i>	13
<i>Real possibilities through community connections</i>	16
<i>Modernising services for the individual</i>	23
<i>Innovation to turn change into gain</i>	36
<i>Corporate Governance</i>	44
<i>Financial Overview</i>	52
<i>Financial Statements</i>	60

# OUR PURPOSE

**Endeavour Foundation works in partnership with its customers to create real possibilities for a fulfilling life – at home, at work, and in the community.**

By listening to the people we support – and their families and carers – we provide flexible and individualised services that enable them to achieve their goals, based on their own interests and according to their own priorities.

We have been providing disability services for more than 65 years and work hard to maintain a track record of high quality and consistency. However, we also know how important it is to keep looking for new and improved methods that inspire our customers to re-define what's possible.

Using our established community networks and strategic partnerships we continue to innovate, advocate, and push the boundaries with our customers to remove barriers to equality and champion the right to inclusion.

By investing heavily in our frontline staff, we promise a safe set of hands – with the right qualifications, the experience to understand, a commitment for the long-term, and a passion for contributing to a better life for everyone.

## Our Services

Endeavour Foundation is an independent, not-for-profit (NFP) organisation that was launched in 1951 by a small group of families who wanted equal access to education and life skill learning for their children.

Today we support more than 4,000 individuals – in an individual way – so that they have real possibilities to live life to the full. Whether it's moving into a new home, finding employment, joining a community activity or pursuing a different dream, our focus is on partnering with people on their journey through a variety of services in five core areas:



# OUR VALUES

The Endeavour Foundation Board, Senior Leadership Team and staff embrace core values to guide the way we operate. During 2015-16 we began a project to review our values in the context of our current culture and operating model. This project included extensive research with customers and staff.

As a result, we are developing a new set of values which will guide the way we interact with customers and deliver high quality services into the future. They will also set the foundation for how we work together as a team and operate as an organisation.



# SNAPSHOT OF THE YEAR

## 2015

Queensland Premier recognises the importance of supported employment, visiting our Wacol site to present long service awards

SEPT

A new Endeavour Foundation and TAFE partnership opens the door to on-campus learning services for our customers, helping them make the transition to work and independent living

DEC

Our SkillsPlus sites at Dandenong and Springvale were recognised as one of the best providers in the category, attracting a five star Disability Employment Service rating

MAR

Innovative and inclusive accommodation options for customers with elderly parents open in Bundaberg and Rockhampton

SEPT

## 2016

Endeavour Foundation launches its first extensive Customer Insight Research project to ensure the organisation's future direction comes from the grassroots

JAN

Federal Minister visits Endeavour Foundation sites in northern Queensland to launch a roundtable and generate disability sector policy discussions

APR

Endeavour Foundation accelerates its campaign to help customers make the most of NDIS opportunities with a new round of forums and workshops and a practical preparation tool called 'Mapping My World'

JUN

Endeavour Foundation's new virtual reality learning program gets the thumbs up with a Digital Champion Award, recognising its role in helping customers improve their lives

APR

The Great and Super Endeavour Rallies raise funds for vital services for people with a disability

JUN

Long term provider Disability Services Port Stephens joins the Endeavour Foundation fold providing a guarantee of continued support to customers under the NDIS

MAY

Endeavour Foundation was recognised for its role in providing opportunities to people facing barriers to employment with a CoAct Employer of the year award.

JUN

*Andrew Donne, Chief  
Executive Officer;  
Tony Bellas, Chairman*

## A MESSAGE FROM OUR CHAIRMAN AND CEO

We are beginning to see immense rewards for Australians with a disability and their carers, as they embrace preparations for the National Disability Insurance Scheme (NDIS) and, in some areas, begin to transition to the Scheme. NDIS preparations have been both exciting and challenging, as people start to question the status quo and imagine their personal road to greater independence, self-determination and choice.



This drives our sense of what is important for Endeavour Foundation and has been a guiding light as we reshape our organisation and our services for the NDIS. We are already partnering with people who are navigating the NDIS as it becomes available in their region. At the same time we are listening closely to what customers want from Endeavour Foundation and how they want to access support in the future, to evaluate and improve the services we offer.

The most important lesson is that anything less than outstanding service to our valued customers, and exceptional responsiveness within our organisation, is simply unacceptable. There is no doubt that the NDIS will drive this change, just as other markets have been transformed by empowered consumers who enjoy free access to information on the internet and are exercising greater choice.

Now, for the first time, Australians with a disability are poised to become equally empowered in the choice of services they will purchase, along with how, when and where they want services to be delivered. This will focus us even more sharply on service delivery and choice and is an excellent outcome of the NDIS reforms.

Customer choice and satisfaction will ultimately determine the future success of Endeavour Foundation, and so we have undertaken to truly understand what our customers want, need and value. In-depth customer research highlighted key insights that are now forming the basis of all decisions we make – from the services we offer, to the systems we implement, and how we engage with our customers.

Our customers, enabled by the NDIS reforms, are driving us to change for the better.

Over the past year, we have held a mirror up to every aspect of our organisation to determine what we need to change or adapt to be fit for the future. We have made changes to the Board of Directors and have welcomed a number of new members of the Executive Leadership Team. We are reviewing all aspects of our organisation's governance framework and

our constitution to ensure we remain relevant under the NDIS. These changes reflect our commitment to choice and outstanding service delivery, and ensure we maintain a viable and sustainable operating model.

Just as importantly we must closely monitor the safety and quality of services we are providing to people with a disability and be vigilant in addressing any service issues that do not meet the very highest standards. Understanding how to manage safety and quality within an environment of increasingly flexible service delivery is a challenge that all service providers must now learn to meet.

We still have a way to go, but we have made great strides over the past year to be fit for an NDIS future. You can read more about the ways our organisation is changing in these pages.

Every person that is associated with our organisation has a role to play in making sure that delivering an outstanding customer experience, the broadest range of customer choice possible and the safest work environment, is integral to all that we do. We urge each one of you to consider the ways that you can contribute to making this a reality for people with a disability who are in your lives.

In conclusion, we would like to acknowledge the commitment of the Board of Directors, National Council members and Area Committee members and thank them for their valuable insights and contributions over the past year.

Thank you to all of Endeavour Foundation's customers, clients, business partners, members and volunteers for their ongoing support. We would also like to acknowledge the hard work and efforts of Endeavour Foundation employees during this period of transition. Their dedication and professionalism is fundamental to our future, and that of our customers.

We commend Endeavour Foundation's 2015-16 Annual Report to you, which shares the 'Real Possibilities' that we see people embracing in their lives each day across our organisation.



Tony Bellas  
Chairman



Andrew Donne  
Chief Executive Officer



# FUTURE POSSIBILITIES

**After years of lobbying for a more equitable system that would open doors to employment, independent living, education and the community; it's now on our doorstep – offering people with a disability the choice and control they need to achieve meaningful outcomes.**

The National Disability Insurance Scheme (NDIS) – and the possibilities that it promises – became a reality for many of our customers during the last financial year. All states and territories have now formally joined the Scheme, paving the way for trials and initial roll-out in Endeavour Foundation service areas including the Townsville region, Port Stephens, Geelong, Western Sydney and North East Melbourne.

Endeavour Foundation's focus is to partner with our customers to make the most of the opportunities available. While delivering the full continuum of our current services, we have also spent the past 12 months analysing, preparing and positioning ourselves to meet the future needs of the people we support, and bring real possibilities to life for them and their families.

We have put everything under the microscope:

- ① searching for innovative systems that will reduce the administrative burden for our customers and staff, including online solutions
- ① examining service design to achieve maximum flexibility
- ① investing in initiatives to build an NDIS ready workforce
- ① preparing resources for our customers to better understand what the NDIS is all about.

However, the first step in the process has been to make sure we truly understand what our customers want from us, and how we can be the most effective allies, advocates and enablers.

NDIS  
roll-out  
dates





# CUSTOMER FOCUS

By listening to their views, we are putting our customers in the driver's seat and asking them to help set our future direction and priorities. As part of the campaign to get NDIS ready, we launched our first extensive Customer Insight Research project in January 2016. Professional interviewers spent hours with individual customers from across the country, drawing out their experiences, expectations and needs.

The research told us a great deal about how we can be trusted and effective partners. Using 10 key research insights we have:

- ① begun developing new organisational values
- ① built a customer experience e-learning module for our staff
- ① established a framework for re-invigorating the services we deliver and how we deliver them
- ① started to examine our policies, procedures and processes to be more proactive and streamlined in the way we do things.

These customer insights, supported by the results of other research initiatives with Griffith and Sunshine Coast Universities, have also driven our efforts to work with customers on getting ready for an NDIS world – and be positioned to make the most of its opportunities.

Both bodies of research involved interviews with people across the disability sector and assessed our preparations for the NDIS, highlighting the importance of issues like:

- ① improved support in communication to foster choice for our customers
- ① the involvement of family to support people with an intellectual disability to make choices
- ① building daily living skills to foster independence under an NDIS framework.

We will continue to listen to our customers so that we can adapt and change together and we will use their insights to implement new initiatives that are evidence-based and grounded in our grassroots.





# RESPONDING TO NEEDS

One of the very clear findings from our research is that many customers either don't know where to go to find the information they need about the NDIS, or that the information they do find can be confusing and overwhelming. As a result, we expanded our NDIS information campaign to partner with our customers in navigating their way through this important transition period.

## Helping customers navigate with the right information

During the year we:

- ① Launched a new NDIS website as a source for up-to-date information. The site provides access to handy resources like an NDIS glossary, easy read summaries, fact sheets and the answers to frequently asked questions. Within two months of its launch date, the site had received over 5,000 visitors.
- ② Set up information booths in local area shopping centres where the NDIS was soon to roll-out, or at events and expos where we know our customers are likely to be. By delivering a face-to-face presence – at convenient locations – we are able to give customers the individual attention they need to gain answers to their specific questions and issues.
- ③ Hosted information forums and a two-day pre-planning session in the Townsville region as it was about to transition to the NDIS. These sessions helped people with a disability, and their families and carers, to get properly prepared for their first meetings with NDIA representatives. Similar sessions will be held in other locations, in line with the NDIS roll-out plan.
- ④ Published a new edition of the *Discover* guide which provides our customers with a practical and comprehensive resource prepared by La Trobe University, in conjunction with Endeavour Foundation. The book was funded by the National Disability Insurance Agency and aims to help people understand the various components of the NDIS and how to access them.
- ⑤ Launched a monthly electronic newsletter and regular blog to outline new initiatives and answer the critical questions being asked about the NDIS by our customers. The newsletter is steadily building an audience with thousands of people on our current database.
- ⑥ Extended the operating hours for our NDIS Hotline to give customers easy access to an Endeavour Foundation representative when they need advice. The hotline now operates from 8am to 8pm Monday to Friday and from 9am to 2pm on Saturdays.
- ⑦ Empowered our staff to become a trusted point of reference for their customers by building their knowledge about the NDIS and keeping them up to date with developments. Many of our staff have been working with individual customers for years and are well placed to understand their specific circumstances and requirements. Our NDIS training video rolled out between March and June 2016 to make sure every staff member has the tools to help when, and how, they are most needed. We also built a Knowledge Centre to provide a central location for all NDIS resources.

## Our staff are ready to help

Vanessa Byrnes is a support worker at Endeavour Foundation's Fox Street residential site, south of Brisbane. Her perspective on the NDIS has changed as a result of this year's education campaign for frontline staff – and now she's excited about helping her customers get ready to transition to the Scheme in July 2017.

"I was really worried about the NDIS. I felt nervous about it for the people I support and for my own position as a support worker. Since undertaking the in-house NDIS training I can definitely see how the NDIS is going to deliver control and empower our customers. And I feel more confident about my own role as well.

Things are still rolling out and I know some of the details haven't been worked out yet – but I feel like the transition to the Scheme is going to be really smooth by the time it comes to us.

It's given me the confidence to give other people confidence. People here are starting to ask more questions about it and I've been able to help by telling them what I know. My customers don't like change. It's hard for them given all their circumstances. It's good to be able to provide some reassurance when they watch something on television and start to wonder how it might impact on them.



Spending a lot of time getting prepared is going to be really important. I've had a few conversations with their public advocates about what we can all do to help so that the people we support can really make the most of it. I expect that as things get closer, I'll get more questions. But I'm in the loop now and I know I'm going to be ready for them."

## The Forum low-down

We have analysed the feedback from this year's Information Forum series and two-day pre-planning session so that we can keep improving what we present and how we set up these sessions to achieve maximum benefit for participants.

Across all sessions, 77% of participants told us that they were either very good or excellent.

Here's what some participants told us:

**"I am still learning about the NDIS, but found this forum excellent"**

**"It's got me started"**

**"It was very helpful with everyone's questions"**

**"Thank you. This seemed a very practical workshop"**

# REAL POSSIBILITIES THROUGH PARTNERSHIP

**Accessing the right information is just the first step in preparing for the NDIS. With the promise of more choice and control for our customers, comes the need for them to prepare, plan and make decisions in a way they have not done before.**

Endeavour Foundation has been analysing the lessons learnt from trial sites, and using the results of its research with Sunshine Coast University, to determine how it can best partner with customers and help make the NDIS planning process as easy and beneficial as possible.

The message that rings loud and clear is that there is a direct correlation between 'planning well' and 'achieving better outcomes' from the Scheme.

## *What our partnership with customers looks like*

Over the past 12 months we have:

- ① Developed a new pre-planning tool for customers called *Mapping My World*. This workbook helps people prepare for their initial NDIS meetings by guiding them through a range of questions and exercises that map their life today and how they want it to look in the future.
- ② Rolled out a new series of pre-planning workshops for more than 150 supported employees, working at sites where the NDIS is soon due to roll-out. We learnt from supported employees at an early trial site in Victoria that the NDIS can open a lot of new doors. Using what they told us, we've partnered with the NSW Council for Intellectual Disability to develop a training package for all our supported employees as they embark on the transition process. It operates as a 'train the trainer' model to ensure our staff are ready to deliver workshops and provide assistance to customers in areas that will join NDIS in 2016-17, and beyond.
- ③ Increased resources and adopted new processes to work one-on-one with new and existing customers during Queensland's NDIS early transition trial at Townsville. As the NDIS became available to people under the age of 18, we worked with families to prepare for their NDIA meeting and connect with services outlined in their first NDIS plan. We will use these experiences to improve our partnering as the NDIS rolls out more broadly.



Angela Hegarty

## Working with customers under the NDIS

### The Port Stephens experience

Endeavour Foundation's Angela Hegarty met with many new NDIS participants in the lead up to the NDIS roll-out.

"The existing relationships we had on the ground were invaluable. Open communication with our customers and their families played an important part in their preparations for the NDIS meeting. Everyone's situation is unique and there really is no such thing as a 'silly' question. I found that some families were quite exhausted by the process of trying to get their head around the NDIS, preparing for their meeting and then actually taking those first steps with the NDIA. From the experiences I saw, I would say that good preparation is vital and that we need to be ready to assist in any way we can."



## What it means to be a Customer Engagement Officer

One initiative introduced as part of the NDIS roll-out in Townsville was to develop a new Customer Engagement Officer role to provide one-on-one support to people as they transition to the NDIS. Kelly King, an experienced Support Worker and Resource and Development Officer, was the first to put her hand up for the challenge. This is how she feels about her new job:

"When I get in contact with families I find that they are really happy to know there is a dedicated go-to person who they can talk to about their transition to the NDIS and how to make it work for their individual circumstances.

The information forums we run have been great to provide an overview to people, but sitting down with customers one-on-one and giving them the time they need

to unravel things in their own way is really helpful.

I spend time with people exploring their goals – the things they need right now and what might need to change 10 or 20 years down the track as parents and carers get older. Some families are so focused on maintaining their existing services that they haven't fully explored the new outcomes they could achieve. I also help people get familiar with the NDIS terminology so that they can be really clear about what services they're looking for and how to connect with them.

