



Imagine
what's
possible

Annual
Report
2018 - 2019

NDVR
Endeavour
Foundation

Endeavour Foundation Annual Report

Patron

His Excellency the Honourable
Paul de Jersey AC
Governor of Queensland

Chairman

Richard Haire
BEcon, Grad Dip Corp Mgt FAICD

Chief Executive Officer

Andrew Donne
BBus

Company Secretary

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

Registered Office

33 Corporate Drive
Cannon Hill, Queensland 4170
T: 07 3908 7100
F: 07 3908 7101
E: information@endeavour.com.au
W: endeavour.com.au

Auditors

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

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At a glance





Customers
+19,000



Volunteers
+400



Employees
+4,800



95%

of people with disability that we support now in the NDIS



+132,000
NDIS blog views



+5,900
downloads of NDIS
information resources



48%
NDIS eNews
subscriber growth



+700
people received
accommodation
services

+2,000
participated in
supported
employment

+800
took part in
learning and life
skills programs

+700
increased their
independence with
in-home support
and community
access



+2,500
people took part in
community health and
wellbeing programs

+1,200
people benefitted from
support co-ordination and
behaviour support services

+2,000
people took part
in education and
training programs

+300
people took up
apprenticeships
and traineeships

+10,000
job seekers supported
towards open employment

About Us

Who we are and what we do

We are Endeavour Foundation Group – supporting individuals to live their best life, whatever their ability.

More than 65 years ago we were founded by a small group of families with a vision to support people with an intellectual disability to live their best life – starting with equal access to literacy, numeracy and life-skills learning. Today we focus on ability – on dreams, goals and potential. We collaborate with the people we support to imagine the possibilities and then work together to make them happen.

While we have been around for over 65 years, we understand the importance of continuing to imagine what's possible and look to inspire our customers and our people to re-define the possibilities.

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

Whatever your dreams, wherever you are on your journey, we are here for you – now and in the future.



Our Values

Our values guide how we operate as an organisation and guide how we deliver services. Importantly, they define how we work together as a team, with our customers, their families and our partners.

We are #teampossible

A united team committed to making possibilities a reality for the people we work with.



We are one, valuing individual strengths and experience so we can achieve more together.



We care, and treat everyone with respect and kindness.



We never stop imagining a better future for our customers.



We are passionate, our customers are at the heart of everything that we do.

About Us

Our family

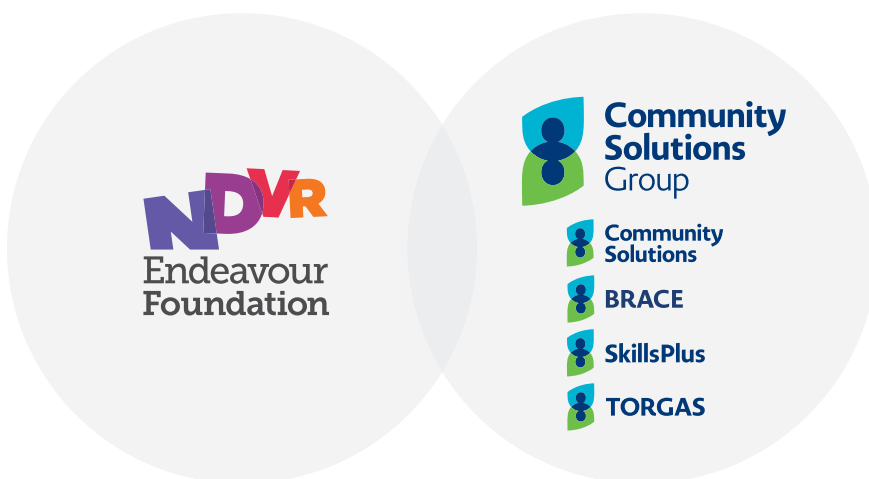
When it comes to making big dreams happen, we know there is no greater power than collaboration. Since Community Solutions Group joined Endeavour Foundation in 2014, we have been working together to achieve our shared dream of helping every person reach their full potential.

Together, Endeavour Foundation and Community Solutions Group have created the unique capacity to offer holistic and integrated services for people, families and communities.

We are united at the head - we know we can achieve more together by pooling our resources, experience and skills. But most of all, we are united at the heart with a shared purpose that drives what we do every day.

Together we:

- Are united, imaginative, passionate and care for the people we serve.
- Are **#teampossible**, turning dreams into reality.
- Seek to be a leading not-for-profit provider of a range of health and human services in Australia, specialising in the disability sector.



----- Customer service continuum -----



Endeavour Foundation

Endeavour Foundation supports people with disability to live, learn, work and flourish according to their own interests and priorities.

We focus on ability and making things happen. Whether it's learning life skills, living independently, socialising and making new friends, finding a job or exploring interests and trying new things, we work with people with disability to make their dreams a reality.

We are at the heart of local communities – offering choice, opportunities and personalised support to more than 4,000 people with disability in Queensland, New South Wales and Victoria.

Our Services

Home

- Supported Independent Living
- Specialist Disability Accommodation
- Respite/ Short Term Accommodation

Work

- Work Experience
- Supported Employment

Community

Day services offering:

- Learning and life skills development
- Community participation
- Healthy body and healthy mind
- Computers and technology
- One-on-one and group support

Business Solutions

Business services with a social conscience:

- General, food and pharmaceutical packaging
- Document destruction
- eWaste
- Timber products
- Recycling
- Assembly work
- Industrial cleaning cloths
- Industrial sewing
- Printing, mailing and collating
- Kingaroy Kitchen – gourmet fine foods
- QArt Studio and Gallery – unique art, ceramics and jewellery

Community Solutions Group

Community Solutions Group makes a real difference in people's lives through services focused on the employment, education, wellbeing and independence of individuals, families and communities across Queensland, Victoria and South Australia.

We start where our customers are, to understand their needs and the needs of their community to make change happen. We are on a journey with them, and we do this as #teampossible.

We've always known the power of collaboration and in the past 20 years have joined together with like-minded for-purpose organisations to expand our services.

Today, our Group includes Community Solutions, SkillsPlus, BRACE and Torgas delivering over 30 programs to more than 16,000 customers, supporting their goals and working with them on their pathway to possibilities.

Our Services

Workforce solutions

- *jobactive*
- Disability Employment Services
- Transition to Work
- Apprenticeships and Traineeships

Education and training solutions

- Vocational Education and Training
- Foundation Skills learning
- Youth Education
- Culturally and Linguistically Diverse Training (CALD)
- Employment Training

Specialist services

- Specialist Support Coordination
- Support Coordination
- Behaviour Support
- Vocational Psychology

Community wellbeing solutions

- Mental Health Services
- Family and community services
- ParentsNext
- Safety and support
- Supported training and pre-employment
- Youth Services

Message from our Chairman and CEO



Richard Haire
Chairman



Andrew Donne
Chief Executive Officer

Aspiring for more

Endeavour Foundation embarked on the 2018-2019 year firmly focused on the final phase of the National Disability Insurance Scheme (NDIS) implementation, a year when the largest number of people with disability were planned to join the Scheme for the first time.

Our mission to partner with people to aspire for more remained a guiding light, as we worked closely with each person, and their family, to obtain NDIS plans in keeping with their needs and aspirations.

Another major focal point was the much-anticipated announcement of a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, on 4 April 2019.