It's a great feeling when you see participants and families shift from feeling a bit uncertain to really taking control of what they want for the future. I love it."



Kelly King



Stewart Bayley

## Now I'm ready for the NDIS

Stewart Bayley has worked for Endeavour Foundation since 1999. Based at Keon Park in Melbourne, he has worked in the food packaging area, storeroom and with cleaning and maintenance. In June 2016, Stewart attended one of the NDIS planning workshops for Supported Employees and is now looking forward to the NDIS transition.

"The workshop made me think about what is important to me, and what support I already have, and what I really need. As a group we gave each other ideas and spoke about services I did not know about. The activities were useful

because they helped me think and write down all my goals and dreams. Now I feel ready for the NDIS and I know what to expect when I get my letter or phone call for my planning meeting.

The NDIS is a big change and at the beginning I didn't understand it and was scared, but now I think the NDIS will be good for my future. I have my folder with all the paperwork we worked on in the workshop and can't wait to show it to my planner."



# REAL POSSIBILITIES THROUGH COMMUNITY CONNECTIONS

Endeavour Foundation is ready to take on the challenges associated with delivering new opportunities under an NDIS framework. However, to ensure the best outcomes for our customers, we can't do it in isolation. Over the past 12 months we have been building on our established connections with the community and our partnerships with like-minded agencies so that we can be part of whole-of-life solutions for people with a disability.

## *New entities*

This year, we formalised the structure of our Community Solutions subsidiary, which consist of diversified community service organisations who have joined Endeavour Foundation through amalgamation. Together, Community Solutions, Acclaim, TORGAS, SkillsPlus and BRACE bring an opportunity to deliver additional services for our customers.

Following a period of extensive engagement, the NSW Department of Ageing, Disability and Home Care this year endorsed the relinquishment of contracts held by long-standing disability service provider Disability Services Port Stephens to Endeavour Foundation. This resulted in job security for all employees and service continuity for 57 people in the area, as they transitioned into the NDIS in July 2016.

## *New partnerships*

As more of our customers transition to an NDIS plan we expect to work more closely with different service providers and other adjacent sectors to create easy support pathways for people with a disability. Our research has confirmed that integrated service delivery – where agencies work together to put the customer first – can maximise progress and growth for the individual and the sector.

During the NDIS early transition period in Townsville, Endeavour Foundation grew its referral network with providers and mainstream health, education, sport and community organisations. We discovered how important it will be to keep building our referral pathways so that our customers can access the services they need from us, as well as other providers, in order to achieve their goals.

## Collaboration with the community

An ongoing connection to the community is also vital to look for new ways to engage support through partnerships with businesses, service groups and community events. Initiatives this year included:

- ① Queensland Rail – significantly increased its support of Endeavour Foundation and through a special relationship has involved customers and staff in its own 150 year anniversary celebrations. A range of new support initiatives also began, including free train billboard placements to promote Endeavour Foundation's QArt project and the donation of unclaimed lost items, catering and office equipment which is used at our industry sites or sold at our retail stores.
- ② Arrow Energy – continued their commitment to Endeavour Foundation customers with funding for the School Holiday Activity Program (Dalby) and the Brickability program (Moranbah). Both programs support families through respite.
- ③ Ball for All – this annual event in Toowoomba continues to increase its impact as a fundraiser and a celebration of disability sector awareness due to a strong partnership between local business sponsors, Endeavour Foundation staff and the South West Queensland Area Committee.

## New opportunities for supported employees

A partnership formed with Lockyer Valley business, Withcott Seedlings has delivered unprecedented results this year. The seedling nursery says it has doubled output in areas like seed de-husking after hiring the services of a group of dedicated and meticulous Endeavour Foundation supported employees.

As a result of this achievement, Withcott Seedlings continues to offer new roles and opportunities to the Toowoomba-based supported employee group. Working directly at the nursery, tasks include unloading trucks, washing racks and trays, sorting trays, de-husking garlic and laying out grafted tomato grow blocks. In addition to the nursery work, supported employees have been roasting and packaging salad sprinkle products.

Endeavour Foundation's David Heathcote says the partnership has been a huge success for all involved.

"The growing diversity in tasks has kept supported employees really engaged and the fact that they've been able to make such a massive contribution has given them the confidence to keep trying new things. The Endeavour Foundation team love coming to work on the farm where they can contribute to their community and develop personal skills, including communication and time management skills as well as those directly related to their role.

This kind of experience is crucial in terms of building the skills they will need to transition to the open job market, if and when they are ready," said David.

*Anthony Bets hard at work at Withcott Seedlings*



## Award Sponsorship

Endeavour Foundation proudly sponsors a number of community awards that align with our core business. This year we launched the inaugural Endeavour Foundation sponsored 'TORGAS Community Spirit Award' which was awarded to Sid Taye. Sid arrived in Australia from Ethiopia at the age of 15, with no English language ability. Now an apprentice chef with TORGAS, Sid was recognised for his resilience through adversity.



Award recipient Sid Taye, at the awards night.

## Connecting to Australia's generosity

Our many supporters and donors help create new possibilities by contributing invaluable funds and in-kind services. Every bequest made, lottery ticket sold and piece of clothing donated plays a part in our ability to offer services, as well as advocate for change. We appreciate the trust placed in us to collectively channel the generosity of individuals to achieve big picture outcomes that make a difference to lives.

This year Endeavour Foundation brought all its fundraising efforts together into one business area and revised the full range of activities to focus on those that receive the greatest level of community participation. We broke some records along the way with more Star Supporters than ever before and our highest sales achieved for the 65th Anniversary Lottery at Maleny.

Funds raised this year directly contributed to many programs and projects including:

- ① At Home with Choices – constructing purpose built homes to offer more accommodation options and greater opportunity for independence
- ① Renovations and improvements to existing accommodation facilities such as outdoor patios, modern kitchens and new flooring
- ① Grandparents as Parents program – which provides tailored assistance to a growing number of grandparents who have had to take on the care of their grandchildren
- ① Youth Mentoring Program – where fully screened volunteers work with an individual child or young person to help them overcome any social or personal barriers
- ① A new children's play area to promote mobility and social skills through play at Rockhampton's respite centre
- ① Wheelchair accessible vehicles to offer greater transport options in areas like Airlie Beach
- ① Facilities and equipment to enhance learning at many of our education and training facilities, including smart tablets, computers, interactive whiteboards and music equipment.

TOTAL FUNDS RAISED: \$2.4 MILLION



PRIZE HOME LOTTERIES



RECYCLED CLOTHING STORES



MELBOURNE CUP LUNCHEON

500KM TEAM ENDURANCE RELAY



GREAT/SUPER ENDEAVOUR RALLIES



CORPORATE GOLF CHALLENGE



BEQUESTS & LEGACIES



65TH ANNIVERSARY APPEAL

## Endeavour Foundation Rallies

There was a whole lot of rallying this year with the NSW Great Endeavour Rally in October and both the Great and Super Endeavour Rallies taking place in June. The Super Rally is held once every four years and the 2016 Red Centre and Lake Eyre Adventure took participants on an 18-day course through three states – from Ipswich to Stanthorpe via spectacular locations like Finke Desert, Uluru and the Lake Eyre region.

All up, more than 250 people took part in the rally events raising valuable funds and generating disability sector awareness in local communities along the track. They raised an incredible \$300,000 which will enable us to support more people with a disability across Queensland and NSW.



2016 Super Endeavour Rally Highest Fundraisers 'Rajah Blues Brothers' Car 66

## Online sales boost fundraising

This year, Endeavour Foundation expanded its business footprint for the sale of recycled goods by ramping up online activities and tapping into new markets in places like the United States and Russia.

Endeavour Foundation's Leah Dubbelman says the volunteers and staff who run the retail outlets are learning a lot about the world of collector and designer goods and enjoy seeing special items going to people who fully appreciate them.

"We're lucky to receive some really interesting and valuable donations from members of the public who put their trust in us to make every donation count. I think they will be glad to know that we're making the most of their generosity and then using those funds to provide important services to people with a disability."

## Connecting through research

Since it began in 2009-10, the Endeavour Foundation Endowment Challenge Fund (EFECF) has provided \$361,464 to support research, innovation and social inclusion projects. Using money raised from bequests, donations and fundraising activities it supports initiatives that will bring about significant change and improvement in the disability sector.

Each year, an independent panel selects grant winners from a growing number of applications. The panel allocated \$67,651 for the 2016 round, supporting the following initiatives:

**Research Award** – This Queensland University of Technology (QUT) project is experimenting with digital technology to increase independence and capability for people with an intellectual disability. It is building on a previous project (also funded by Endeavour Foundation) to use a virtual reality game to teach people with a disability about using public transport and interacting in the community. Through this year's grant, the team will value-add to the product with 360-degree video techniques that replicate ticket purchasing scenarios.

**Student Award** – Student researcher Cindy Nicollet will use this grant to develop video resources for an anxiety intervention program for adults with autism.

Anxiety disorder can affect up to 84% of people on the autism spectrum. These new resources will help people manage their anxiety and therefore improve their quality of life.

**Art Award (theatre)** – A new inclusive theatre company called Indel-ABILITY Arts have used funds to stage their first fully accessible production. *Look Mum - No Hands* provided audiences with an honest insight into the experiences of daily life for people with a disability. The theatre company has been formed by artists who identify as having a disability. The performance used sign language and other inclusive communication strategies.

**Art Award (program)** – The Ashford Business Council have created an inclusive art program for artists with a disability, where participants learn about the styles and methods that most interest them. The final workshop will be run at a local community festival, giving the artists an opportunity to show their works and create art with members of the community.

**Not-for-Profit Award** – This grant will help the Waminda Grounds Maintenance Service in Dalby and grow its role in offering employment opportunities for people with a disability.

*Brisbane Broncos players Jordan Kahu (left) and Lachlan Maranta (right) with supported employee Stephen Rooney (middle) at the opening of the Waterfront Lifestyle Lottery prize home.*



## Broncos show their support

Through our partnership with Arrow Energy, Endeavour Foundation has enjoyed the support of some Brisbane Bronco players, who have lent a hand at fundraising events, including the official opening of one of our prize home lotteries. The Broncos are also opening up opportunities for some lucky Endeavour Foundation customers to get behind the scenes at club events.



Federal Assistant Minister for Social Services and Disability Services Jane Prentice at Endeavour Foundation's stand at the 2016 Nepean Disability Expo.

## Connecting to create meaningful change

Collaboration with the community provides fertile ground for progress. Endeavour Foundation continues to engage in policy discussion and to advocate, at a systemic level, for the change that our customers tell us is important. We are well placed to provide advice on disability sector issues such as employment, housing and education.

This year we engaged through a number of events and submissions, including:

- ① A detailed submission to the Productivity Commission Enquiry into Electricity Pricing, highlighting the fact that electricity for people with a disability means more than lighting, heating and hot water. Electrical power is essential for aids and equipment that improve mobility, communication and ultimately independence.
- ② A submission to the Human Rights Enquiry examining the appropriateness of a Human Rights Act for Queensland. Endeavour Foundation's submission focused on the important role of human rights protection under an NDIS framework.

- ③ A submission to the Family and Community Development Committee Inquiry into Abuse in Disability Services in Victoria. Our submission contributed to the Committee's understanding around the factors that enable abuse and how prevention strategies can work in a disability setting.
- ④ Federal policy talks in Bundaberg and Townsville, hosted by Assistant Minister for Disability Services Jane Prentice. Involving people from across the industry, the sessions looked at critical issues including strategies to meet a significant increase in demand for disability sector workers, expected to result from the implementation of the NDIS. The Minister also took the opportunity to tour our Bundaberg industries site where she met with supported employees.
- ⑤ Participation in an independent review of the national advocacy framework under the NDIS.
- ⑥ Engagement with the Queensland Government about affordable transport options for people with a disability, as subsidies and rebates change in line with NDIS funding arrangements.

## Better outcomes through connection with Government

Endeavour Foundation has received significant funding and subsidies from both Commonwealth and State Governments enabling us to deliver high quality services. As the NDIS rolls out across Australia, our funding model will change significantly until the majority of incoming funds are sourced directly from our customers, who choose to purchase Endeavour Foundation services as an NDIS participant.

However, we will continue to apply for additional funding sources through ongoing grant programs. During the 2015-16 financial year we won a number of special grants that will make it possible to create learning and lifestyle opportunities, increase employment avenues, improve workspaces, and create more enjoyable living spaces. This includes 16 grants, worth a total of \$342,000, from the Queensland Government's Gambling Community Benefit Fund.

Further funding and grant details can be found on page 79.



# MODERNISING SERVICES

# FOR THE INDIVIDUAL

To enable our customers to realise their full potential under the framework of the NDIS we will need to be more flexible in the way we deliver our services.

The new Scheme offers people with a disability greater choice and control over the supports they access, which will lead to an increased demand for integrated and individualised services that meet the specific requirements of each customer.

We have been reviewing our service model against the range of supports offered under the NDIS, to determine how we should redesign parts of the model to meet the highest standards of quality. While there's more work to be done, we are already finding innovative solutions and introducing new service options that will provide customers with greater choice, flexibility, consistency and reliability.

## Delivering services to our customers



647 people received accommodation services



2,368 people enjoyed supported employment



170 people took steps towards stronger relationships through specialist behaviour services



264 people increased their participation in the community through community access services



713 people learnt life skills and enhanced their independence

# HOME & DAILY LIFE

**Home is where the heart is. Everyone should be able to live in a home where they feel safe and supported, and where they have independence and control.**

We continue to deliver services that enable our customers to live safely and develop daily skills to increase their independence. We help people explore their accommodation options and find the right mix of supports to suit their needs and aspirations.

From high-needs residential accommodation to in-home or drop-in support that assists an individual to juggle the challenges of daily chores and responsibilities, our facilities and services are being continually reviewed to meet immediate customer needs, as well as their goals for the longer term.

## **New housing projects**

In line with the NDIS, our current focus is to build smaller share accommodation facilities that enable independent living. New initiatives this year include:

- ① A new 'smart homes' project opened in Bundaberg, which provides customers with a more inclusive and independent lifestyle. The complex was specifically built for people who have ageing carers so that they can comfortably transition to an alternative accommodation facility. Each home has built-in assistive technologies and there's a spare room so that a family member or support person can be onsite, while customers develop skills for independent living. The Bundaberg complex was funded through a grant from the Queensland Government's \$15 million Elderly Parent Carer Innovation Trial project.
- ② Norman Gardens was opened in Rockhampton, providing three new contemporary share houses for people with a disability. The \$1.6 million development was funded through Endeavour Foundation's At Home With Choices program which has delivered 66 bedrooms in 15 new homes since 2011. These houses also include assistive technologies to promote greater independence.



# SOCIAL & COMMUNITY PARTICIPATION

**Being connected to communities and social networks contributes to a sense of wellbeing, purpose and quality of life.**

We have seen a significant increase in access to services that enable people to participate in their community, take up a new activity or make new friends. Endeavour Foundation is keen to create new opportunities for its customers through our one-on-one support services or group activities that promote lifestyle outcomes.

## *Community based activities*

We have introduced or expanded group activities that take customers out into the community where they can develop their communication skills and confidence in dealing with new people. Variety is the key to accommodating different preferences and interests, so we're always looking for new ideas, including activities where our customers feel like they are making a valued contribution to their local community. This year saw the growth of several new initiatives including:

- ① can collection services
- ② preservation of natural areas around the Whitsundays
- ③ volunteering at a local hardware store.

Across Australia, activities range from bowling to gardening, sport and exercise, music and tribal drumming.



## Social Work Services

We have expanded services in this area, including additional resources to meet demand for individual counselling and case management, as well as group workshops to address specific issues raised by customers and support workers or in response to incidents. The workshops help participants improve their wellbeing and quality of life by developing strategies to manage issues like anxiety and depression.



The Bundaberg Endeavour Drum Circle working up a storm.

## Drumming-up social connection

For three hours every Wednesday a group of people with a disability drum away their troubles and cares in the Bundaberg Endeavour Drum Circle. The group has been so successful they are now performing at public events and regularly meeting up with the Bargara Pandanas Drum Group for moonlight drumming events.

Endeavour Foundation's Nicole Novak says finding their groove has been a great way for customers to make new friends and get out and about in the community.

"Participants are developing important cognitive skills by learning beats, memorising combinations and using their fine motor skills to perform drum strokes – in time. It's great for team building and gaining confidence in social skills and it's also a good form of exercise. And most importantly, we all just have a lot of fun. You can see how happy it makes everyone and how it gives participants something to talk about with their family and friends," said Nicole.

## Health and Wellbeing

Our Health and Wellbeing services were extended this year to offer a broader range of holistic services that contribute to a better quality of life.

This year we increased our focus in areas like mental health, family wellbeing and public safety, and welcomed the addition of the Ballarat-based Interclub, where people with a disability can enjoy social interaction, and try a range of activities and sports.



## Critical intervention for a better life

Endeavour Foundation social workers help customers to make changes that will lead to better quality of life, from simple steps to enhance relationships to a much more complex level of ongoing case management.

One of our supported employees called 'Beth' (not her real name) was referred to the team this year after a relationship breakup that left her homeless and vulnerable to a sexual assault, as well as financial abuse. She fled the caravan park where she was living, without her medication to control epilepsy, and was frightened and confused about what to do next.

Our team put Beth in contact with a homeless intervention service to access temporary accommodation and meals while working with her to embark on longer term solutions, including applications for a safe and happy home, ongoing in-home support and other disability assistance. They also helped her to lodge an application with the Queensland Civil and Administrative Tribunal for a financial administration and a guardianship order. The next step was to work with Beth to re-establish contact with her family.

Beth is now on the road to a better life. She has a small flat of her own and receives regular Meals on Wheels. She has kept her job with Endeavour Foundation and is receiving ongoing support to deal with the impact of her ordeal, as well as training in financial management. As she builds her confidence and trust, Beth is making new friends and enjoying life's opportunities.



*John O'Sullivan, and his team mates Ricky McDonnell and Daniel Foster, displaying their garden harvest.*

## Gardening project

A group of enthusiastic growers from Endeavour Foundation's day service in Mackay are spending three days a week planning, planting and maintaining garden beds around the grounds of the historic Greenmount Homestead.

Endeavour Foundation's Kirsty Perkins said the project was an excellent addition to the centre's diverse learning program which assists people with a disability to enhance their life skills.

"With projects like this you can engage clients in a really tactile way to build all kinds of skills," said Ms Perkins. "They've learnt all about companion planting, composting and the how's and why's of growing things organically. But it's not just about gardening. We share the produce from the vegetable garden amongst everyone at the Centre and use this as an opportunity to talk about the benefits of healthy eating."

"It's also been great for improving communication and people skills. I've seen a lot of the participants grow more confident about interacting with people they don't know," said Kirsty.

John O'Sullivan, who has become the lead gardener of the group, said his time at the Greenmount Homestead was the best part of his week.

"What I really like is good team work. I like watching veggies grow, tomatoes, corn, capsicum and cucumbers. Watering the gardens, it's a nice place to work. Planting veggies and getting the mulch and spreading it around the gardens," he said.

The project also benefits Greenmount Homestead who are always looking for volunteers to keep the 1915 historic home in pristine condition and consistent with its historic origins.

# WORK & JOB TRAINING

**Work can provide people with a sense of purpose and achievement, an opportunity to contribute, build skills, and gain economic and social participation.**

Endeavour Foundation is Australia's largest employer of people with a disability, providing paid work opportunities across 31 sites in Queensland, Victoria and NSW. By offering a variety of work roles and tasks we enable our 2,368 supported employees to build new skills and enjoy meaningful employment.

Our Community Solutions subsidiary also offers a comprehensive range of additional employment options for people with a disability, including apprenticeships, traineeships and open employment; all delivered with intensive support to ensure sustainable, rewarding outcomes.

Because employment services are so critical to economic and social independence, Endeavour Foundation offers a wide range of training services that remove the barriers to employment so that our customers can get ready for work, find work and keep it. We help from beginning to end on the employment pathway with transition to work courses, resumé writing, job specific skill development and mentoring.

## *Commercial focus to maintain sustainability*

As a large employer of people with a disability, we have a responsibility to keep building employment opportunities through a successful business model that drives profit at our industry sites. We continue to find efficiencies through increased specialisation, new practices and economies of scale. We are also opening doors to new business ventures that add value.





## New job opportunities for supported employees

We are opening new facilities and forging new contracts to provide more opportunities for people who want a paid supported employment position as well as new areas for skills development. This includes:

- ③ Three new work sites in Melbourne following our amalgamation with Scope. This has doubled the number of Endeavour Foundation supported employees in Victoria with 419 now working there.
- ③ A new confidential document destruction business in Townsville where supported employees are being re-trained to take on roles relating to collection, and the operation and maintenance of equipment. The service is building a local clientele amongst legal, health and other office-based businesses.

## On-the-job up-skilling

We are introducing new processes and initiatives at individual work sites to increase efficiency and output and expose supported employees to new technology and leading practice initiatives. This includes:

- ③ The introduction of automated food packaging machinery at Wacol and Mt Druitt which is increasing productivity in line with our ongoing program of efficiency.
- ③ The 'Line Assistants' program across all food packaging sites in Queensland which enables employees to develop supervisory and people management skills.
- ③ A recycling-specific customer service training module, tailored to encompass all council contractual requirements to improve customer interactions and outcomes.

## Pathways to finding employment

We are reviewing and designing services to offer new and complementary employment opportunities under an NDIS environment, particularly through our Community Solutions subsidiary. Some of the highlights achieved this year include:

- ① We assisted more than 800 people to find open employment as part of our Disability Employment Services (DES) program. Partnering with employers across Queensland and Victoria, our DES service creates individualised employment pathway plans to support each customer to achieve their work goals. While these personalised plans differ for everyone, they can include things like workplace modifications, skill development and on-the-job mentoring to build confidence.
- ② We assisted 4,000 customers to find open employment in Victoria and Queensland through our jobactive service. Supporting people who have barriers to employment, including a large number of people with a disability, the jobactive service offers assistance in a range of areas including skills development, mentoring and training.
- ③ We were awarded several new contracts under the Queensland Government's Skilling

Queenslanders For Work initiative, which delivers targeted job-readiness training to support jobseekers, including people with a disability, in securing employment.

- ④ We developed a new Transition to Work Program where Endeavour Foundation partners with each participant to develop an individual learning and career plan for their chosen employment field. The two-year program incorporates time in the classroom with paid, supported employment. Participants receive one-on-one support with an employment coach or mentor and will be awarded a qualification (certificate) at the end of the program.
- ⑤ We introduced a new Community Learning Hub for school leavers and young adults which provides job readiness training through a ten-week course.
- ⑥ Our Dandenong and Springvale sites in Victoria were recognised amongst the best performing Disability Employment Services sites; both attracting five star ratings under the Government's performance framework.



Queensland Premier Anastacia Palaszczuk with long serving supported employee Barry Wright. Other recipients were Noel Morley and Winnie Tse. Together, they have contributed 90 years of combined service.

## Queensland Premier recognises long service

Some of our supported employees have devoted much of their working careers to Endeavour Foundation, enjoying the diversity of roles offered and the employment support provided by our employment coaches. We currently have more than 460 supported employees who have clocked up 25 years or more on the job. Our longest serving staff member has been with the Geebung site for 51 years.

In recognition of this commitment, Queensland Premier Anastacia Palaszczuk visited our

food packaging facility in Wacol this year to personally present some long service awards and join in the Open Day celebrations with our supported employees and their families.

Endeavour Foundation's accredited \$3.8 million food packaging plant at Wacol has been operating since 2013 and employs more than 220 people with a disability. The facility was built with funds raised by the Great Endeavour Rally as well as a significant donation from The Rotary Club of Brisbane Inner West.





Wayne Andrews

## Endeavour Foundation helps Wayne transition to the open job market

Wayne Andrews started out as a supported employee with Endeavour Foundation Business Service Mackay in 1992. When the site signed a contract with Peabody Energy in 2014 to deliver vending services in the Bowen Basin Mines area, he found his job niche and the motivation to transition to the open employment market.

Supported by Endeavour Foundation staff, Wayne has successfully taken on the role of Vending Services Merchandise Officer. He travels up to two and half hours west of Mackay, five times a week, to service computerised machines at different mine sites and replenish supplies of safety products, from safety glasses to helmets.

Endeavour Foundation's Shaun McAullay says Wayne worked hard to win the role, completing a mining accreditation course and impressing his supervisor with his commitment and skills.

Wayne is earning extra money now and building his skills all the time. Most of all, he's enjoying the experience.

"It's not just the money, I like getting out and doing the job -seeing the different scenery and meeting other people. I like to have a chat to people about how things are going. It's good to be able

to come back and tell the people who are packing the stuff that the people who are using it are really happy.

Once someone shows you how the machines work you can pick it up pretty quickly and it's okay from there. It can be frustrating sometimes but that's all part of it and there's someone to call if you need help.

My mum works as a volunteer here. She worries sometimes about me being on the roads but you've just got to get on with it. I'll take it one step at time. I'm happy with what I'm doing now and then I'll take on whatever else they want to throw at me," said Wayne.

On the back of Wayne's success – and the result of ongoing contributions from supported employees across Australia – Endeavour Foundation has extended its contract with Peabody Energy to supply vending services across all Australian sites.



Heidi Alyari

## Job readiness through foundational skills

Heidi Alyari used her new skills and increased confidence to find rewarding employment after completing one of our job readiness courses.

Having tried once before to complete similar training with another provider, Heidi found it hard to complete the course.

"I had a different experience this time. I was able to establish a positive relationship with my

trainer. She is the most patient person I have ever met in my life," said Heidi.

The course helped Heidi to improve her English and numeracy skills and prepared her for further study. Heidi has now secured a job she loves with a major hardware store.

# LEARNING

**Learning and development works best when it's not a one size fits all approach.**

Endeavour Foundation offers a range of learning and development opportunities that enable customers to build on their own skills and strengths. As the NDIS rolls out across Australia, we will work with customers to co-design individualised programs that fit with their interests and what they'd like to achieve. There will always be a strong focus on building independence and enabling inclusion. Initiatives launched this year include:

## *Youth Transitions Pathway*

This pilot program supports people to make the change from secondary to post school learning or employment. Coordinators work with customers – aged 15 to 18 years – to identify their career aspirations.

## *Co-designed courses*

A partnership with Gold Coast group, Advocates For Educating Adults With Intellectual Disability, and Ashmore TAFE has led to the co-design of a new initiative and a foundation for future efforts in working together to create tailored education solutions that meet specific needs. Over a period of 18 months, we assessed needs in the Gold Coast area and developed innovative and interactive education options, combining foundation skills for literacy and numeracy with studies that will enable participants to gain a TAFE Certificate II in Business. Our customers have an opportunity to learn in a mainstream environment, mingling with other students and staff on the Ashmore campus. For the first intake of students it has been a launching pad to confidence building, life-changing relationships and developing skills for better employment prospects down the track.





*NSW Minister for Disability Services John Ajaka and Federal Assistant Minister for Social Services and Disability Services Jane Prentice trying out the virtual learning platform.*

## Investment in research reaps rewards

The use of innovative technology to create a virtual learning platform for our customers is beginning to reap rewards in the classroom, as well as a Digital Champion Award for two Endeavour Foundation employees.

The platform was developed in partnership with the Queensland University of Technology to enable our customers to learn about real world situations, within the safety of a virtual environment.

We have been testing it, this year, in Learning and Lifestyle centres around Brisbane and seeing great results in terms of engagement and learning outcomes.

The activity, which acts like a video game, teaches important life skills including how to use public transport, ordering food, exchanging money and interacting with people.

The applications are being populated with real data enabling the student to take journeys that reflect real-life timetables and routes and seeing actual landmarks along the way. Stage one of the project focused on train travel in Brisbane while stage two is looking at bus routes in Toowoomba.

Endeavour Foundation's Chris Beaumont said the platform's potential for important life skill development was almost endless.

"It's all about helping people with a disability achieve greater independence and more confidence to engage in the community. In the past these skills have been taught by support staff in the real life situation, which is often a costly and time-consuming exercise. Virtual learning tools offer more flexibility and are proving to be very effective and engaging, particularly with young people," he said.

In March 2016, Chris and his colleague Stewart Koplick were announced as Digital Champions, winning an Advance Queensland Community Champions Award for their work with the project.

# RELATIONSHIPS & INDEPENDENCE

**Good relationships with friends, family and other important people enhance our lives.**

Endeavour Foundation supports its customers to strengthen relationships through a range of service options that build communication skills, improve behaviours, and enable people to find a sense of wellbeing through counselling and training in human relations and sexuality.

We also offer services to help customers build independence in every sense of their life, such as managing their NDIS plan and making their own choices. New initiatives this year include:

## *Specialist Behaviour Services*

We have reviewed and expanded our services in this area to meet anticipated demand under the NDIS. Early trial site participants have reported that new access to specialist behaviour services has led to improvements in quality of life and positive flow-on effects relating to engaging in learning and social participation activities. As a result, we are increasing our referral networks with partner agencies and have focused recruitment efforts on building multidisciplinary teams who will provide the integrated and tailored specialist behaviour services that our customers need.

Endeavour Foundation's newly structured team provides assistance and training to people with a disability, as well as their families and staff. In order to meet specific needs, we work with customers to assess the causes and complexities of the behaviour issue and develop an individualised plan.

## *New services to support choice and control*

This year saw a significant increase in demand for the Your Life Your Choice program. Under this model, we work with customers as they choose how best to use their funding to achieve their goals. The focus is on making sure that people with a disability have the choice and control they want and we tailor our level of support based on the individual's wishes. The program can include support in all areas, from budgeting to planning.





## *Opening new doors through positive behaviour support*

Twenty-two year old Dean is working with Endeavour Foundation's specialist behaviour team to improve his life and reduce his use of challenging behaviour.

Dean has autism, a moderate intellectual disability and post-traumatic stress disorder. He has demonstrated challenging behaviours for most of his life, sometimes resulting in a risk of harm to others. This issue affects his ability to make the most of what he enjoys such as fishing, bike riding and spending time with his mum.

It was Dean's mother who engaged us to provide specialist behaviour support during a particularly difficult period. After consulting with Dean, his mother, his psychiatrist and other health professionals to build a full picture, our team developed an individualised plan. As result of this partnership, there has been a remarkable improvement in Dean's quality of life and a significant reduction in the frequency, intensity and duration of challenging behaviours.



# INNOVATION

# TO TURN CHANGE INTO GAIN

**Behind the scenes, Endeavour Foundation is investing resources to make sure we are well positioned – ahead of the NDIS roll-out – and ready to partner with customers to achieve meaningful outcomes.**

The implementation of the NDIS represents a significant change for everyone in the disability sector. We have reviewed our business strategy and changed aspects of our structure and the way we operate to introduce safeguards for the future. Through these initiatives, we will remain commercially viable and responsive to customer needs in an NDIS environment.

## *Our Strategy*

The key focus for Endeavour Foundation's leadership team this year was to develop a business strategy that will guide the organisation's growth and development through a period of significant change. At its highest level, the strategy outlines four key goals:

### **1. Consolidate and grow our core focus of intellectual disability**

Endeavour Foundation is already one of the largest providers in Australia for people with an intellectual disability. However, room for growth and improvement remains. The NDIS is expected to provide support for twice the number of people currently accessing services and people with an intellectual disability will represent the greatest number of participants.