Endeavour Foundation welcomes the Royal Commission as a platform for people to share their experiences. It provides a tremendous opportunity to raise awareness, change attitudes and prevent harm by shining a light into the disability sector.

We will engage fully and constructively with the Royal Commission and will respond promptly to any requests for information. Wherever possible we will make submissions recommending changes that would create a safer and more inclusive environment for people with disability.

We will also follow the Royal Commission closely to identify opportunities to improve. We will seek to learn all that we can about the causes of violence, abuse, neglect and exploitation of people with disability, the best forms of prevention, and the most effective ways to address harm when it occurs.

Most importantly of all, we are doing everything in our power to ensure people with disability, their families, volunteers and employees are aware and know how to engage with the Royal Commission, should they wish to do so.

While the NDIS implementation is now structurally complete, most would acknowledge that this all-inclusive national reform has some way to go before it truly delivers on its intent.

The final year of transition to the NDIS has not always been smooth. We have sought to bridge the gap wherever possible by ensuring people can rely on consistent supports, and to offer help in dealing with the National Disability Insurance Agency or NDIA (the Agency responsible for the NDIS) to resolve problems.

We have welcomed the increase in disability supports available for people under the NDIS, which has been truly life-changing for people who have had very limited support funding in the past.

With this comes a challenge to provide high-quality support workers to meet the rapid surge in demand throughout the disability sector.

While most eligible people are now participants in the NDIS, there is more work ahead for us to ensure each person has ready access to the reasonable and necessary supports which the Scheme promises to deliver.

We are engaging directly with the NDIA to work through individual issues faced by people we support, while also raising the Agency's awareness of systemic shortcomings and solutions that would deliver broad participant benefits.

We have also continued to meet with State and Commonwealth Members of Parliament, Senators and Ministers, to raise issues affecting people with disability.

In particular, we have informed parliamentarians of the significant challenges facing Australian Disability Enterprises, the severe impact if state-based tax subsidies are removed, and the systemic issues hampering the NDIS. More information about our advocacy work can be found on pages 18 to 21.

We sincerely thank each one of you who has shared your experiences, signed a petition, contacted a member of parliament, given a media interview, forwarded an email, had a conversation or even shared a social media post, in order to support our advocacy program.

The strength of our advocacy lies in your voices joining with Endeavour Foundation, so that the concerns of people with disability cannot be ignored.

As the NDIA seeks to address the Scheme's early teething problems, we always remain ready to adjust and adapt the way we work. The Minister for the NDIS, the Hon Stuart Robert MP, has told us he believes the Scheme will take five to seven years to reach full maturity.

Our wonderfully resilient employees understand that change is "the new normal". We often refer to our people as #teampossible; they deserve our recognition for their commitment to supporting people with disability with incredible passion, care and imagination, despite ongoing transformation in our organisation and in the disability sector.

We also understand that we must respond to current challenges while being future-focused, ensuring long-term sustainability for our services wherever they are located.

The Board has committed to improving existing accommodation and building new homes, to deliver a better lifestyle for people we support in independent living. We look forward to sharing more details with you as the works get underway.

In commending this 2018-2019 annual report to you, we take a final moment to thank everyone who has joined with us in our mission to partner with people to aspire for more in the past year.

Whether a volunteer, fundraiser, family member/guardian, #teampossible member, or one of the 4,000 people with disability at the heart of our organisation, together our Endeavour Foundation community is creating a promising future for Australians with disability.

Thank you for being part of it.



Richard Haire
Chairman



Andrew Donne
CEO

Strategic Priorities

The final year of NDIS implementation brought with it both challenges and opportunities that required strategic responses to balance the relationship between customers, service quality, our people/culture and financial sustainability to ensure we continue to deliver on our purpose of making possibilities a reality for people with disability.

We continue to evolve our services and organisation in keeping with the ethos underpinning the NDIS model of choice and control for people with disability. These changes enable us to continue to provide high quality and safe services that people with disability need and want, and to be financially sustainable after the full NDIS roll out.

Our strategic intent

In 2018-19 we continued to evolve and optimise our services, people, processes, systems and expenditure to ensure we meet the four strategic goals we set in 2016:

- **Consolidate and grow** our core focus of supporting people with an **Intellectual Disability**.
- **Grow** our share of the **broader disability market**.
- **Extend** our reach through **strategic partnerships** to provide our customers with access to a broader range of services.
- **Differentiate** our brand in an increasingly competitive market by delivering a **consistent customer experience**.

The key business imperatives to achieve these goals focus on five priority areas of Customer Connection, Safety, Our People, Operational Excellence and Financial Sustainability.



Our Priorities

Customer Connection

Behind every discussion, decision and action needs to be the voice of the people we support, sourced from evidence based insights. It is only through this we will truly deliver what customers and their families most need, want and value, and be able to support them to live their best life. Furthermore, to leverage these insights to build and maintain a brand that is customer focused, positive, inspirational, and accessible, as well as capable of withstanding significant market change.

Safety

Provide safe services, operations, facilities and workplaces that are compliant with all regulatory and legislative expectations.

Our People

Develop our people capability, experience and workforce strategy to ensure Endeavour Foundation's brand, services and culture are differentiated and sustainable.

Operational Excellence

Deliver operational excellence throughout the NDIS transition by prioritising our core customers and delivering an integrated and consistent end-to-end experience from enquiry to delivery of tailored services.

Financial Sustainability

Operate financially sustainable businesses in line with NDIA pricing models for core customers and leverage the revenue generating businesses of Lotteries, Fundraising and Community Solutions Group to innovate and grow by enhancing and improving existing services and developing and opening new ones.

Strategic focus

Customer Connection

Endeavour Foundation

In the final year of NDIS roll out, our focus continued to be on solidifying our position as a customer focused organisation that stands true to its purpose of “making possibilities a reality” for people with disability.

To achieve this, we continue evolving our services to provide options for people with disability to live their best life at home, at work and in the community while supporting nearly 50% of our customers to transition to the NDIS.

2018 - 2019 highlights

- Completing the roll out of our new day services program.
- Opening two Learning and Lifestyle services in Melbourne and Sydney.
- Starting the build of a brand new home for people with disability in Cairns.
- Rolling out a more robust and user friendly approach to gathering customer feedback via our annual customer satisfaction survey which returned an 88% satisfaction score.
- Making possibilities a reality for the winners of our inaugural ‘Imagine what’s possible’ competition.
- Paving the way for over 200 musicians and performers with disability to showcase their talents and ability at our Battle of the Bands events in Brisbane and on the Sunshine Coast.
- Continuing to focus on providing practical information, education and support to improve understanding of how the NDIS works and how Endeavour Foundation can support customers and their families on their journey.

Connecting people to the NDIS

During the last 12 months of NDIS transition we focused on ensuring easy-to-follow information and meaningful support was available to anyone needing help navigating the new scheme.

People learn in different ways and so we developed educational materials across a range of platforms – online, offline, audio, visual and the written word. We also ensured we had people on the ground at community events and in our services for those wanting to talk face-to-face.