### **2. Continue to grow our share of the broader disability market**

Providing services to people with physical and other disability types has become a new part of our business focus so that we can deliver opportunities for more people in the future and offer services to new customers whose current needs are not being met.

### **3. Extend our reach through strategic partnerships to provide support across a broader range of services**

We will extend our reach and be part of whole-of-life service delivery for our customers through strategic partnerships with like-minded providers and aligned mainstream organisations.

### **4. Differentiate our brand in an increasingly competitive market, by engaging in meaningful, customer-led relationships**

We will secure our future success by focusing on the customer experience and making sure that we deliver what our customers tell us they want, need and value, in a flexible and consistent way.

We have analysed our readiness for the NDIS, against these goals, bringing specialised expertise on board to examine our business state and structure and determine what we need to do differently. This whole-of-organisation 'health check' involved staff from across all business areas examining frontline operations, policy and process, information management, technology, governance and people management. It has led to a roadmap for transformational change which we will continue to implement during the 2016-17 financial year.

## Our Structure

**A key change initiative this year was to re-align our leadership and organisational structure and better position ourselves to achieve the objectives of our new business strategy. Through this re-alignment we are:**

- ① Driving customer-focused service delivery through one integrated business unit. This will help us to differentiate ourselves in an increasingly competitive market by delivering a consistent customer experience across all service areas.
- ① Aligning business and customer strategy initiatives to achieve growth in the right areas and meet customer demand and customer experience targets.
- ① Increasing strategic focus on consolidating and optimising our building and property assets to ensure long-term sustainability.
- ① Driving initiatives to increase the alignment of our workforce to meet the workforce challenges of an NDIS environment.
- ① Developing best practice through a new Clinical and Service Governance area where we will continue to support continuous improvement for safe and supportive service delivery.





# LEADING THE WAY

We have built extensive capability in our leadership team, positioning ourselves to meet the challenges of the future. We have attracted people with exceptional experience in areas like organisational change and transformation management, and a strategic customer experience and customer engagement focus.

Overall, they have enhanced our commercial acumen and competitive market experience.

Over the next financial year, the leadership team will focus on consolidating the core business where staff and customers will see the full benefit of the changes.

*(Back row, from left) Jenny Madden, Executive General Manager Clinical and Service Governance; Paula Mayson, Chief Operations Officer; Mark Fenton, Executive General Manager Corporate Services and Chief Financial Officer; (front row, from left) Kym Shreeve, Executive General Manager People & Culture; Andrew Donne, Chief Executive Officer; Sandra Philpott, Executive General Manager Customer, Marketing and Strategy; Andrew Thomas, Executive General Manager Supporter Enterprises. (Not pictured) David Curd, Executive General Manager Community Solutions Division.*





## Consolidating service delivery

As part of this year's organisational health check we have been reviewing our business activities against core business goals. To ensure financial sustainability, we have made some tough decisions around consolidating the services that best align with our growth strategy and letting other services go.

As a result, we have:

- ① Transitioned our disability services in South Australia to another service provider. Endeavour Foundation was a very small provider in this geographical region, with just 14 customers. These customers are now being supported by a local entity.
- ① Closed the Nangarin Timber Mill near Maryborough. No supported employees were affected by the closure.
- ① Stopped the centralised collection and sorting of second-hand clothing donations at the Townsville industries site, due to a drop-off in demand for these recycled goods. Our retail stores in Townsville will continue to accept and sort donations, while supported employees who worked in the area have been re-trained for other roles.
- ① Began the process to consolidate our property assets to optimise value and return and look for co-location benefits. For example, we are relocating front-end service delivery teams and administrative staff to consolidated sites in Rockhampton. This will reduce the number of operating locations and bring all our staff into the one location.

Some of these changes affected a small number of staff positions. In most cases, we were able to work with them to redeploy to new roles within Endeavour Foundation or other service providers.

## Our Processes

Under the NDIS, Endeavour Foundation will be dealing directly with customers, from establishing a service agreement to managing service delivery. This means implementing new processes that will guarantee an improved customer experience – and that means keeping it simple.

Our service teams have been collaborating on ideas to create streamlined and integrated processes. However, our biggest win this year was securing a new paperless system that will make it a lot easier for both staff and customers.

Carelink+ is proven software, offering the following features:

- ① rostering
- ① quoting tools
- ① automated billing
- ① accessibility through mobile devices.

Down the track, customers will have access to their own information through a customer portal – allowing them to access financial transactions. The system is rolling out in early entry NDIS areas from the start of the 2016-17 financial year. The roll-out will be supported by training workshops for staff.

## Future Focus

Throughout the coming year, Endeavour Foundation will continue its efforts to drive efficiencies and unlock value, focusing on issues like:

- ① eliminating non-essential processes
- ① reducing the administrative burden
- ① reducing unnecessary duplication and hierarchy
- ① making it easier for customers to do business with us.



# Endeavour Foundation is:

2,466

members of staff

1,716

volunteers

2,368

supported employees

401

apprentices and trainees

## Our People

Based on the outcomes of NDIS trial sites, we anticipate a high demand for services that will adapt to meet the circumstances of individual customers, without losing the level of consistency that is so important to people with a disability. We have been exploring opportunities that will enable us to meet this demand, including enhancing our rostering practices, creating more flexible employment arrangements, and redesigning our service delivery roles to maximise our time with our customers.

We will finalise a new workforce plan in 2016-17 and begin implementing initiatives for delivery later this year.

## Ready for growth

We have significantly increased activity around building the workforce we will need to deliver the opportunities and service options that will come with the NDIS. Australia's disability sector workforce is expected to increase by up to 50,000 staff by the end of implementation in 2020. Retaining and attracting staff is a key element of our current workforce strategy.

To position ourselves to meet the challenges associated with growth in a competitive market, we looked at factors affecting staff turnover and implemented a Talent Acquisition Framework. The People and Culture team is focused on improving recruitment processes and introducing innovative ideas to find and attract staff with the right mix of experience and skills. Even more importantly, these will be staff who have a strong focus on delivering the best experience for our customers. For example, we have:

- ① Undertaken research to understand what employment conditions and employee benefits are most important to our staff.
- ② Developed a new process to review candidates in relation to their values and expectations and how they match with our organisational ones.
- ③ Reduced recruitment timeframes and the administrative burden for staff through a centralised and automated recruitment process.

## Organisational Culture

Our research efforts with staff this year have also enabled us to review the values that drive our workforce and assess organisational culture, in the context of how we will meet the challenges of an NDIS future. This work has led to the development of our new values framework. As you will see on page 13, we are refocusing the Endeavour Foundation workforce to meet anticipated customer demand and ensure a great customer experience – for everyone – at every stage of their journey.

## Training and Development

Professional development of our staff is pivotal to preparing for service delivery under the NDIS. The focus this year has been on NDIS training (page 11) and making sure our workforce understands the current customer experience, outlined by the Customer Insights Research (page 10). Next year, we will continue to develop programs to achieve organisational culture objectives as well as focus on developing leadership skills across all areas and layers of the business.

## Celebrating our progress

Our efforts are already paying off. In June 2016, Endeavour Foundation was named as 'Employer of the Year' by our Queensland employment services head contractor, CoAct. This fantastic recognition acknowledged our provision of job-ready skills and rewarding placements for jobseekers. By working collaboratively with our Workforce Solutions team to create these opportunities, we met our need for additional internal resources, while also achieving positive outcomes for our employment service customers.



Rachael Jose (centre), with Endeavour Foundation customers Ian MacSween (left) and Ross Eastment (right).

## Contributing to new opportunities

**Rachael Jose has been a support worker with Endeavour Foundation for seven years and works at a residential facility in Bundaberg. Over the past 12 months, she has enjoyed some development opportunities, acting as the Support and Operations Manager for residential accommodation and attending a disability conference.**

"I really appreciated the opportunity to go to the conference," said Rachael.

"The best part was hearing first-hand from people who have been working in NDIS trial sites. Things are changing in the disability sector and I think that's great – mainly because I can see the positive impact that it's having."

Rachael believes that it can be the simple things that make a difference. This year, she researched and developed a plan to take three customers on a trip to Caboolture for a Riding For The Disabled event and says the journey has had a positive impact on everyone.

"It's actually changed the attitude of the place. People are starting to think about what they would like to do and where they'd like to go. I think there's a feeling that things are possible, especially with the NDIS coming.

My role is all about helping people to have a great life and access the things that we probably take for granted. At the root of it, it's all about treating people like people – not someone with a disability and not like another number. We are the regular people in their life. They need to be able to feel happy and safe and as though they can talk to us about the important stuff to them. It's a real balance between keeping your professional hat on and getting that person to person thing right.

Consistency is also important – for staff and for customers – so you get to know people and build trust, but it's got to be consistency in a positive way, not in a controlling manner. I think the other important part of it is being open to suggestion or criticism. None of us are perfect. It's easy to slip into behaviours that aren't the best option for customers. As support workers we need to keep each other on track and work together to make sure that everything we do delivers the best outcome for the people we're supporting," said Rachael.

## Strength through volunteers

Volunteers are the lifeblood of our organisation and their contribution to our success, as we transition to the NDIS world, will become increasingly important. This year, we began a review of our volunteering strategy to design a great volunteer experience. The strategy includes four elements:

- ① a Volunteering Value Proposition
- ② broader communication and engagement
- ③ systems, processes and technology to enhance volunteer contributions
- ④ integration of volunteers into our workforce planning.

We know that volunteers are a great source of talent and we will be working hard to ensure we recognise their contribution by giving them opportunities for paid employment, where appropriate.

In the meantime, volunteers continue to make a significant contribution to our business today, particularly in the areas of:

- ① staffing retail stores
- ② supporting activities in our learning and lifestyle centres
- ③ administrative support.

This year, we started a new program to provide valuable work experience to students who are also motivated to help Endeavour Foundation further its cause. A total of 15 students began volunteering roles with People & Culture, Legal, and Marketing.



Carole Fowler

## Contributing to new opportunities

When Sunshine Coast woman Carole Fowler made the decision to retire in 1993, little did she think that it would mark the beginning of over two decades of volunteering with Endeavour Foundation. Carole first joined Endeavour Foundation's recycled clothing store in Buderim in 1995 but, since then, has made her mark in Warana and Golden Beach.

As Carole approached retirement from her volunteer life this year she had some words of encouragement for others contemplating a new role.

"I have enjoyed volunteering because of the satisfaction I gain from giving my time willingly to help raise money for people with a disability in our community. Not only that, but I have made some great friends along the way. I like people and I have met some lovely customers over the years too – some customers who started coming into our shop in 1998 still visit us today," said Carole.

The Golden Beach store is wholly volunteer run – a testament to the commitment of each and every individual.

"We have a good team of volunteers – quite a few with over 10 years' service. All the managers on the Sunshine Coast and Hervey Bay have been so good to me when I have needed some help. Most of all I thank all of the volunteers at Golden Beach store for being loyal and all so willing to do their best for Endeavour Foundation."

# CORPORATE GOVERNANCE

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

## *Our corporate governance framework:*

- ① embraces the requirements of relevant legislation
- ① responds to expectations of high standards of service delivery within the disability service sector
- ① promotes integrity in decision-making
- ① demonstrates good corporate practice.

## *Policy Statement*

The platform of good corporate governance is an effective, accountable and ethical decision-making process focused on the pursuit of our corporate objectives. This is defined in Endeavour Foundation's constitution and embraced within Endeavour Foundation's Business Strategy.

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

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 and decisions reflect our responsiveness to the opinions and needs of our customers and stakeholders.



## Legal Structure

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

Bodies corporate may also apply for membership.

## Members

30 JUNE 2016

1054

## 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 directors are elected by the Area Committees. The Board may appoint up to four independent directors.

In accordance with the requirements of the constitution, the Board meets 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.

## National Council

Established in February 2014, the National Council is an important level of governance within Endeavour Foundation which ensures the involvement of stakeholders in assisting the Board with key organisational decisions such as strategy, growth, annual budget considerations and policy change.

The National Council consists of the Chair and one elected member from each Area Committee so that it has a national, consultative focus affording the opportunity for additional stakeholders to provide input to the direction of Endeavour Foundation.

National Council responsibilities include the development and ongoing review of guidelines, processes, procedures and policies, the identification and discussion of improvement opportunities relating to services and support for individuals, and assisting the Board in monitoring services and support provided by Endeavour Foundation.

## Area Committees

Endeavour Foundation has 10 Area Committees in Queensland, New South Wales and Victoria, 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 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 relationships which are vital to achieving Endeavour Foundation's goals on behalf of people with a disability.

## Support Groups

Endeavour Foundation works with a number of local groups representing families and interested stakeholders. These groups are part of the organisation's formal governance structure, and have close links to their Area Committee.

These groups play an important role in providing support to local services and families of people with a disability but do not play a role in the day-to-day management of Endeavour Foundation or its services. They also act with Area Committees 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 & Risk 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. Implementation of the program is subject to ongoing review by the Audit & Risk 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 & Risk Committee and Executive Management Team that the internal control environment is adequate and is operating effectively.





## Risk Management

The Board of Directors Audit & Risk Committee is responsible for oversight of the organisation's risk management framework, strategies, practices and activities.

As part of our commitment to the continuous improvement of our risk management practice, our Risk Appetite Statement, Risk Management Framework, policies and procedures are regularly reviewed and updated.

## Commitment to continuous improvement

In the operation of all services, Endeavour Foundation continues to demonstrate a high level of commitment to the principles of the National Standard for Disability Services (2012) and Human Services Quality Framework (2013 Queensland) and adherence to the related Disability Service Standards through third party external audit certification.

Supported by Endeavour Foundation's Quality Management System, all stakeholders are encouraged to identify suggestions for change and new internal practices. 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	2015-2016	2014-2015	2013-2014	2012-2013
Opportunities for improvement – employment services (31 establishments)	9	14	13	6
Opportunities for improvement – disability services (266 establishments)	N/A*	30	43	56
Non Conformances – employment services (31 establishments)	0	0	0	1
Non Conformances – disability services (266 establishments)	N/A*	3	0	5

\*Note: Audits occur as part of an 18 month cycle. No audit took place during this reporting period.

## Work, Health, Safety and Injury Management

Endeavour Foundation continues to implement strategies to promote safe work practices and reduce workplace injury and illness. During the year, we introduced a new strategy to guide delivery on the following objectives:

- ① Develop and implement solution-based platforms to enable improved back-end efficiencies
- ① Establish critical risk and critical control management programs
- ① Reinforce workplace safety awareness and enhance capability across the business with a key focus on operations
- ① Align policy, procedure and tools across the business to meet self-insurance standards
- ① Establish programs to facilitate improved worker health and wellbeing programs.



# Underpinning these objectives are **Five zero harm principles:**

- ① Safety is a core value of what we do
- ① All injuries and occupational illnesses are preventable
- ① Early reporting and learning from incidents is fundamental to our continuous improvement
- ① We do not compromise on safety
- ① If you see a hazard, do something about it.

As a result of these initiatives Endeavour Foundation achieved, or surpassed, many zero harm targets including:

- ① **Rolling Lost Time Injury Frequency,** reduction of 24%
- ① **Rolling Claimable Incident Frequency,** reduction of 17.8%
- ① **Rolling LTIs > 4 days as a percentage of all claims,** reduction of 11.5%
- ① **Number of Claimable Incidents,** reduction of 9.8%
- ① **Average cost of claims,** reduction of 61%
- ① **Claimable incidents reported on time,** reduction of 71%.

Endeavour Foundation is performing well against the national disability sector benchmarks and we have also been acknowledged through the following awards:

- ① Finalist in the Queensland Safe Work Awards for Category 11 – Best Rehabilitation and Return to Work management system
- ① Finalist in the NSW Safe Work Awards for Category 4 – Excellence in Recovery at Work for Business.

# MEET OUR BOARD OF DIRECTORS



**Tony Bellas**

**Chairman**

BEcon, DipEd, MBA,  
GAICD, ASA, FAIM

*Appointed to the Board 14 February 2011*

Tony is Chairman of ERM Power, CTM Travel and Shine Lawyers as well as a director of a number of unlisted companies in Queensland and the principal of a corporate consulting company. He has previously held Chief Executive roles at Seymour Group, Ergon Energy and CS Energy and had a long career with Queensland Treasury. In 2012, Tony chaired an Independent Review Panel examining electricity network costs in Queensland.



**Kate Swindon**

**Deputy Chair**

BCom, FCA

*Appointed to the Board 13 July 2010*

Kate is the Head of Tax at Suncorp Group. She has more than 20 years' experience in corporate tax consulting and business services in the financial services and resource sectors. Her broad corporate experience includes her former roles as CFO for the Anglican Diocese of Brisbane, CEO of ANFIN and Head of Client Solutions at leading Australian funds manager QIC.



**Alison Semple**

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

*Elected to the Board 30 November 2012*

Alison has three children including a 38 year old who lives with a severe intellectual disability and communicates with an electronic device. She and her husband have advocated for decades serving on management committees. She has been the parent representative on Endeavour Foundation working groups including the Complaints Advisory Committee.



**Suzie (Suzanne)  
Thorpe**

AICD

*Elected to the Board 30 November 2012*

Suzie is a retired marketing and promotions professional and small business owner. Her son, who has Down Syndrome, has worked with Endeavour Foundation for about 30 years. She is vice chairman of Endeavour Foundation's South East Queensland Area Committee, and has had over 25 years membership in the Gold Coast Recreation and Sport group, which specialises in recreation for people with a disability.

## Board changes

After nearly 10 years of service to the Endeavour Foundation Board Grant Murdoch retired as Chairman in December 2015. His contribution will long be remembered. Deputy Chair Tony Bellas was voted in by the directors to take over the Chairman role, while Kate Swindon moved into the deputy position.



*Pedro  
Mendiola*

BE (Hons) GDMgt  
MIEAust RPEQ  
CPEng

*Elected to the Board 22 November 2013*

Pedro is an Associate Director in the professional services company AECOM Australia and has worked for over 30 years in the civil and water infrastructure areas in both private practice and Government. He is a member of the North Queensland Area Committee of Endeavour Foundation. His sister Ana is a long-term customer and supported employee of Endeavour Foundation.



*Yvonne  
Keane*

*Appointed to the Board 26 May 2014*

Yvonne is an award winning TV producer, SugarBaby Cosmetics founder, and Mayor of Hills Shire Council in Sydney. Yvonne's life changed with the birth of her first child, Asher, who is hearing impaired. She has since founded the Hear the Children Early Intervention Centre, which provides life-changing early intervention to hearing-impaired babies and preschoolers; and Reach for the Rainbow to raise funds for underfunded early intervention services.



*Scott Ellis*

BBus, ASA

*Elected to the Board 22 November 2013*

Scott has worked in the commercial and corporate finance industry for 16 years, dealing with many diversified industries. Scott has an older brother with a disability and has been around the Endeavour Foundation community for 30 years. He has been involved with the Brisbane Metro Area Committee since its formation. He is passionate about ensuring that people with a disability have the best options available for a happy and full life.



*Paul Currie*

BSc (Hons),  
PhD (Physics)

*Elected to the Board November 2014*

Paul has a strong focus on the continued growth and development of opportunities for people with a disability in the context of NDIS. He and wife Judy are long-term volunteers with Endeavour Foundation and their son Andrew has worked for the organisation since 2003. Paul is a member of the Warwick Support Group, a member of the South-West Area Committee, an Advocacy Champion and was inaugural Deputy Chair of the Endeavour Foundation National Council.



Yale

Yale

# FINANCIAL OVERVIEW

**FREEDOM  
FORKLIFTS LTD**  
RENTALS • SALES • SERVICE  
Tel: 07 5596 5777  
Fax: 0438 729 414

The consolidated annual financial statements of the Endeavour Foundation Group for the financial year ended 30 June 2016 comprise Endeavour Foundation ("the Company") and its controlled entities, referred to collectively as ("the Group"). During the current financial year the "SkillsPlus Group" and TORGAS Inc. were added to the Group with effect from 1 July 2015, following agreement to merge the respective operations and net assets with those of Endeavour Foundation. The "SkillsPlus Group" comprises two separate entities: SkillsPlus Ltd and BRACE Education Training & Employment Ltd. The two entities are Victoria-based organisations that provide a diverse range of employment services, targeting the long term unemployed, youth and disadvantaged people. TORGAS Inc. is a Queensland-based entity that provides a range of apprenticeship and trainee services. A brief summary of the Group's annual financial statements is presented below.

The Group recorded an operating deficit for the current financial year of (\$1,063,000) compared to an operating surplus of \$7,032,000 in the previous year. This operating result was achieved primarily due to the following factors:

- ⊕ a deterioration in the operating surplus contribution made by the Disability & Community Services division of \$3,893,000 compared to an operating surplus of \$6,796,000 in the previous period, partly due to the receipt of back-paid wages supplementation funding received in the 2014/15 financial period, that was not replicated in the 2015/16 financial period and growth in employment costs that outstripped increases in government subsidies in the current period;
- ⊕ an improvement in the operating results from the Employment Services division, with a reduced operating deficit of (\$900,000) for the current year, compared to an operating deficit of (\$1,774,000) in the previous period, driven largely by the receipt of back-paid wages supplementation relating to previous financial periods, off-set by operating deficits in some of the businesses acquired during the current financial period and the continued challenging business environment faced by the geographically dispersed Queensland-based supported employment services;

- ⊕ a deterioration in the operating surplus made by the Supporter Enterprises division of \$486,000 compared to an operating surplus of \$1,978,000 in the previous period, due to a further deterioration in the operating results for the Endeavour Recycled Clothing stores, a decrease in the net contribution made by the lotteries department and an increase in the net cost of staging external promotional events;
- ⊕ an increase in costs in the Corporate and Infrastructure division due to corporate project costs associated with the implementation of improved IT systems and business processes, the cost of system reviews and increased marketing and communication costs in preparation for the full implementation of the National Disability Insurance Scheme.

The Group's net surplus for the current financial year, after recognising non-operating items of \$9,977,000 was \$8,914,000. In the previous year the Group recorded a comparative net surplus for the year of \$24,173,000 after recognising non-operating items of \$17,141,000. In the current period, non-operating items included significant net gains on the acquisition of subsidiaries of \$8,133,000, a significant bequest of \$655,000, a loss on disposal of properties of (\$107,000) and non-recurrent government capital grants and other capital donations of \$1,296,000 (2015: non-operating items included significant net gains on the acquisition of subsidiaries of \$13,998,000, gains on property sales of \$390,000 and non-recurrent government capital grants and other capital donations of \$2,753,000).



## *Financial highlights during the year included:*

### **Income Statement**

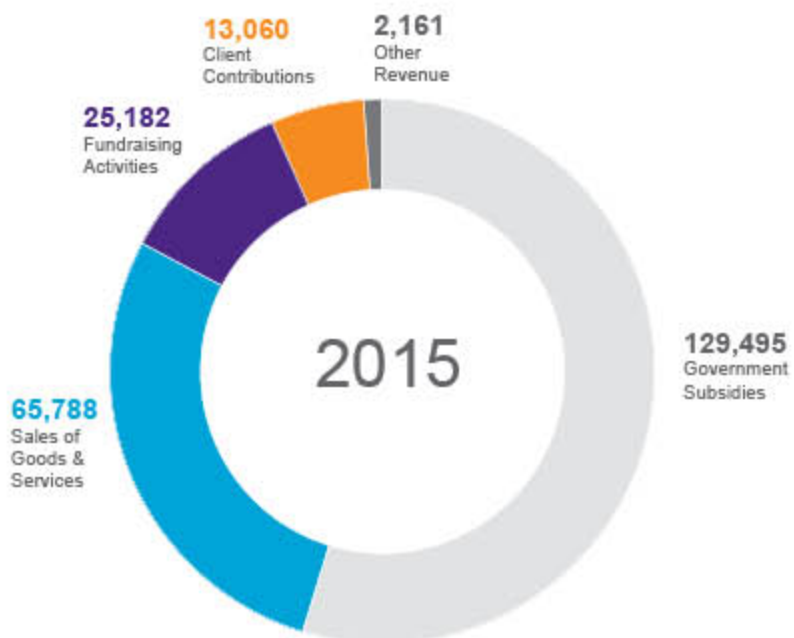
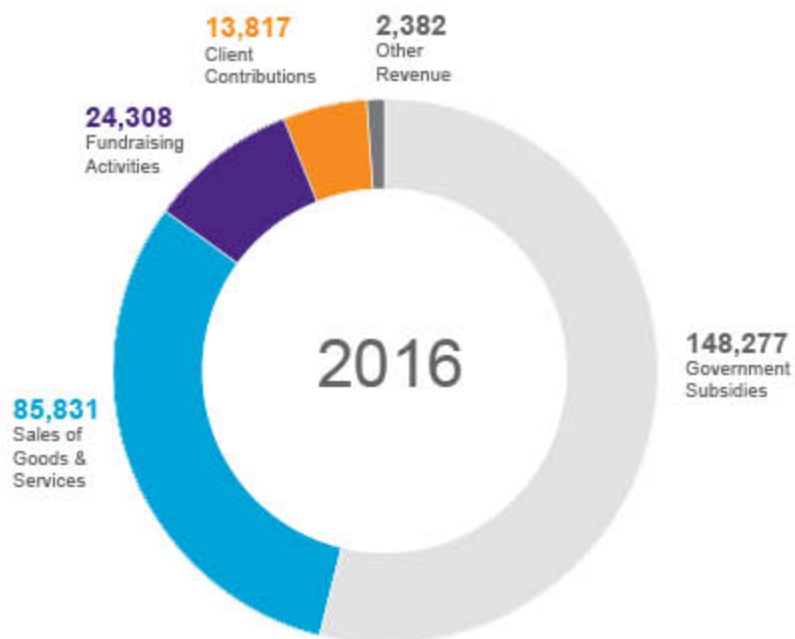
Operating revenues increased by 16.5% over the prior year to a record level of \$274,615,000. The Group continues to be heavily reliant on both the Federal and State Governments to subsidise the services it provides to its service users, with government subsidies representing 54.0% of total operating revenue (2015: 54.9%). Government subsidies increased by \$18,782,000 or 14.5% to \$148,277,000, reflecting a combination of growth in services (principally attributable to the inclusion of the "SkillsPlus Group" and TORGAS), some indexation of existing subsidies, back-paid wages supplementation funding relating to prior financial periods and the inclusion of additional services in the Disability & Community Services division.

Operating expenses increased by 20.6%, or \$47,024,000 to \$275,678,000 for the year, exceeding the 16.5% increase in total operating revenues. The resultant gap between the 16.5% increase in revenues and the 20.6% increase in expenses resulted in an operating deficit for the year of (\$1,063,000).

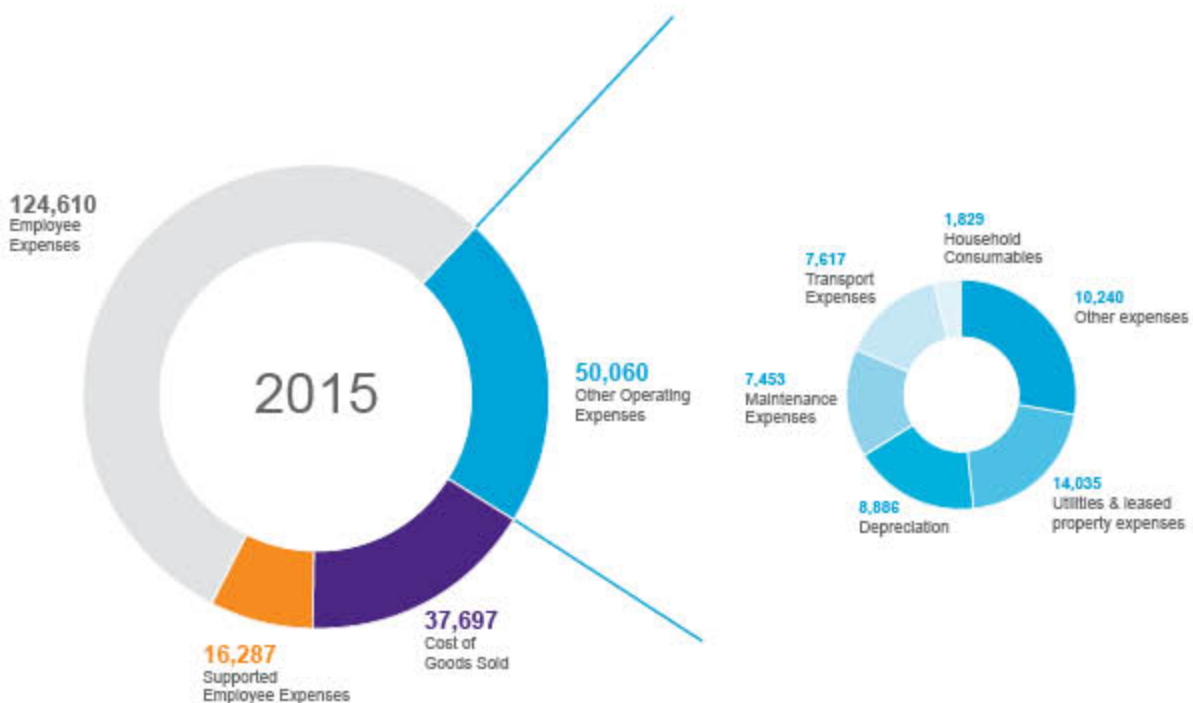
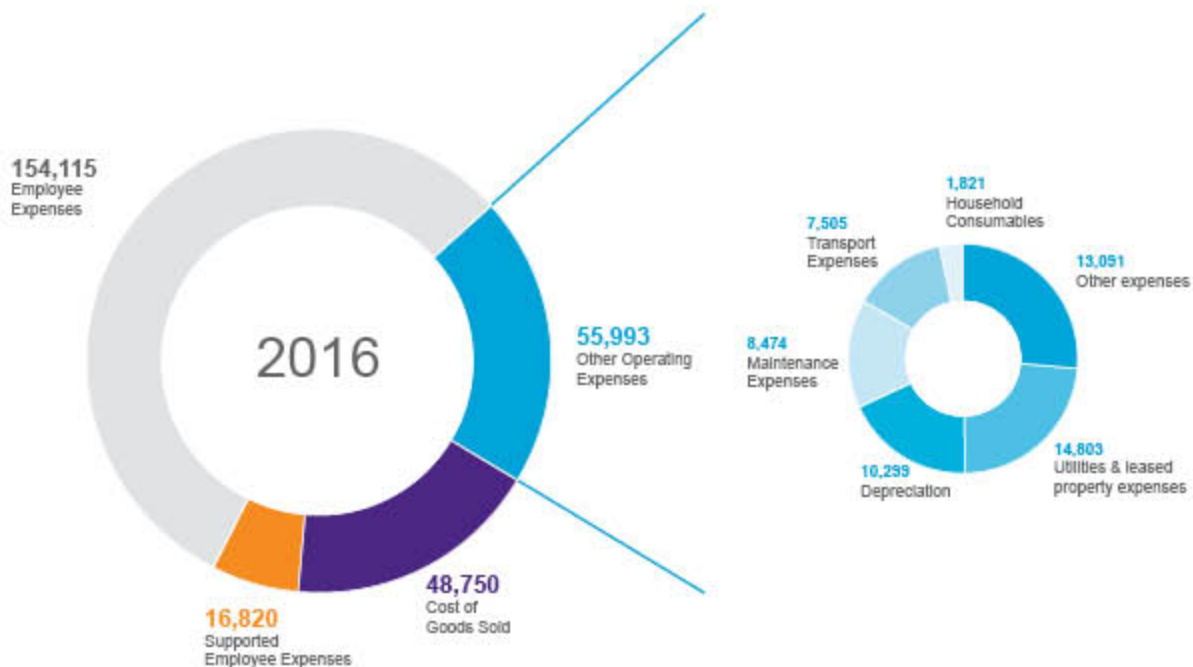
Non-recurrent government capital expenditure grants and other capital donations of \$1,296,000 (2015: \$2,753,000) continue to provide an important cash supplement for capital asset acquisitions and improvements. The total capital expenditure spend on property in 2016 was however \$4,209,000 (2015: \$24,556,000), leaving the majority of the current year's capital infrastructure spend to be funded from internal cash reserves.