We continued to offer tailored support to our customers as they navigate the NDIS. In 2018-19 we focused on helping customers in Brisbane, the Gold Coast, Sunshine Coast, Cairns, Fraser Coast and Moreton Bay prepare for their first planning meeting and transition to the NDIS. At the same time, we worked alongside customers across Central and North Queensland, New South Wales and Victoria who were in their second and third year in the NDIS and therefore needed more differentiated and individualised support depending on where they were on their NDIS journey,

The thirst for NDIS knowledge in the community is apparent in the dramatic increase in subscribers to our NDIS eNews as well as views of our NDIS-related blogs. In 2018-19 we experienced a 48% increase in newsletter subscribers and a 54% increase in blog views.

Responding to the obvious need for information and to supplement our newsletters and blogs, we created a series of YouTube video clips to present the information in an alternative format. We canvassed our service managers and NDIS teams to get a feel for the questions they’re most asked by people with disability and their families and carers. The most commonly asked questions formed the basis of the video series.

Parliamentary Lawn is Josh's Field of Dreams

Linda entered her son Josh's dream to mow one of the most famous lawns in the country in Endeavour Foundation's 'Imagine What's Possible' competition, with very modest hopes of success.

"I never expected for a moment that Endeavour Foundation would take on that challenge," Linda said, "They really did make an impossible dream become possible."

Josh's dream was, "To put on my work boots and a high-vis shirt and mow the lawn on top of Parliament house. To be told Well Done!" And, it was a dream the judges of the 'Imagine what's possible' competition deemed worthy of fulfilling.

So, on a slightly overcast day in November, Josh was given a special pass to Parliament House and was met by one of the head landscapers only too happy to welcome another member to the crew.

"When we stepped out of the lift on to the roof we were like, 'This is really happening!' It was just ridiculously amazing," Linda said.

Then, after a quick course on how to operate Parliament House's big yellow lawn mower, Josh was away! Living out his dream.

"Watching Josh mow was the proudest moment of my life," Linda said, "He was showing the world what he was capable of and everyone was applauding him. It was just beautiful."

Josh did such a good job cutting the Parliamentary grass that even the Prime Minister, Scott Morrison, and the former leader of the opposition, Bill Shorten, felt compelled to take the lift all the way to the top to personally thank Josh for helping keep Parliament looking it's very best. And the cameras from television stations and newspapers were there to capture it all. Josh felt like a celebrity!

Lawn mowing always works up an appetite, so Josh and his family were treated to a well-earned lunch in the private dining room along with some other special guests. Josh and his family were also taken on a tour of Parliament House and got to see first-hand where the laws of our land are made.

Linda summed it up saying, "The day will remain etched in our memories as a sublimely happy event. We all had an absolute blast and we have so many amazing photos to prove it wasn't just a dream."

The 'Imagine what's possible' competition was run in partnership with Cherry Energy Solutions, CoAct and Community Solutions Group and was open to people with an intellectual disability in Queensland, Victoria and New South Wales. Find out more at endeavour.com.au/imaginewhatspossible



We also cast a critical eye over our NDIS Help section on our website and made some improvements, including:

- tools to help people prepare for NDIS planning meetings and plan reviews
- an update and refresh of our NDIS Frequently Asked Questions
- new fact sheets on key topics such as accommodation and transport.

Understanding customer need under the NDIS

Since 2017 we have conducted a Customer Satisfaction Survey annually to help us better understand the wants, needs and expectations of our customers and their families and carers. This insight is the cornerstone of our service provision and is informing how we:

- Develop and improve our services tailored to the needs of people with disability.
- Design better ways of communicating with people throughout their journey with us.
- Offer appropriate support, information and education as they navigate the NDIS and researching and engaging service providers.
- Identify other services and support which may be of benefit.

Our 2018 survey revealed some dissatisfaction with the methodology of the survey itself. To address this, the 2019 survey was shortened, integrated with segmentation research and conducted by an independent third party which yielded more robust and in-depth feedback. Decision makers were randomly selected from across our service footprint and surveyed over the phone, which proved to be an easier experience for them than traditional paper based surveys.

The 2019 survey yielded the following encouraging results:

- 88% total customer satisfaction
- 90% satisfaction with community services
- 88% satisfaction with work services
- 86% satisfaction with home services.

It was clear through the research that the NDIS rollout is starting to have an impact on the way people consider and choose services.

We've learnt that life stage and personal circumstance play a significant role in people's ability and willingness to be in control of the full decision-making process. And, we expect to see more changes in the decision-making processes over time as younger people with disability and decision-makers begin accessing the NDIS.

Aspiring for more

'Imagine what's possible' competition

When Endeavour Foundation launched its new brand in June 2018, we expressed our commitment to the people we support by adopting the name #teampossible – the people that imagine the possibilities, encourage the people we support to do the same, then work together to make them happen.

We kicked off this new, inspired attitude, with a customer-focused competition suitably called, 'Imagine what's possible'. We asked people with intellectual disability to put pen to paper and tell us what they've always dreamed of doing. A panel of judges chose three entries and #teampossible set about making their dreams come true.

Our three worthy winners couldn't have been more diverse: Josh's dream was to mow the huge expanse of lawn on the roof of Parliament House (see page 13), Noel's dream was to experience Sydney's Mardi Gras, and Leigh's was to establish an award for school children with disability so they can know what it is like to be proud of their achievements.

The competition garnered 569 entries across Queensland, Victoria and New South Wales as well as national television, print, radio and online news coverage. It also triggered a number of unexpected but very welcome spin offs including a job offer for our lawn mowing champ, the awarding of a grant to purchase a lawn mower, and a short documentary about the competition was invited to screen at a major film festival.

We extend our gratitude to the competition's three sponsors, Community Solutions Group, CoAct and Cherry Energy Solutions. Together we aspired for more and made possibilities a reality for our competition winners.

Sunshine Coast and Brisbane Battle of the Bands

Inspired by their passion for music and performance, our first ever Battle of the Bands was held back in 2013 at the Masonic Hall in Tewantin. On that day six bands performed to an audience of about 60 fans.

Over the years, Battle of the Bands has become known for celebrating all abilities. The event welcomes participants of all musical tastes to showcase their talents to larger and larger audiences each year.

In 2018-19, the Sunshine Coast event continued to go from strength to strength attracting 14 bands, 131 performers and 60 audience members.

In the past year we also launched Battle of the Bands in Brisbane. Held at Eatons Hill Hotel, the inaugural event saw 12 bands and over 100 performers entertain an enthusiastic audience of over 200.

Best mates at work and in life

Every morning Stacey gets ready for work with a spring in her step because she knows she'll be spending the day with her biggest supporter and best friend – her Mum!

Stacey and Mum, Julie, both work at Endeavour Foundation's Mt Druitt site in New South Wales and neither can imagine life any other way.

"I felt at home here. Very comfortable working here and I love the people," Julie said.

Stacey wholeheartedly agrees saying, "I loved it from the first day! I love working with my mum, she's a best friend to me....She is the best mum because she raised me as an independent, loyal, special, pretty woman. She understands that I want to make my own decisions and my own choices."

Julie started working at Endeavour Foundation after she brought Stacey in for a job interview. Stacey was still in school at the time and a little way off graduation, however the Mt Druitt team immediately saw potential in Julie and asked if she'd also like to apply. She got the job and 14 years later she still says she has the best job.

"I love working here. I could not believe how good it is. I don't see this as a place for people with disabilities. I see it as an opportunity for people to live life to our full capacity." Julie said.