# OPERATING REVENUE (\$'000)



# OPERATING EXPENSES BREAKUP (\$'000)



## Balance Sheet

The Group is in a sound financial position at 30 June 2016, with healthy bank balances and low levels of interest bearing debt. It continues to maintain and grow a strong balance sheet with current assets exceeding current liabilities by \$18,944,000 at balance date (2015 net current assets of \$10,983,000).

The year-end cash balance of \$24,414,000 includes quarantined cash of \$6,257,000. The quarantined cash balance represents revenue received in advance and other cash reserves that have been designated for a specific purpose, which are available for draw down only once the services they are meant to fund have actually been delivered.

Total interest bearing debt at period end reduced to \$14,800,000 (2015: \$16,546,000). The majority of this interest bearing debt was drawn down in the prior period to partly finance the acquisition of the new corporate head office at 33 Corporate Drive, Cannon Hill. Repayments commenced during the current financial period, with \$2,197,000 of the capital amount being repaid by period end.

The funding position of the defined benefit plan continued to show a healthy, but reduced, net asset position of \$2,481,000 at period end (2015: net asset position of \$3,388,000), reflecting a combination of lower values of the plan assets due to a downturn in the investments markets at period end and slightly decreased plan liabilities. This resulted in a non-cash actuarial adjustment for the year of (\$888,000) 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.

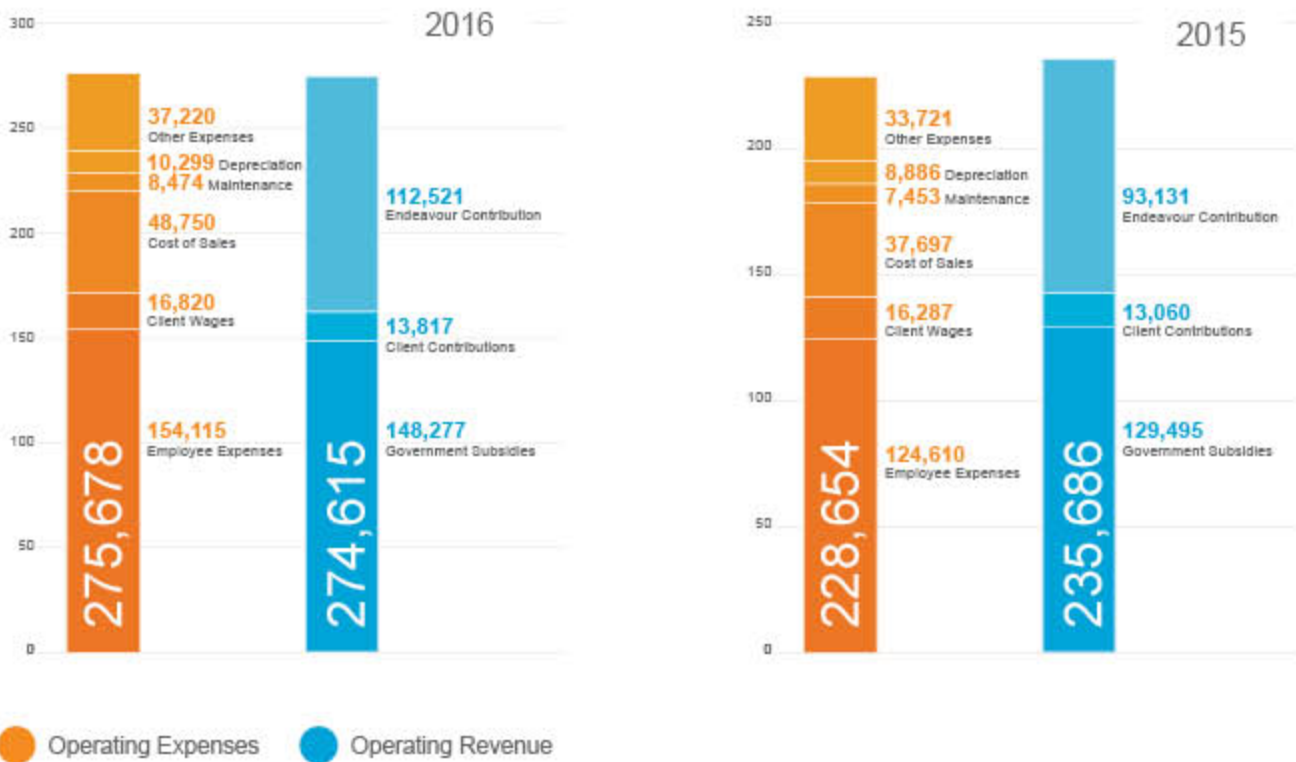
The balance sheet remains strong, with low gearing and total equity increasing by \$7,900,000 to \$118,080,000, reflecting a combination of the effects of the net surplus for the year and the effect of the non-cash actuarial adjustment from the defined benefit fund, recognised directly through retained earnings.

## Cash Flow Statement

Net cash provided by operating activities remained strong at \$7,635,000 (2015: \$18,601,000), due largely to the effect of the decreased net surplus for the year and an increase in working capital funding requirements. The cash generated from operating activities was sufficient to fully cover the net cash spend on investing activities of (\$2,746,000) and the repayment of loans of (\$2,197,000), resulting in a \$2,692,000 increase in the cash and bank balances for the year, to record a closing cash balance of \$24,414,000 at period end.

The accompanying graphs and tables include a financial overview of Endeavour Foundation Group's operating results and its financial position at 30 June 2016.

## BRIDGING THE FUNDING GAP (\$'000)



## DIVISIONAL RESULTS (\$'000)

Divisional Results	Disability & Community Services		Employment Services		Supporter Enterprises		Corporate & Infrastructure		Divisional Eliminations		Total Foundation	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
Operating Revenue	134,675	123,374	110,315	78,325	31,312	32,371	3,835	4,364	(5,522)	(2,748)	274,615	235,686
Operating Expenses	(130,782)	(116,578)	(111,215)	(80,099)	(30,826)	(30,393)	(8,377)	(4,332)	5,522	2,748	(275,678)	(228,654)
<b>Divisional operating surplus/(deficit)</b>	<b>3,893</b>	<b>6,796</b>	<b>(900)</b>	<b>(1,774)</b>	<b>486</b>	<b>1,978</b>	<b>(4,542)</b>	<b>32</b>	-	-	<b>(1,063)</b>	<b>7,032</b>
Non-operating revenue	-	26	(102)	-	655	112	9,424	17,003	-	-	9,977	17,141
<b>Net surplus/(deficit) for the year</b>	<b>3,893</b>	<b>6,822</b>	<b>(1,002)</b>	<b>(1,774)</b>	<b>1,141</b>	<b>2,090</b>	<b>4,882</b>	<b>17,035</b>	-	-	<b>8,914</b>	<b>24,173</b>

## SUMMARY FINANCIAL PERFORMANCE (5 YEARS) (\$'000)

	2016	2015	2014	2013	2012
Operating Revenues	274,615	235,686	186,099	167,722	164,959
Operating Expenses	(275,678)	(228,654)	(184,058)	(166,854)	(164,900)
<b>Operating Surplus</b>	<b>(1,063)</b>	<b>7,032</b>	<b>2,041</b>	<b>868</b>	<b>59</b>
Government capital expenditure grants and other capital donations	1,296	2,753	2,160	1,112	1,926
Significant bequest	655	-	-	-	-
Gains on sale of properties	(107)	390	1,234	1,505	217
Net gains on business acquisitions	8,133	13,998	8,203	-	-
<b>Net surplus for the year</b>	<b>8,914</b>	<b>24,173</b>	<b>13,638</b>	<b>3,485</b>	<b>2,202</b>

## SUMMARY FINANCIAL POSITION (5 YEARS) (\$'000)

	2016	2015	2014	2013	2012
<b>Assets</b>					
Current assets	59,876	46,475	36,249	29,095	28,445
Non-current assets	116,233	118,282	84,687	67,259	62,733
<b>Total Assets</b>	<b>176,109</b>	<b>164,757</b>	<b>120,936</b>	<b>96,354</b>	<b>91,178</b>
<b>Liabilities</b>					
Current liabilities	40,932	35,492	29,107	24,165	22,574
Non-current liabilities	17,097	19,085	7,424	3,284	5,212
<b>Total Liabilities</b>	<b>58,029</b>	<b>54,577</b>	<b>36,531</b>	<b>27,449</b>	<b>27,786</b>
<b>Net Assets</b>	<b>118,080</b>	<b>110,180</b>	<b>84,405</b>	<b>68,905</b>	<b>63,392</b>



# SUMMARY FINANCIAL STATEMENTS

For the year ended 30 June 2016

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 2016. 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 printed copy of Endeavour Foundation's 30 June 2016 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 2016 Annual Financial Report can be requested by telephone 07 3908 7100 or may also be downloaded from [www.endeavour.com.au](http://www.endeavour.com.au)

# DIRECTORS' REPORT

For the year ended 30 June 2016

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 2016 and the Auditor's Report thereon.

## Directors

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

Name	Qualifications and Special Responsibilities	Experience (in years)	
		Board of Directors	Area Committee
<b>Current at 30 June 2016</b>			
Anthony George Bellas (Independent Director) (14 February 2011)	BEcon, Dip Ed, MBA, FAICD, FCPA, FAIM Chair (from 17/12/15) Member of Audit and Risk Committee Member of Nominations & Remuneration Committee	5	-
Katherine Jean Swindon (Independent Director) (13 July 2010)	BCom, FCA Deputy Chair (from 17/12/15) Member of Client Services Committee Member of Nominations & Remuneration Committee	6	-
Yvonne Dianne Keane (Independent Director) (26 May 2014)	Member of Nominations & Remuneration Committee	2	-
Paul Denis Currie (Elected Director) (26 November 2014)	BSc (Hons), Phd (Physics) Member of Client Services Committee Member of Audit and Risk Committee	2	6
Scott Robinson Elton Ellis (Elected Director) (22 November 2013)	BBus, ASA, AAICD Chair of Audit and Risk Committee	3	16
Pedro Mendiola (Elected Director) (22 November 2013)	BE (Hons), GDMgt, MIEAust, RPEQ, CPEng Member of Audit and Risk Committee	3	5
Alison Jean Semple (Elected Director) (30 November 2012)	LTCL, BA, Grad Dip Ed(rsc), Grad Cert Theol Chair of Client Services Committee	4	16
Suzanne Evelyn Thorpe (Elected Director) (30 November 2012)	AAICD, Dip Marketing Member of Client Services Committee Member of Nominations and Remuneration Committee	4	8
<b>Past Directors who served during year</b>			
Grant Bruce Murdoch (Independent Director) (ceased 4/12/15)	MCom (Hons), FAICD, FCA Chair Chair of Nominations & Remuneration Committee Member of Audit and Risk Committee	9	-
<b>Resignations since the end of the financial year</b>			
None			

(cont)

For the year ended 30 June 2016

## Company Secretary

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

### Current Joint Company Secretaries

Susan Mary Minehan (Appointed 4/7/2016)	BA, LLB, MA Lit. Studs., LLM	
Eric Duncan Campbell (Appointed 28/11/2013)	BAcc, CA, Grad Dip Project Mgt, GAICD	
Darren Graham Carlson (Appointed 27/11/15)	BCom, FCPA, GAICD	Resigned 9/7/16
Patrick Stephen Burke (Appointed 26/08/2013)	BBus, Grad Dip Mgt, Grad Dip Fin Planning, FCPA, FAICD	Resigned 27/11/15

## 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		Client Services Meetings		Audit & Risk Committee Meetings	
	A	B	A	B	A	B	A	B
G B Murdoch	7	5	1	1	-	-	2	1
A G Bellas	12	12	2	2	-	-	4	4
P D Currie	12	10	-	1	4	4	2	2
S R E Ellis	12	12	-	1	-	-	4	4
Y D Keane	12	10	1	1	-	-	-	-
P Mendiola	12	12	-	1	-	-	4	4
A J Semple	12	11	-	1	4	4	-	-
K J Swindon	12	12	2	2	4	3	-	1
S E Thorpe	12	10	1	1	4	4	-	-

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

**B** – Number of meetings attended

## Board Processes

To assist in the execution of its responsibilities, the board has established a number of board committees including a Nominations & Remuneration Committee, a Client Services Committee and an Audit & Risk 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 Foundation'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 A G Bellas (Chair) (appointed as Chair 17/12/15)
- Ms K J Swindon
- Councillor Y D Keane
- Ms S E Thorpe (appointed 17/12/15)
- Mr G B Murdoch (Previous Chair, resigned 4/12/15)



### 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:

- Mrs A Semple (appointed as Chair 17/12/15)
- Ms K J Swindon
- Ms S E Thorpe
- Dr P D Currie
- Mr G M Crotty (retired as a director on 30/11/12 but remained a committee member)
- Mr D B de Villiers (retired as a director on 26/11/14, but remained as Chair, resigned 27/11/15)

### Audit & Risk Committee

The Audit & Risk Committee provides assistance to the Board of Directors in fulfilling its corporate governance and oversight responsibilities in relation to the organisation's financial reporting, internal control structures, risk management systems, the internal and external audit functions, the process for monitoring compliance with laws and regulations and the code of conduct and related policies.

In doing so, it is the responsibility of the Audit & Risk Committee to maintain free and open communication between the Audit & Risk Committee, External Auditors, the Internal Auditor, the Manager Risk & Insurance and management of the organisation.

The Audit & Risk Committee comprises the following members during or since the end of the financial year:

- Mr S R E Ellis (Chair) (appointed as Chair 17/12/15)
- Mr A G Bellas (resigned as Chair 17/12/15)
- Mr P Mendiola
- Dr P D Currie (appointed 17/12/15)
- Mr G B Murdoch (resigned 4/12/15)

### Principal Activity and Objectives

The principal activity of Endeavour Foundation during the year was the provision of support services to people with a disability, with a particular focus on people with an intellectual disability, including Residential Accommodation & Support Services, Learning & Lifestyle Support Services, Post-School Services, Supported Employment Services and Community Advocacy & Support Services. In the opinion of the Directors no significant changes have occurred in the nature of these activities during the financial year. The business mergers in the current financial year have resulted in the provision of Open Employment and Apprenticeship Training services being added to the activities undertaken by the Group.

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.

Operating under the core values of *respect, inclusion, integrity and accountability*, the vision of Endeavour Foundation is to:

- be a full service provider in the community services sector with a focus on the individual needs of vulnerable people especially those with an intellectual disability;
- advocate for people with a disability;
- deliver leading services to ensure people have choice in the services they acquire;
- be a sustainable and influential organisation.

In practical terms in order to achieve this focus, projects undertaken by Endeavour Foundation are assessed and progressed to achieve outcomes in seven key strategy areas:

1. The employment, development and retention of the best possible human resources, including volunteers.
2. The delivery of world best practice support for people with a disability through the application of evidence based research.
3. National expansion as a single united organisation to increase commercial and brokerage opportunities for services and products and enhance employment outcomes for employees.
4. New and improved business and service models together with better risk and asset management to deliver financial sustainability and a safe work environment.
5. The development of a customer focus and quality culture in the organisation to improve adaptability to changing environments and ensure long term viability.

(cont)

## For the year ended 30 June 2016

6. Improved stakeholder relations with the wider community and corporate sector through better communications, brand development and management.
7. Increased and better use of technology and digital media systems to enable best practice and innovation.

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

### Preparation of Consolidated Financial Statements

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

### Results

The Group recorded an operating deficit for the current financial year of (\$1,063,000) compared to an operating surplus of \$7,032,000 in the previous year. This operating result was achieved primarily due to the following factors:

- a deterioration in the operating surplus contribution made by the Disability & Community Services division of \$3,893,000 compared to an operating surplus of \$6,796,000 in the previous period, partly due to the receipt of back-paid wages supplementation funding received in the 2014/15 financial period, that was not replicated in the 2015/16 financial period and growth in employment costs that outstripped increases in government subsidies in the current period;
- an improvement in the operating results from the Employment Services division, with a reduced operating deficit of (\$900,000) for the current year, compared to an operating deficit of (\$1,774,000) in the previous period, driven largely by the receipt of back-paid wages supplementation relating to previous financial periods, off-set by operating deficits in some of the businesses acquired during the current financial period and the continued challenging business environment faced by the geographically dispersed Queensland based supported employment services;
- a deterioration in the operating surplus made by the Supporter Enterprises division of \$486,000 compared to an operating surplus of \$1,978,000 in the previous period, due to a further deterioration in the operating results for the Endeavour Recycled Clothing stores, a decrease in the net contribution made by the lotteries department and an increase in the net cost of staging external promotional events;
- an increase in costs in the Corporate and Infrastructure division due to corporate project costs associated with the implementation of improved IT systems and business processes, the cost of system reviews and increased marketing and communication costs in preparation for the full implementation of the National Disability Insurance Scheme.

The Group's net surplus for the current financial year, after recognising non-operating items of \$9,977,000 was \$8,914,000. In the previous year the Group recorded a comparative net surplus for the year of \$24,173,000 after recognising non-operating items of \$17,141,000. In the current period, non-operating items included significant net gains on the acquisition of subsidiaries of \$8,133,000 (as detailed further in Note 30 to the Financial Statements), a significant bequest of \$655,000, a loss on disposal of properties of (\$107,000) and non-recurrent government capital grants and other capital donations of \$1,296,000 (2015: non-operating items included significant net gains on the acquisition of subsidiaries of \$13,998,000, gains on property sales of \$390,000 and non-recurrent government capital grants and other capital donations of \$2,753,000).

### Dividends

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

### Events Subsequent to Balance Date

Since 30 June 2016 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 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 24 of the full Annual Financial Report)

## 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 24 of the full Annual Financial Report).

## Indemnification and Insurance of Officers

### Indemnification

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

### Insurance

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

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

## Non-audit services

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

The Board has considered the non-audit services provided during the year and is satisfied that the provision of those non-audit services during the year by the auditor is compatible with, and did not compromise, the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* 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 & Risk 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 full Annual Financial Report.

## Auditor's Independence Declaration

The Auditor's Independence Declaration is set out on page 10 of the full Annual Financial Report and forms part of the Directors' Report.

## Rounding

The Company is of a kind referred to in ASIC Corporations (*Rounding in Financial/Directors' Reports*) Instrument 2016/191 dated 1 April 2016. Accordingly 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.



A G Bellas – Chairman  
Brisbane  
12th October 2016

# CONSOLIDATED BALANCE SHEET

As at 30 June 2016

	Note	2016 \$'000	2015 \$'000
<b>Current assets</b>			
Cash and cash equivalents			
- Untied cash		18,157	15,426
- Quarantined cash		6,257	6,296
	4	24,414	21,722
Trade and other receivables		12,419	9,683
Inventories		14,816	12,108
Other current assets		1,812	1,974
Assets classified as held-for-sale		6,415	988
<b>Total current assets</b>		<b>59,876</b>	<b>46,475</b>
<b>Non-current assets</b>			
Investments		1,712	1,150
Net defined benefit plan asset		2,481	3,388
Other intangible assets		1,948	1,740
Investment properties		2,803	3,235
Property, plant & equipment		107,289	108,769
<b>Total non-current assets</b>		<b>116,233</b>	<b>118,282</b>
<b>Total assets</b>		<b>176,109</b>	<b>164,757</b>
<b>Current liabilities</b>			
Interest bearing loans		1,800	1,646
Trade and other payables		14,555	12,521
Employee entitlements		18,800	15,553
Revenue received in advance		5,777	5,772
<b>Total current liabilities</b>		<b>40,932</b>	<b>35,492</b>
<b>Non-current liabilities</b>			
Interest bearing loans		13,000	14,900
Revenue received in advance		453	464
Employee entitlements		3,644	3,721
<b>Total non-current liabilities</b>		<b>17,097</b>	<b>19,085</b>
<b>Total liabilities</b>		<b>58,029</b>	<b>54,577</b>
<b>Net assets</b>		<b>118,080</b>	<b>110,180</b>
<b>Equity</b>			
Reserves		916	997
Retained earnings		117,164	109,183
<b>Total equity</b>		<b>118,080</b>	<b>110,180</b>

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 2016

	Note	2016 \$'000	2015 \$'000
<b>Revenue</b>			
Sale of goods and services		85,831	65,788
Fundraising activities		24,308	25,182
Service user contributions		13,817	13,060
Government subsidies		148,277	129,495
Interest income		698	747
Other revenue		1,684	1,414
	3	274,615	235,686
<b>Expenses</b>			
Cost of goods sold & commercial fundraising activities		(48,750)	(37,697)
Employee expenses		(154,115)	(124,610)
Supported employee expenses		(16,820)	(16,287)
Utilities & leased property expenses		(14,803)	(14,035)
Transport expenses		(7,505)	(7,617)
Maintenance expenses		(8,474)	(7,453)
Household consumables		(1,821)	(1,829)
Depreciation & amortisation expenses		(10,299)	(8,886)
Interest expense		(681)	(311)
Other expenses		(12,410)	(9,929)
		(275,678)	(228,654)
<b>Operating (deficit)/surplus</b>		(1,063)	7,032
Government capital expenditure grants and other capital donations	3	1,296	2,753
Bequest from Wills Estate		655	-
(Loss)/gain on disposal of properties	3	(107)	390
Net gain on business acquisitions	6	8,133	13,998
<b>Net surplus for the year</b>		<b>8,914</b>	<b>24,173</b>

Divisional Results	Disability & Community Services		Employment Services		Supporter Enterprises		Corporate & Infrastructure		Divisional Eliminations		Total Foundation	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
Operating revenue	134,675	123,374	110,315	78,325	31,312	32,371	3,835	4,364	(5,522)	(2,748)	274,615	235,686
Operating expenses	(130,782)	(116,578)	(111,215)	(80,099)	(30,826)	(30,393)	(8,377)	(4,332)	5,522	2,748	(275,678)	(228,654)
<b>Operating surplus/(deficit)</b>	<b>3,893</b>	<b>6,796</b>	<b>(900)</b>	<b>(1,774)</b>	<b>486</b>	<b>1,978</b>	<b>(4,542)</b>	<b>32</b>	<b>-</b>	<b>-</b>	<b>(1,063)</b>	<b>7,032</b>
Non-operating revenue	-	26	(102)	-	655	112	9,424	17,003	-	-	9,977	17,141
<b>Net surplus/(deficit) for the year</b>	<b>3,893</b>	<b>6,822</b>	<b>(1,002)</b>	<b>(1,774)</b>	<b>1,141</b>	<b>2,090</b>	<b>4,882</b>	<b>17,035</b>	<b>-</b>	<b>-</b>	<b>8,914</b>	<b>24,173</b>

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 2016

	2016 \$'000	2015 \$'000
<b>Net surplus for the year</b>	<b>8,914</b>	<b>24,173</b>
<b>Other comprehensive income (Items that will not be reclassified to profit or loss)</b>		
Net decrease in fair value of investments	(81)	(6)
Realised losses on disposal of investments	(45)	(28)
Actuarial adjustment to defined benefit superannuation plan	(888)	1,636
<b>Other comprehensive income for the year</b>	<b>(1,014)</b>	<b>1,602</b>
<b>Total comprehensive income for the year</b>	<b>7,900</b>	<b>25,775</b>

# CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2016

	Fair value reserve \$'000	Subsidies reserve \$'000	Total reserves \$'000	Retained earnings \$'000	Total Equity \$'000
Total equity at 30 June 2014	607	396	1,003	83,402	84,405
Total comprehensive income for the year	(6)	-	(6)	25,781	25,775
<b>Total equity at 30 June 2015</b>	<b>601</b>	<b>396</b>	<b>997</b>	<b>109,183</b>	<b>110,180</b>
Total comprehensive income for the year	(81)	-	(81)	7,981	7,900
<b>Total equity at 30 June 2016</b>	<b>520</b>	<b>396</b>	<b>916</b>	<b>117,164</b>	<b>118,080</b>

*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 2016

	Note	2016 \$'000 Inflows (Outflows)	2015 \$'000 Inflows (Outflows)
<b>Cash flows from operating activities</b>			
Cash receipts in the course of operations		293,828	252,798
Cash payments to suppliers & employees		(287,540)	(234,886)
Dividends received		123	59
Interest received		717	721
Interest paid		(518)	(278)
Legacies & bequests received		1,025	187
<b>Net cash provided by operating activities</b>		<b>7,635</b>	<b>18,601</b>
<b>Cash flows from investing activities</b>			
Acquisition of property, plant & equipment		(8,466)	(29,117)
Acquisition of intangible assets		(887)	(1,103)
Acquisition of investments		(519)	(751)
Proceeds from disposal of property, plant & equipment		2,116	2,466
Proceeds from disposal of investment properties		438	-
Proceeds from sale of investments		789	447
Proceeds from non-operational capital grants and donations		431	2,491
Acquisition of business	6	(1,654)	-
Cash acquired through business combinations	6	5,006	4,986
<b>Net cash utilised in investing activities</b>		<b>(2,746)</b>	<b>(20,581)</b>
<b>Cash flows from financing activities</b>			
Proceeds from interest bearing loans		-	15,000
Repayment of interest bearing loans		(2,197)	(2,673)
<b>Net cash (utilised)/provided by financing activities</b>		<b>(2,197)</b>	<b>12,327</b>
<b>Net increase in cash held</b>		<b>2,692</b>	<b>10,347</b>
Cash at the beginning of the financial year		21,722	11,375
<b>Cash at the end of the financial year</b>		<b>24,414</b>	<b>21,722</b>
<b>Comprising:</b>			
Untied cash		18,157	15,426
Quarantined cash		6,257	6,296
		<b>24,414</b>	<b>21,722</b>

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 2016

#### 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 33 Corporate Drive, Cannon Hill, QLD 4170.

The consolidated financial statements of the Company for the financial year ended 30 June 2016 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, and individuals and communities who have significant personal, social, economic and cultural disadvantage in accessing services and resources, through a range of flexible services, including residential accommodation, in-home support, adult education, life style support, drug prevention and public safety programs, services for disengaged young people and people experiencing mental illness, supported employment services and apprenticeship and traineeship qualifications.

#### 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 12th October 2016.

##### (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;
- 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; and
- 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 Corporations (*Rounding in Financial/Directors' Reports*) Instrument 2016/191).

##### (d) Use of Estimates and Judgements

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

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



## 2. BASIS OF PREPARATION OF SUMMARY FINANCIAL REPORT (continued)

### (d) Use of Estimates and Judgements (continued)

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 – Defined Benefit Plan Asset;

Note 13 – Non-current Assets – Property, Plant & Equipment.

	2016 \$'000	2015 \$'000
<b>3. OPERATING REVENUE AND OTHER INCOME</b>		
Sale of goods and services	85,831	65,788
Fundraising activities		
- Commercial fundraising activities	21,853	22,509
- Donations & appeals	1,486	1,218
- Special functions	480	839
- Bequests & legacies	371	523
- Community grants	118	93
	24,308	25,182
Service user contributions		
- Accommodation	10,740	9,946
- Learning & Lifestyle	1,515	1,564
- Transport	1,562	1,550
	13,817	13,060
State Government subsidies	111,436	98,081
Federal Government subsidies	36,841	31,414
Dividend income	123	59
Interest income	698	747
Other revenue	1,561	1,355
<b>Total operating revenue</b>	<b>274,615</b>	<b>235,686</b>
<b>Non-operating items</b>		
- Government capital expenditure grants & other capital donations		
Other non-recurrent Government capital grants	193	1,377
Gambling Community Benefit Fund capital grants	231	564
Other capital donations	872	812
	1,296	2,753
- Major bequest – Wills Estate	655	-
- (Loss)/gain on sale of property	(175)	390
- Gain on sale of investment property	68	-
- Net gains on business acquisitions	8,133	13,998
	<b>9,977</b>	<b>17,141</b>
<b>Total revenue and other income for the period</b>	<b>284,592</b>	<b>252,827</b>

**Notes to the Financial Statements (cont)**  
For the year ended 30 June 2016

	2016 \$'000	2015 \$'000
<b>4. CASH AND CASH EQUIVALENTS</b>		
Untied cash	18,157	15,426
Quarantined cash	6,257	6,296
	<b>24,414</b>	<b>21,722</b>

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 and other cash reserves that have been designated for a specific purpose of \$6,257,000 (2015: \$6,296,000) which are available for draw down only once the services they are meant to fund have actually been delivered.

**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.

**6. BUSINESS COMBINATIONS**

**SkillsPlus Limited and its controlled entity (SkillsPlus Group)**

On 1 July 2015 Endeavour Foundation acquired 100% control of the "SkillsPlus Group", in a single transaction, via a mutual agreement to amalgamate the operations of the "SkillsPlus Group" with those of Endeavour Foundation. The "SkillsPlus Group" comprised two separate entities: SkillsPlus Ltd and BRACE Education Training & Employment Ltd. The two entities are Victoria-based organisations, that specialise in the delivery of employment services to long term unemployed with a focus on young people and people who are disadvantaged across regional and metropolitan Victoria.

The amalgamation brought to the Endeavour Foundation Group approximately 130 new team members supporting 10,000 individuals across 20+ locations and an opportunity to expand and diversify the Group's service footprint.

The amalgamation was settled for no consideration, with the following identifiable assets acquired and liabilities assumed, at the acquisition date:

<b>Identifiable assets acquired and liabilities assumed</b>	<b>\$'000</b>
Property, plant and equipment	3,478
Trade and other receivables	1,018
Cash and cash equivalents	854
Interest bearing liabilities	(451)
Employee entitlements	(1,048)
Trade and other payables	(1,529)
Net identifiable assets and liabilities acquired	2,322
Acquisition consideration paid	-
<b>Gain on acquisition of subsidiary for no consideration</b>	<b>2,322</b>

The values of assets and liabilities recognised on acquisition are their estimated fair values. No material separately identifiable and quantifiable intangible assets were acquired, or transaction costs incurred, in relation to this acquisition.

In the 12 months to 30 June 2016, the acquired operations contributed revenues of \$10,295,000 and a net deficit of (\$365,000).

## 6. BUSINESS COMBINATIONS (continued)

### TORGAS Incorporated (TORGAS)

On 1 July 2015 Endeavour Foundation acquired 100% control of TORGAS Incorporated, via a mutual agreement to amalgamate the operations of TORGAS with those of Endeavour Foundation. Established in Townsville in 1984, TORGAS is one of Queensland's leading apprentice and trainee service providers, with 25 staff and support for more than 200 apprentices and trainees.

The amalgamation brings together the best of the cultures, capabilities, practices and systems of the entities, as well as the diverse range of service offerings and when combined with the existing training operations, the collective Group Training division of the organisation has a footprint extending from Brisbane to Cairns, and west to Hughenden, supporting some 450 apprentices and trainees. It also provides increased diversity in revenue streams.