Home is where the heart is

Leaving home for the first time is a rite of passage for many people. It's a time of exciting new experiences, tinged with a little sadness for what's being left behind. The situation was no different for 30-year-old Taryn and her Dad Warren and Stepmother AJ when she was offered a room at one of Endeavour Foundation's newest Supported Independent Living homes.

The opportunity was just what the family had been looking for, but was Taryn ready?

"We talked to her a lot about her independence and about how one day she would live in her own house," Warren said, "On the day of the move, we set up Taryn's whole bedroom in her new home so she'd see all her things and know this was where she lived.

"She sat down and took her shoes off, and that's when you know that Taryn's home, that this was now home" Warren said.

Warren and AJ had been planning Taryn's transition for some time, aware that there would come a day when they would be too old to properly care for Taryn.

"We were both well aware that she was going to have to do this eventually." Warren said.

Before moving in, Taryn visited the purpose-built home several times over two weeks and got to know the other two residents as well as the staff. Both Warren and AJ were impressed with how clean, modern, and well-planned the home was when they first visited, remembering, "We walked away with a good feeling."

Since moving in Taryn has bonded with her house mates and her support workers and is enjoying exploring her new-found independence. She has learned a range of new skills, regularly enjoys outings in the community and is gaining confidence every day.

Warren's advice to other parents and carers considering a similar transition is to "Let 'em flap their wings!"

"You shouldn't feel guilty because you're not caring for them anymore because you're still there, the love is still there."

Cyber Safety for young people with disability

In support of Youth Week in April we held free workshops on cyber safety in Brisbane. The workshops were designed to teach young people with disability about appropriate online behaviour along with some strategies to help prevent cyber-crime and bullying. More than 100 students and teachers attended over two days making this a very successful event.

Responding to customer need in the community

Reimagining our day services

Started in the 2017-18 financial year, our day service redesign rollout was completed in December 2018. Services offered at 35 of our Learning and Lifestyle hubs have been reimagined and now include:

- Endeavour Foundation Connect – increased communication and engagement between customers and their loved ones via a monthly newsletter and an app for sharing daily photo updates and messages.
- Learning and Life Skills Framework – tailoring individualised structured programs and pathways to achieve each individual's personal and unique life goals.
- Community engagement – Connecting our customers with the community in enriching and meaningful ways.
- Wired – harnessing the power of new technologies to help develop new skills and have fun.

These initiatives were developed in response to feedback from our customers, their loved ones and carers. They underpin our commitment to enabling the people we support to make the most of their individual talents and interests.

Flagship service opens in Melbourne and Sydney

In 2018-19 we opened two brand new Learning and Lifestyle services in Keon Park, Melbourne and in Castle Hill, in western Sydney.

In August we welcomed customers and families into our brand new Learning and Lifestyle hub at Keon Park which is the first of its kind for Endeavour Foundation in Victoria. The \$120,000 investment was a result of high local demand and is co-located with our Endeavour Foundation Industries site. New technology including Virtual Reality learning, art classes and 3D printing underpin new opportunities for 164 supported employees at Keon Park to develop life skills and participate in a wide range of programs that enable greater participation in the community and engagement in activities that interest them.

In December we opened a Learning and Lifestyle hub at our Endeavour Foundation Industries site at Castle Hill in Sydney. The new services offers a breadth of programs including literacy and numeracy, budgeting and money management, employment skills, art, gardening, movement and expression, as well as exciting technology modules such as robotics. Supported employees, and people with disability more broadly, now have more options when it comes to skills development and community participation in and around Castle Hill.

Responding to customer need at home

Building a bright future in Cairns

Living independently is often a major goal for people with disability and one that parents, family members and Endeavour Foundation works hard to support them achieve.

With this in mind, we are building a brand-new, contemporary house in Cairns specifically for four of the people we support.

Designed with comfort, safety and ease of access in mind, the new home is being built to the Platinum Level of Livable Housing Australia's Guidelines which assures that a home is easier to access, navigate and live in, as well as more cost effective to adapt when life's circumstances change. It's also being fitted with assistive technologies and built-in help alarms so the residents have the best opportunity to live independently with support available when needed.

This is the sixth home we have built in the region in seven years. Five of these have been funded by Endeavour Foundation directly, which is a total investment of \$3.3m and shows our ongoing commitment to supporting far north Queenslanders with disability.

The house is being built using eco-friendly building products and will have environmentally friendly features including solar power, skylights and solar hot water system. We anticipate the property will be ready towards the end of 2019.

Laying the foundations for supported independent living

In response to growing need, in 2018-19 we also did the groundwork for strategic investment in renovations, replacement of accommodation that is no longer fit for purpose and the acquisition of land so that we can build new modern homes for current and future customers with disability. Over the next five years, this will deliver improved facilities and an increase in the number of homes for supported independent living.

Responding to customer need at work

Creating new opportunities for supported employees

We are proud of our strong and successful history of providing supported employment opportunities for people with disability. Last year over 2,000 supported employees developed important skills and experienced being part of the workforce and their community at our sites across Queensland, New South Wales and Victoria.

As one of the largest employers of people with intellectual disability, we have a responsibility to keep building employment opportunities through a financially sustainable business model. In particular, as supported employees transition to the NDIS, our business model is also evolving so that we can provide more and varied employment opportunities while also offering viable business services to our valued commercial customers. Here are some of the highlights from 2018-19:

- Our Wacol site in Brisbane benefitted from an increased volume of work which has resulted in full time work for more than 15 supported employees.
- Our Southport site on the Gold Coast secured a significant new commercial client with new products. This is creating new work opportunities for our supported employees including opportunities to diversify their daily work tasks and experience other jobs onsite.
- A new commercial client for our Geebung site in Brisbane has resulted in part-time employment for sixteen supported employees. Additionally, these employees are also benefitting from learning new skills in food safety – skills which are valued in the open employment market.
- Our Queensland regional sites also welcomed new clients and increased opportunities for our supported employees.

Improving facilities and equipment through grants and gifts

With funds from the Queensland Gambling Community Benefit Fund, we were able to upgrade the kitchen at our Bundaberg work site, install a new oven at Kingaroy Kitchen and invest in three pallet movers for our Maryborough work site.

The NSW Government Community Building Partnership Program provided the means to purchase of new carton sealer and CCTV security cameras for our Castle Hill work site as well as undertake fence repairs.

Disability Royal Commission

Endeavour Foundation welcomes the three-year Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability because it will provide a platform for people with disability to be heard.

In February, we applauded the government support of a Royal Commission and in March provided immediate input into the draft Terms of Reference. The formal announcement by the Prime Minister Scott Morrison on 4 April 2019 was a significant day, and one we believe commits the government, the sector and the community to work together to ensure that people with disability live free from violence, abuse, neglect and exploitation.

We are committed to working openly and transparently with the Royal Commission, our employees and the people we support.

We have hosted employee forums and delivered presentations to Area Committees and Family Support Groups around Queensland, Victoria and New South Wales promoting the work of the Royal Commission.

Other engagement activities have included the establishment of a Customer Reference Group to provide feedback and guidance on materials produced such as Easy Read information and videos aimed to empower people with the know-how and confidence to contact the Royal Commission.

We have also submitted feedback to the Royal Commission on their draft Accessibility Strategy, including input from people with disability, family members, members of staff and our National Council's Advocacy Advisory Committee. We encouraged the Royal Commission to address the barriers and variances of accessible engagement for people with cognitive impairment or intellectual disability.

We commend the human rights approach of the Royal Commission and will watch it carefully to learn all that we can about the causes of violence, abuse, neglect and exploitation of people with disability. Our work will continue to focus on implementing effective safeguards to make the rights of people with disability a reality.

For more information about Endeavour Foundation's position on the Royal Commission, visit our website under 'About us' or email drc@endeavour.com.au.

Advocacy

Our advocacy program was successful across a range of focus areas in 2018-19, concentrating on activities that will deliver genuine benefits in the daily lives of people with a disability.

Alliance20 - a better NDIS

Endeavour Foundation remains a staunch supporter of the National Disability Insurance Scheme (NDIS), which was built on the premise of equality and fairness for all Australians with disability.



Kirsty's supports make all the difference

Goals are a big part of NDIS plans and two of Kirsty's goals were to walk again and to work with animals. With the help of her Support Coordinator from Community Solutions Group, she achieved her goals and more.

Kirsty moved into Endeavour Foundation supported accommodation over 20 years ago. She also attends the Learning and Lifestyle hub in Cairns and two years ago, she started working with Community Solutions support coordinator, Samantha.

Samantha helps Kirsty make the most of her NDIS plan. Samantha coordinates Kirsty's funded supports and helps her make decisions about the supports that will help her achieve her goals.

Kirsty's first goal was to start walking again. She had an accident at the gym and injured her knee. Although there was no permanent damage, the initial pain and fear of pain, saw Kirsty use a wheelchair for two years.

With some therapy and the encouragement of Samantha and her support workers, she began to confidently walk again.

"She is now also working with a speech therapist to improve her speech to be able to express her needs and wants, and her communication has vastly improved," said Samantha.

Kirsty's mother Vanessa has nothing but praise for Samantha. "She's is amazing," Vanessa said. "She makes things happen and has made such a huge difference in Kirsty's life and also my life."

Another of Kirsty's goals was to work with animals and the Community Solutions team found her a volunteer opportunity at an animal shelter.

"I don't know what I would have done without Endeavour Foundation and now that Community Solutions has come into our lives, it has been a godsend," Vanessa said.

"My mind's at ease because I know that Kirsty's in good hands."

Staying in touch with a tap



Endeavour Foundation Connect is a purpose-built app that simply and easily allows family and loved ones of our Learning and Lifestyle hub customers to stay in touch and feel a closer sense of connection. With a couple of quick taps, support staff upload photos and information to the app via a tablet, adding another chapter to each customer's story line. The customer's loved ones are then notified of the update and can see for themselves, through their own device, the activities, experiences, lessons and achievements being enjoyed at the service by their family member.

Connect has been designed to foster three-way engagement between the customer, their loved ones and support staff. It has been particularly popular with family members living in another part of the country or overseas.

The app also provides quick access to newsletters and the Learning and Lifestyle hub's calendared program.

Endeavour Foundation Connect is currently operating at over 36 sites and has a user base of approximately 1500.

Sharon, a sister to customer Garnet (or Garn), said the app was very easy to use and allowed her to feel a greater sense of connection to her brother despite living in another town.

"Everyone always asks me about Garn... and I can show my friends what Garn has been doing and people are really touched to think that he has such a fulfilling life. Connect gives us that opportunity."

We believe the NDIS is fundamentally the right solution for the broken system that existed before, however we believe it is vitally important that the Scheme improves.

We have joined together with Australia's largest disability service providers to form Alliance20, creating a strong voice for the people we support.

Together, Alliance20 members support 75,000 clients, employ 30,000 people and operate in every state and territory from 1,800 locations.

Alliance20's goal is to shape policy that will enable choice, ensure value, minimise complexity and deliver better outcomes, by strengthening the NDIS. You can find out more about Alliance20 at alliance20.org.au.

Strengthening Australian Disability Enterprises

We have continued meeting with Commonwealth MPs to seek support from both sides of the Australian Parliament for Australian Disability Enterprises (ADEs), which face uncertainty around funding and wage-setting, and ongoing commercial challenges.

Since beginning direct engagement with the relevant federal MPs and Senators in 2017 we have met with more than 40 elected representatives.

We welcome MPs to visit our Endeavour Foundation Industries sites so they can better understand the value of supported employment; and have been buoyed by their support and interest in this issue.

Endeavour Foundation also continues to engage with the Department of Social Services, Fair Work Commission and the NDIA; all three will have a major influence over the future of ADEs through program funding models, industrial settings and disability employment supports.

Campaign for a Human Rights Act for Queensland

We were proud to be an active member of the campaign for a Human Rights Act in Queensland.

Working alongside community legal services and systems advocates, we met with 20 MPs from throughout Queensland to explain how human rights protections would benefit people with disability.

Community members from all walks of life showed their support by emailing state MPs and we thank all those who helped achieve the tremendous result.

We celebrated the passage of the Human Rights Act in February 2019, introducing the most extensive human rights protections of any Australian state or territory and establishing the new Queensland Human Rights Commission. The Act comes into effect in January 2020.

Taxi Subsidy Scheme Extension

Endeavour Foundation was deeply concerned about the potential impacts of the Queensland Government Taxi Subsidy Scheme (TSS) being withdrawn from NDIS participants from July 2019.

We know many people with disability and families rely on the TSS for safe and reliable transport that keeps them connected to the community.

Working with Vision Australia and Spinal Life Australia, Endeavour Foundation raised awareness of the issue among members and the disability sector.

We contacted all Queensland Members of Parliament, asking the Queensland Government to reconsider their position, and launched an e-petition that received thousands of signatures in just six weeks.

Endeavour Foundation also met with the Queensland Minister for Disability Services, Senior Departmental officials and shadow Minister to explain the potential impact of the TSS withdrawal.

After the issue was highlighted in metropolitan media reports, and we made numerous contacts with state and federal ministers about the severe impact of this decision, the Queensland Government agreed to extend the scheme for NDIS participants for another 12 months.

More recently the Council of Australian Governments Disability Reform Council announced that the Commonwealth will reimburse states and territories for the cost of their Taxi Subsidy Schemes for NDIS participants, from January 2020 to October 2021.

We see taxi subsidies and transport funding as key challenges for the NDIS and hope to see a national solution developed in the interim.

Without affordable and safe transport options, we fear that people with disability will become isolated in their own homes, and the NDIS will fail because people can no longer access community support and employment.

Thank you to everyone who shared their story, gave interviews to the media, joined our petition or contacted their local MP seeking an extension of the Taxi Subsidy Scheme in Queensland.

We were pleased to see some early success in our joint campaign, once again showing the power of our collective voices.

Looking forward

Offering people with disability opportunities to achieve their dreams, goals and potential at home, at work and in the community is the driving force and intent behind all our objectives for the next year.

Investing in renovating our existing specialist disability accommodation and building contemporary new homes for people with disability so they have more

choice and control over how and where they live is an area of focus for Endeavour Foundation over the next five years. As is continuing to embed and enhance our new day services program and running flagship activities such as the Imagine what's possible competition and Battle of the Bands in Brisbane and on the Sunshine Coast.