The amalgamation was settled for no consideration, with the following identifiable assets acquired and liabilities assumed, at the acquisition date:

Identifiable assets acquired and liabilities assumed	\$'000
Investments	403
Property, plant and equipment	1,322
Trade and other receivables	816
Cash and cash equivalents	4,152
Employee entitlements	(428)
Trade and other payables	(454)
Net identifiable assets and liabilities acquired	5,811
Acquisition consideration paid	-
<b>Gain on acquisition of subsidiary for no consideration</b>	<b>5,811</b>

The values of assets and liabilities recognised on acquisition are their estimated fair values. No material separately identifiable and quantifiable intangible assets were acquired, or transaction costs incurred, in relation to this acquisition.

In the 12 months to 30 June 2016, the acquired operations contributed revenues of \$7,508,000 and a net deficit of (\$410,000).

### Net gain arising from business combinations in 2016

A net gain on business combinations arising from the above transactions was recognised as non-operating income in the Consolidated Income Statement of the Group for the year ended 30 June 2016, as follows:

	\$'000
Gain on acquisition of control of SkillsPlus Group	2,322
Gain on acquisition of control of TORGAS	5,811
<b>Net gain arising from business combinations</b>	<b>8,133</b>

### Scope Australian Disability Enterprises

On 6 November 2015 Endeavour Foundation acquired the business undertakings of three existing Australian Disability Enterprises (ADEs), from Scope (Vic) Ltd, in a single transaction, helping to secure ongoing employment of 200 people with a disability in Melbourne and Geelong.

The three ADEs acquired operate accredited food packaging, general packaging, pick and pack, labelling and light manufacturing operations, which provide clear synergies with some of Endeavour Foundation's existing supported employment operations in Melbourne.

## 6. BUSINESS COMBINATIONS (continued)

### Scope Australian Disability Enterprises (continued)

The amalgamation was settled for a cash consideration, with the following identifiable assets acquired and liabilities assumed, at the acquisition date:

Identifiable assets and liabilities acquired	\$'000
Freehold land and buildings	1,900
Plant and equipment	650
Employee entitlements	(896)
<b>Net identifiable assets and liabilities acquired, settled in cash</b>	<b>1,654</b>

The values of assets and liabilities recognised on acquisition are their estimated fair values. No material separately identifiable and quantifiable intangible assets were acquired, or transaction costs incurred, in relation to this acquisition.

In the 7 months to 30 June 2016, the acquired operations contributed revenues of \$3,077,000 and a net surplus of \$411,000. If the acquisition had occurred on 1 July 2015, management estimates that Endeavour Foundation's consolidated total revenue would have been \$276,154,000 and the consolidated net surplus would have been \$9,119,000. In determining these amounts, management has assumed that any fair value adjustments recognised on the acquisition date would have been the same and that revenue and operating surpluses would have accrued at a consistent rate throughout the 12 month period.

### 2015 Business Combinations

During the financial year ended 30 June 2015, the following business combination transactions were undertaken:

#### Community Solutions Group (CSG)

On 1 October 2014 Endeavour Foundation acquired 100% control of the "Community Solutions Group", in a single transaction, via a mutual agreement to amalgamate the operations of the "Community Solutions Group" with those of Endeavour Foundation. The "Community Solutions Group" comprised three separate entities: Community Solutions Group Ltd, Community Assets Australia Ltd and Acclaim Apprentices and Trainees Ltd. The three entities are Queensland-based organisations that provide a diverse range of support services and opportunities for individuals, families and communities in regional Australia. The diverse range of services include: employment and assistance for people with barriers to employment, apprenticeships and traineeships, family support, drug prevention and public safety programs, as well as services for disengaged young people and people experiencing mental illness.

The amalgamation was settled for no consideration, with the following identifiable assets acquired and liabilities assumed, at the acquisition date:

Identifiable assets acquired and liabilities assumed	\$'000
Investment properties	2,250
Property, plant and equipment	9,276
Trade and other receivables	2,485
Cash and cash equivalents	4,986
Interest bearing liabilities	(59)
Employee entitlements	(1,143)
Trade and other payables	(3,797)
Net identifiable assets and liabilities acquired	13,998
Acquisition consideration paid	-
<b>Gain on acquisition of subsidiary for no consideration</b>	<b>13,998</b>

The values of assets and liabilities recognised on acquisition are their estimated fair values. No material separately identifiable and quantifiable intangible assets were acquired, or transaction costs incurred, in relation to this acquisition.

## 7. GROUP ENTITIES

	2016 %	2015 %
<b>Particulars in relation to controlled entities, all of which are incorporated in Australia</b>		
Endeavour Foundation Endowment Challenge Fund Limited	100	100
Endeavour Foundation Endowment Challenge Fund Trust	100	100
Community Solutions Group Limited	100	100
Acclaim Apprentices and Trainees Limited	100	100
National Disability Living Solutions Limited	100	100
SkillsPlus Limited	100	-
BRACE Education Training & Employment Limited	100	-
TORGAS Incorporated	100	-
Vatmi Industries Limited (in process of being deregistered)	100	100
Community Assets Australia Limited (deregistered 8/02/2016)	-	100

**Endeavour Foundation Endowment Challenge Fund.** 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, both of which were established on 3 December 2009.

The Endeavour Foundation Endowment Challenge Fund is a health-promoting charity 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 people with a disability in the world in which we live, so that they can lead ordinary lives.

**Community Solutions Group Limited**, a company limited by guarantee, provides a diverse range of services including employment and assistance for people with barriers to employment, family support, drug prevention and public safety programs, as well as services for disengaged young people and people experiencing mental illness. The entity was acquired through a business combination on 30 September 2014.

**Acclaim Apprentices and Trainees Limited**, a company limited by guarantee, provides a range of apprenticeship and traineeship qualifications and employment placement support. The entity was acquired through a business combination on 30 September 2014.

**National Disability Living Solutions Limited**, a company limited by guarantee, provides and manages built environment solutions for people with a disability or other disadvantaged groups. The entity was acquired through a business combination on 1 July 2013.

**SkillsPlus Limited**, a company limited by guarantee, provides a range of employment services, targeting the long term unemployed, youth and disadvantaged people. The entity was acquired through a business combination on 1 July 2015, as further detailed in Note 6 Business Combinations.

**BRACE Education Training & Employment Limited**, a company limited by guarantee, provides a range of employment services, targeting the long term unemployed, youth and disadvantaged people. The entity was acquired through a business combination on 1 July 2015, as further detailed in Note 6 Business Combinations.

**TORGAS Incorporated**, an incorporated association, provides a range of apprenticeship and trainee services. The entity was acquired through a business combination on 1 July 2015, as further detailed in Note 6 Business Combinations.

**Vatmi Industries Limited**, a company limited by guarantee, provided supported employment services in Melbourne, Bendigo and Wangaratta. The entity was acquired through a business combination on 27 November 2013. The company executed a corporate restructure deed, effective 1 July 2015, transferring all of its operations, assets, liabilities, obligations and benefits to Endeavour Foundation. The entity is in the process of being voluntarily deregistered under subsection 601AA(2) of the Corporations Act 2001, which is expected to be completed within 12 months of balance date.

**Community Assets Australia Limited**, a company limited by guarantee, operated as a property investment entity, holding commercial properties in key regional areas in order to lease office space to community organisations. The entity was acquired through a business combination on 30 September 2014. The company executed a corporate restructure deed, effective 1 July 2015, transferring all of its operations, assets, liabilities, obligations and benefits to Endeavour Foundation. The entity was voluntarily deregistered under subsection 601AA(2) of the Corporations Act 2001 on 8 February 2016.

**Notes to the Financial Statements (cont)**  
For the year ended 30 June 2016

**8. PARENT ENTITY DISCLOSURES**

As at, and throughout the financial year ending 30 June 2016 the parent company of the Group was Endeavour Foundation.

	<b>2016</b>	<b>2015</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Results of the parent entity</b>		
Net surplus for the year	8,835	8,868
Other comprehensive income	(888)	1,636
Total comprehensive income for the year	<u>7,947</u>	<u>10,504</u>
<b>Financial position of the parent entity at year end</b>		
Current assets	47,057	42,276
Total assets	159,452	132,847
Current liabilities	35,357	30,264
Total liabilities	61,526	47,512
<b>Total equity of the parent entity comprising</b>		
Subsidies reserve	396	396
Retained earnings	97,530	84,939
<b>Total equity</b>	<u><b>97,926</b></u>	<u><b>85,335</b></u>

**9. EVENTS SUBSEQUENT TO REPORTING DATE**

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

# DIRECTORS' DECLARATION

For the year ended 30 June 2016

In the opinion of the Directors of Endeavour Foundation ("the Company"):

- (a) the Company is not publicly accountable;
- (b) the summary consolidated financial statements and notes set out on pages 46 to 56 are derived from the full annual financial report of Endeavour Foundation for the year ended 30 June 2016. The full annual financial report is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:
  - (i) giving a true and fair view of the Group's financial position as at 30 June 2016 and of its performance, for the financial year ended on that date; and
  - (ii) complying with Accounting Standards in Australia and the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
- (c) 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:



A G Bellas – Chairman  
Brisbane  
12th October 2016

# INDEPENDENT AUDITOR'S REPORT

For the year ended 30 June 2016



## 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 comprise the consolidated balance sheet as at 30 June 2016, 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 9 and the directors' declaration, are derived from the audited financial report of the Group for the year ended 30 June 2016.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Act 2012* 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 report*

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 report based on our audit procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. 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 2016. We expressed an unmodified audit opinion on the financial report in our report dated 12th October 2016. 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 assessment of the risks 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 Standards. 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 *Australian Charities and Not-for-profits Commission Act 2012*.

### *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 2016 are a fair summary, in all material respects, of the audited financial report, on the basis described in Note 2.

KPMG

Scott Guse  
Partner  
Brisbane

12th October 2016

KPMG, an Australian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity.

Liability limited by a scheme approved under Professional Standards Legislation.



# FUNDING AND GRANTS

**Endeavour Foundation acknowledges the significant funding and subsidies received from Commonwealth and State Government departments during the 2015-16 financial year, which enabled our organisation to provide a range of services to people with a disability.**

**Key government funding sources were:**

- Ⓞ Queensland Department of Communities, Child Safety and Disability
- Ⓞ Queensland Department of Health – Housing & Support Program
- Ⓞ Australian Government Department of Health – Ageing & Aged Care
- Ⓞ Government of South Australia – Department for Communities and Social Inclusion
- Ⓞ Victorian Traffic Accident Commission
- Ⓞ Ageing, Disability & Home Care, Department of Family and Community Services NSW (Port Stephens)
- Ⓞ Federal Government funding – employment
- Ⓞ Commonwealth Department of Social Services

**During the 2015-16 financial year we also acquitted a total of 14 grants from the Queensland Government’s Gambling Community Benefit Fund. Details can be found in the table below:**

SERVICE	ENDEAVOUR FOUNDATION CO-CONTRIBUTION	GCBF FUNDED AMOUNT	ACQUITTED AMOUNT	PURPOSE/ITEM(S)
Rockhampton Business Service	1,681.82	31,818.18	33,500.00	Renovation of facilities
Brisbane Centre-based Respite		3,608.18	3,608.18	Purchase assorted furniture
Wacol Packaging Solutions	5,470.82	31,818.18	37,289.00	Purchase various industrial equipment
Mackay Accommodation Support	8,498.82	31,818.18	40,317.00	Enclose outdoor area
Kingaroy Accommodation Support	28,584.55	31,818.18	60,402.73	Upgrade kitchen and lighting
Ayr In-home Support #2		5,084.13	5,084.13	Purchase assorted furniture
Cairns Business Service	14,599.82	31,818.18	46,418.00	Upgrade lunch/training/first-aid room
Kingaroy Accommodation Support		4,503.05	4,503.05	Purchase furniture and equipment
Nambour Learning & Lifestyle	0.01	28,199.72	28,199.73	Upgrade facility
Southport Business Service	2,881.82	28,818.18	31,700.00	Upgrade bathroom and toilet facilities
Gladstone Business Service	3,472.73	31,818.18	35,290.91	Upgrade training and first aid room
Ayr Learning & Lifestyle		16,730.40	16,730.40	Enclose outdoor area
Alexandra Hills Learning & Lifestyle	23,681.82	31,818.18	55,500.00	Upgrade kitchen and floor-coverings
Bentley Park Accommodation Support		16,730.40	16,730.40	Enclose outdoor area
<b>14 Acquitted Grants worth a TOTAL of</b>	<b>\$88,871.21</b>	<b>\$326,401.32</b>	<b>\$415,273.53</b>	



# CORPORATE INFORMATION

## Patron

His Excellency the Honourable Paul de Jersey AC  
Governor of Queensland

## Inaugural President

The Late Professor Sir Fred Schonell MA  
PhD DLitt FBPoS, FACE

## Chairman

Tony Bellas  
BEcon, DipEd, MBA, GAICD, ASA, FAIM

## Chief Executive Officer

Andrew Donne  
BBus

## Joint Company Secretaries

Susan Minehan  
BA, LLB, MA Lit. Studs., LLM

Eric Campbell  
BAcc, CA, Grad Dip Project Mgt, GAICD

## Registered Office

33 Corporate Drive  
Cannon Hill, Queensland 4170  
Ph – 07 39087100  
Fax – 07 39087101  
information@endeavour.com.au  
endeavour.com.au

## Auditors

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

## Solicitors

Ashurst Australia  
Level 38, Riverside Centre  
123 Eagle Street, Brisbane, 4000  
Simmonds Crowley & Galvin  
Level 7, 110 Eagle Street, Brisbane, 4000

# THANK YOU TO OUR SUPPORTERS

## Corporate Partners

Arrow Energy  
Pure Source Recruitment  
BMA  
Queensland Rail

## Corporate Donors/Supporters

Brazil Family Foundation  
Flannery Foundation  
New Hope Coal  
Federal Seat of Blair  
Edmen Group  
Jondaryan Woolshed  
Battalion 7CSSB  
Ashurst Australia

## Grants

Queensland Government's Gambling Community Benefit Fund unit  
Department of Communities: Child Safety & Disability Services  
Easternwell Community Fund  
Regional Arts Development Fund (Noosa Council)  
Department of Communities, Child Safety and Disability Services  
Peter Russo, Federal Member for Sunnybank  
Stanwell Power Station Kingaroy & Meandu Mine  
Mr & Mrs Ron & Barb Madden  
(Smithfield Cattle Company)  
Ken Mills Machinery Pty Ltd  
Beef Central  
M & M Migration  
Feed Central  
Bradley Hogan-Smith  
Performance Feeds  
Mr & Mrs Ross & Jenny Schuster

## Corporate Event Sponsors

Austral Motors  
Aon  
KIA  
Gallagher Bassett  
IPMG  
Corporate Traveller  
Brennan IT  
Wormald  
Isuzu  
Kaden Boriss  
Telstra  
ANZ  
KPMG  
Win Network  
APM Pricerfinder  
Network Car & Truck Rentals  
TFS  
SKG  
Ricoh  
Infinity Power  
Willis  
Talk Business

## Bequest & Trusts

The Catherine Ellen Carter Memorial Fund  
The Lesley Dickson Charitable Trust  
The Hart Family Perpetual Trust  
Ian McIntyre Trust Fund  
Queensland Community Foundation Trust Fund  
Edith Lewis Trust  
Errol Frew Family trust  
Estate of the late Karen Emma Adriana Koen  
Estate of Evelyn Knill Pattemore  
Estate of Dulce May Rose Champion  
Estate of Christina Van Loendersloot  
Estate of Marion Gunter Braun  
Estate of Beverly Nell Maull Hardy  
Estate of Margaret Agnes Nevin Wills

## For more information



1800 112 112



[hello@endeavour.com.au](mailto:hello@endeavour.com.au)



[endeavour.com.au](http://endeavour.com.au)

**ENDEAVOUR**  
FOUNDATION

Opportunities for people with a disability