In particular, we will continue to work closely with the NDIA, Department of Social Services and supported employees, families and other service providers in the year ahead. Discussions continue on the design of the new support arrangements and funding model for Australian Disability Enterprises (ADEs) under the NDIS. We hope to see a new model that provides positive, supportive experiences of employment and training for people with disability, while ensuring ADEs remain viable and can respond to commercial customers.

Strategic focus

Customer Connection

Community Solutions Group

Community Solutions Group continues to deliver positive outcomes for our customers from Cairns to the Mornington Peninsula with new services on offer, and growth and continuous improvement of existing services and programs.

This positive result is due to the ongoing performance of our employment, education and training and community wellbeing programs. Our NDIS services and Disability Employment Services also continue to grow and adapt through transition to new contract models and market environments.

With the sector still in a time of evolution, the focus on the move to an open and customer-driven market has become even more important to the way we provide services. To support this shift, we have continued to invest in key areas in the business to meet contractual requirements, deliver quality customer service and ensure sustainability and growth into the future. This includes the introduction of a new brand, and the continued investment and growth of our Customer Solutions Team (customer contact centre) and NDIS Support Teams to ensure the delivery of a great customer experience.

2018 - 2019 highlights

- Launching the new Disability Employment Services (DES) contract in Victoria, in the Bayside, Peninsula and Monash regions and in Queensland in the Mackay, Rockhampton, Gladstone and Sunshine Coast regions.
- Consistent performance of our *jobactive* employment program.
- Strong growth in NDIS Support Coordination and Behaviour Support services.
- School Leaver Employment Support showing great potential in Sunshine Coast and Rockhampton.
- Launching a new brand identity bringing our entities together with a consistent look and feel that also compliments the new Endeavour Foundation brand.
- Seaview House, a former Endeavour Foundation property, meeting need for transitional mental health accommodation and capacity building supports.
- BRACE Education and Training continuing to support Endeavour Foundation Industries (EFI) customers in Victoria.

New Disability Employment Services (DES) contract launches in Queensland and Victoria

In July 2018 Community Solutions Group launched the new Disability Employment Services (DES) contract across four regions in Queensland (Mackay, Rockhampton, Gladstone and the Sunshine Coast) and three regions in Victoria (Bayside, Peninsula and Monash).

DES is the first major Federal Government contract in the employment services space to move into an open market, similar to the NDIS environment.

This transition over the first year has required a new service delivery model and significant investment to ensure our teams are set up to meet customer needs while achieving financial sustainability.

As members of the CoAct Network, Community Solutions and SkillsPlus received a wealth of support and knowledge through the first year of the contract to set us up for success moving in to the second year.

While this first year of the contract has brought some significant changes to the model and a move to a more competitive and performance driven environment, we have continued to focus on customer outcomes and achieved significant results, working with over 1,600 people with disability to find meaningful and sustainable employment.

Consistent performance for our *jobactive* employment program

jobactive is the Federal Government's employment service to help people into work and help employers find the right staff for their business. Our *jobactive* team provides job seekers with personalised help, targets services and greater access to training opportunities and work experience.

Over the last year we had consistent performance in our star rating metrics (the system used to assess the performance of *jobactive* providers) across our caseload of +7,000 job seekers.

The current contract was extended by the Department of Employment, Skills, Small and Family Business in March 2019 for a further two years, with tendering in 2020-21 for the new *jobactive* contact which will launch in July 2022.

The new contract is expected to move towards a model with more customer choice, a strong online service component and a greater focus on specific job seeker cohorts and employer engagement.

Our *jobactive* team is well placed for the contract change, engaging early in discussions with industry and employers.

The team will also benefit from other programs currently delivered by Community Solutions Group including ParentsNext, Career Transition Assistance, Transition to Work and the New Enterprise Incentive Scheme, and research from pilot programs in 2018-19 focused on the key customer segments of youth, Indigenous, mature age and parents returning to work.

Tom wants to work

Tom is in his final year of school and when he finishes Year 12, he wants to work. It's a big focus for him and very important.

To help him reach his goal Tom has 'Finding and Keeping a Job' funding in his NDIS plan and is supported through Community Solutions' School Leavers Employment Supports (SLES) program, Classroom 2 Career.



The program helps young people with disability gain the skills to transition from school to employment.

Tom's long-term goal is to be a chef and he's on his way currently completing a Cert II in Cookery at Maroochydore Trade Training centre.

Once a week he works with our Classroom 2 Career Project Officer Greg Poultney. Together they work building job-ready and workplace skills including preparing for interviews, understanding workplace culture and how to behave in a professional environment.

Through the program Tom has also participated in two work experience opportunities in local commercial kitchens. One of Tom's work experience supervisors said he showed 'great commitment and a work ethic not present in many junior employees today'.

Tom's grandfather Garry has nothing but praise for the program and Greg's support of Tom and his goals. He says the program is giving Tom every opportunity to find success.

"Greg started by working with Tom extensively on his goals and together they have progressively refined Tom's resume with job experiences and references," said Garry.

"He has worked with Tom's school, made contact with local businesses for work experience and given Tom the opportunity to meet with employers giving him an invaluable understanding of what is needed for success in job interviews."

Garry says the change in Tom, how he presents himself and his confidence since he started working with Greg is considerable.

"We feel much more confident Tom will be well placed to find employment when he completes High School."

School Leaver Employment Supports (SLES) shows great potential

School Leaver Employment Supports (SLES) is a positive initiative of the NDIA, designed to support young people to transition from school to employment. SLES provides case-management style support to young people who have just left school or are in their final year, working with them to identify employment goals and remove barriers that may prevent them moving into employment.

In 2018-19 Community Solutions delivered SLES in the Sunshine Coast and Rockhampton regions, giving us the opportunity to refine the customer experience and the service delivery model before looking to roll it out in other locations across our footprint.

We have also been able to use our expertise and understanding as a Disability Employment Service provider, working with employers and schools to make this a smooth process for the young people in our program.

The key to SLES is early engagement and our results over 2018-19 show that investing in focused time with a young person at this critical time in their lives can give them the step up they need to move into employment.

Strong growth in NDIS Support Coordination and Behaviour Support services

The 2018-19 Financial Year saw the final stage of the NDIS rollout across Queensland with Cairns, Fraser Coast, Sunshine Coast, Brisbane and Gold Coast coming into the scheme. A focus on continuous improvement has seen more sustainable service models adopted with an emphasis on quality of supports and customer satisfaction.

Our Behaviour Support team grew to 20 practitioners during this time and provided over 18,000 hours of Behaviour Support to more than 430 customers.

Support Coordination has seen significant growth across our footprint, with a team of 30 Support Coordinators from Melbourne to Cairns providing over 45,000 hours of service to more than 850 customers. This includes Specialist Support Coordination provided to customers with complex needs and/or complex life circumstances.

In established regions existing customers participated in plan reviews with many customers now on their third plan.

Community Solutions Group launches new brand identity

Over the last year Community Solutions Group introduced a refreshed brand identity, rolling out a new look and feel across all entities in the group including Community Solutions, SkillsPlus, BRACE and Torgas.

This was an exciting step to bring our entities together with a common look to make it easier for our customers. This united look and feel is anchored by the common icon we all share. As people are at the heart of everything we do, we want our brand to reflect this.

Our brand embodies our tagline 'Possibilities Unlimited' and the opportunities this represents for our customers and for our people. Over the last year this roll out has included refreshed signage and marketing materials and new look website with more exciting updates to come over the year ahead.

Seaview House meets need for supported transitional mental health accommodation

Seaview House, located on Sunshine Coast, delivers medium to long term accommodation for people experiencing mental illness, who are not yet ready to live independently in the community.

Seaview House was an opportunity for us to use our existing expertise in mental health support and repurpose an Endeavour Foundation property in order to meet a need on the Sunshine Coast for supported transitional mental health accommodation.

Community Solutions partnered with Sunshine Coast Hospital and Health Service to develop a successful service model that has seen positive outcomes and improvements in resident wellness.

Over the last 12 months, Seaview House has maintained a customer-focused approach to recovery which has included capacity building activities aligned to each resident's recovery goals. Residents now have improved capacity to achieve independence and engage positively in the wider community within a supported environment.

We anticipate that this strong partnership with Queensland Health may see additional future accommodation or community support services.

In January 2019, with the roll out of the NDIS on the Sunshine Coast, Seaview House residents were supported to transition to the NDIS, with all receiving a positive outcome including funding for Supported Independent Living (SIL).

BRACE continues to support Endeavour Foundation Industries customers in Victoria

BRACE has continued to support Endeavour Foundation supported employees working at sites in Keon Park, Kew and Oakleigh with the option to undertake nationally recognised certificate qualifications.

BRACE and Endeavour Foundation recognised that people with disability can develop skills through their employment including practical work skills, communication and team work and the training provides students an opportunity to build upon those skills through participation in formal education.

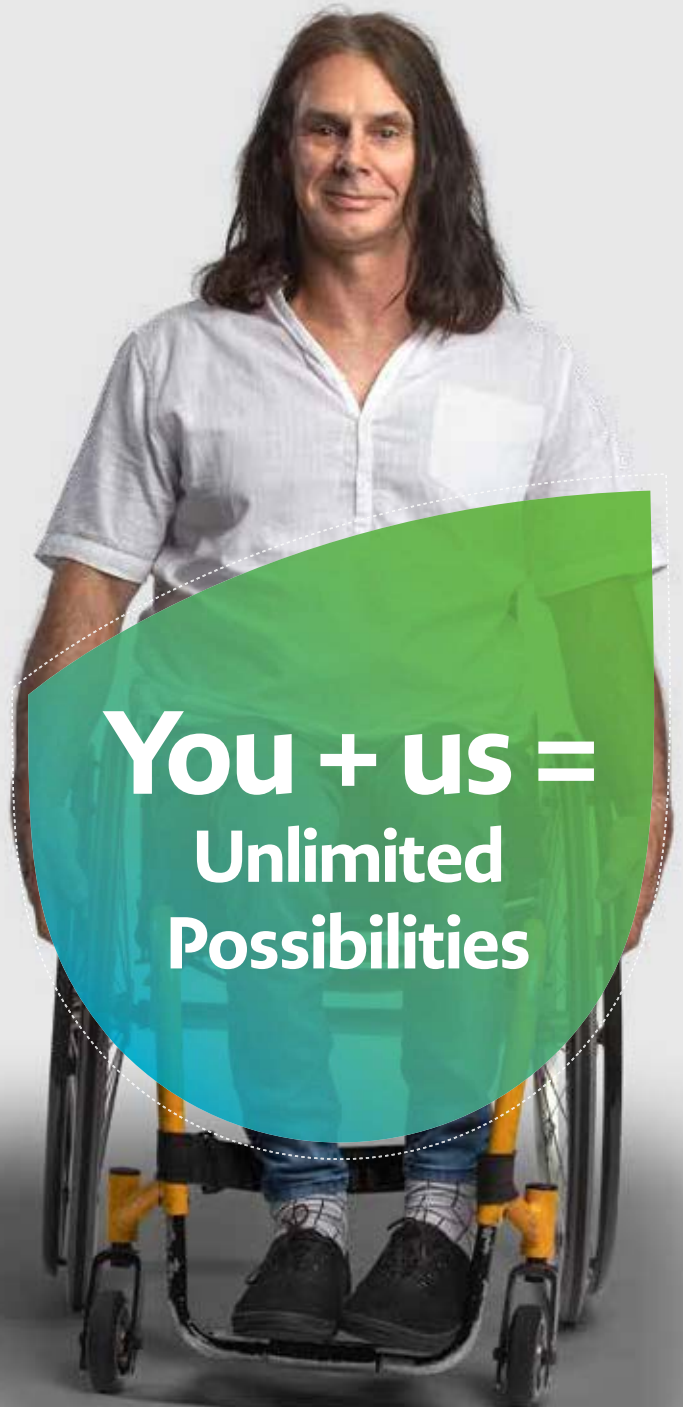
In 2018-19, BRACE delivered three courses at Endeavour Foundation work sites: Certificate I in Transition Education, and Certificates I and II in Work Education.

The courses are delivered in a blended model with theoretical training delivered in classroom style learning on site, plus practical application with teachers working with supported employees during their regular work activities. This allows supported employees to continue working while participating in study with the advantage of building skills they can immediately use the workplace.

In 2018-19 there were 61 Endeavour Foundation supported employees enrolled in courses.



Community Solutions



Strategic focus

Safety

The safety of the people we support, and our employees, will always be a top priority.

We strive to achieve this by providing safe and quality services, operations, facilities and workplaces compliant with all regulatory and legislative standards.

2018 - 2019 highlights

- Applying the NDIS Quality and Safeguarding Framework.
- Partnering more closely with the people we support and their families to review the management of incidents and complaints.
- Substantiated claims of abuse, neglect and exploitation falling to 0.1% of all reported customer-related incidents.
- Increasing workplace safety engagement with employees by 20%.
- Adopting a more rigorous and holistic approach to responding to natural disasters.

NDIS Quality and Safeguarding

Over the 2018-19 financial year, Endeavour Foundation updated and improved key policies, procedures and practices in compliance with the NDIS Quality and Safeguarding Framework (the Framework). Following the establishment of the NDIS Quality and Safeguarding Framework, nationally consistent standards now apply to all registered NDIS service providers from 1 July 2019.

We identified opportunities for safeguarding improvements and planned for significant changes to our risk management operating systems.

We re-established the Customer Safeguarding Quality Assurance (CSQA) audit process in collaboration with our Client Services Committee and reviewed the use of Restrictive Practices and legislative requirements of the NDIS Commission.

Customer Safety

Our ongoing commitment to the safety of people with disability resulted in substantiated claims of abuse, neglect or exploitation falling to 0.1% of all reported customer-related incidents in 2018-19.

This encouraging result was thanks in part to a renewed focus on the timeliness of our responses to customer-related incidents and the promotion of the message *'Tell us. We are listening. We will act.'*

Our consistently strong reporting culture demonstrates our employees' commitment to identifying and reporting customer safety issues and continues to inform Endeavour Foundation's continuous improvement.

We are also working hard to ensure that robust reviews are conducted, preventative recommendations are implemented immediately, and we are able to review the effectiveness of these measures.

Based on recommendations proposed after gathering customer and employee feedback on how incidents are managed, we rolled out the *'Tell us. We are listening. We will act.'* message aimed to encourage disclosure and address incident reporting barriers. We will continue to promote this important message during 2019-20.

2000 days injury-free!

2000 days without injury is something to celebrate at any workplace and that's exactly what the team at Endeavour Foundation Industries' Mareeba site did when they reached the lofty milestone.

Endeavour Foundation's General Manager for Service Delivery, Kerin McMahon, said it was a significant achievement and one in which everyone should feel a sense of pride.

"It is a brilliant effort to reach this milestone in any workplace and a great effort by our supported employees," Kerin said, "I'd like to congratulate them for the hard work and effort they've put in to achieving this safety milestone."

Starting out as a cherry tomato farm 34 years ago, the site now employs 23 full and part time supported employees and incorporates a range of commercial activities including cutting and packing industrial cloth, mailing and collating, and packing and labelling coffee jars for a local producer.

The worksite also began a trash-to-treasure recycling facility in partnership with the Atherton Regional Council four years ago.

Supported employee Gary DeLai, says safety on site is always top of mind. Gary's parents were instrumental in establishing the worksite with the help of the Lions Club and many others 34 years ago.

"I like coming to work and cutting industrial cleaning cloth," Gary says, "I follow the safety rules because you have to be careful when you cut the rags."



Last year we also trialled more intensive intake profiles for people under the age of 18 seeking support, to ensure we had the right people, skills and environment for their individual requirements. This trial was a success and we will extend the process to all new customers joining our services from 2019-20.

We also increased our focus on providing for individual psychosocial support needs; more than 200 referrals to our social work team were completed during 2018-19.

Workplace Safety

We continued to build on our long-term commitment to fostering a strong safety culture during our annual Safety Month campaign, which included a range of safety activities throughout October.

The theme - *'A moment is all it takes'* - focussed on Zero Harm in the workplace. Our goal was to increase employee engagement and participation in keeping safe and causing no harm to anyone, anytime, while at work. We ran several interactive competitions, including hosting the most imaginative safety event; the best 'safety share' experience; and a 'selfie' share focussing on a customer safeguarding experience.

As a testament to our workplace safety culture, we received a record number of competition entries for our Safety Month competition – an increase of 20% from the previous year.

Responding to natural disasters

2018-19 saw the development and implementation of an Emergency Management Framework and associated governance. Local sites and leaders now benefit from the support of a streamlined national action and communications process.

The framework guides how we holistically respond to natural disasters including bushfires, storms, floods, cyclones and other severe weather conditions.

The Emergency Management Committee includes:

- A representative from the Workplace Health and Safety team (Secretariat)
- Head of Workplace Health and Safety (Chair)
- Customer Safeguarding Lead
- Executive General Manager, Service Delivery
- General Managers from Service Delivery (Work, Community, Home)
- Head of Service Delivery Support
- Head of People Experience (HR)
- Regional Asset Manager & Group Asset Manager
- Communications specialist
- A representative from Community Solutions Group.

Rockhampton fires and the Townsville floods

The Rockhampton fires and the Townsville floods during the year demonstrated the impact natural disasters can have on our organisation and highlighted the need to be prepared for unforeseen natural emergencies.

We are pleased to report that with the support of the Emergency Management Committee, employees and managers in both Rockhampton and Townsville managed both events safely, with zero injuries reported. During these emergency events, several actions were triggered, including targeted communications to impacted employees, the people we support and their families and carers.

A review of the challenges faced during these disasters identified minor areas for system improvements, which were immediately actioned across the organisation, including updating the Evacuation Impairment Checklist for all customers.

Looking forward

In the next year, we will continue to have a strong focus on:

- Developing a culture, systems and processes that ensure the human rights of people we support are upheld and respected.
- Upgrading our incidents and complaints management system to enable easier and more effective logging of incidents and complaints, data and trend analysis and ready information access.
- Implementing a Workplace Health and Safety Business Partner model whereby local specialists across our service footprint are upskilled to be safety leaders with WorkCover, Rehabilitation and Return to Work expertise.

Strategic focus

Our People

The introduction of the NDIS offers the opportunity to develop our people capability, experience and workforce strategy to ensure the Endeavour Foundation brand, services and culture are differentiated and sustainable.

2018 - 2019 highlights

- Taking a different approach with our employee engagement survey to deepen our understanding of what drives our people.
- Further developing our #teampossible recognition and reward program.

Employee Engagement

The Harvard Business Review recently referred to employee engagement as “the holy grail of today’s workplace”. For us at Endeavour Foundation, in particular in the wake of the NDIS rollout, this certainly rings true. The importance of employee engagement can’t be overstated – when people are engaged with the organisation and their job it has been proven to reduce staff turnover, improve productivity and efficiency and increase customer satisfaction.

Most importantly, engaged employees are happier, both at work and in their lives.

Every year at Endeavour Foundation we survey our employees to capture a snapshot of our workforce and the issues that matter to them. The employee survey helps our leaders and managers better understand employee perceptions in relation to the quality of current work practices and the level of engagement they feel in the overall organisation.

This year our employee engagement survey was managed by an independent third party, Voice Project, who have considerable experience in the disability sector. This decision was made in response to feedback from our employees and our commitment to ensuring our staff feel comfortable and supported in giving honest and open feedback.

The survey saw our people answer 32 questions based on various drivers of employee engagement. This year we had an overall response rate of 68%.

We are acting on the insights we have gleaned from our workforce through the survey and are focusing on leadership development, further investment into capability, learning and development of employees, as well as improving and investing in technology. We have an employee engagement plan in place and remain committed to delivering quarterly action updates to employees.

#teampossible recognition and reward program

Our recognition and reward program is for all our people across Endeavour Foundation and Community Solutions Group. It encourages a culture that recognises, values and rewards achievements and behaviours that demonstrate our purpose of ‘making possibilities a reality’ and our values of One, Care, Imaginative and Passionate.

Last year, we refreshed the program with the introduction of the 'making possibilities a reality' reward and reinvigorated our quarterly ceremonies at Support Centre with guest performances and talks from people with disability, who also give out the rewards.

One recipient per quarter receives the new reward which is for individuals and teams who go above and beyond for our customers and truly embody our purpose of making possibilities a reality by:

- Putting the customer at the heart of everything they do.
- Working with customers to maximise their individual skills and interests.
- Focusing on possibilities and working to remove barriers to enable our customers to achieve their goals.
- Collaborating with peers and leaders to deliver the best outcomes for our customers.

The new reward category garnered over 180 nominations from across our service footprint and after much deliberation, four nominees were rewarded for their passion, imagination, teamwork and care for our customers. We also produced short video stories to showcase and share the efforts of our four recipients far and wide and to encourage engagement with the program.

Looking forward

In the next year, we will continue to embed our recognition and reward program and act on the insights gleaned via our employee engagement survey with a focus on leadership development, training and embedding new roles in the business.

We will also be upgrading our Learning Management System to a more robust and fit for purpose platform called 'Engage' which is based on a well-established system used across industries such as Federal and State Governments, Vocational Education and Training (VET) and Higher Education, Health and Corporate organisations. The platform is easy to navigate and intuitive will offer an enhanced user experience for our people.

Reward program recipients who shine particularly bright

We are so proud of the recipients of the 'making possibilities a reality' rewards:



Opening doors in Mackay

On paper Kerri is a Project Officer in Community Solutions' Skilling Queenslanders for Work - Future Foundations program in Mackay.

In real life she embodies hope for a group of young people who don't have a lot of it.

Future Foundations supports young people aged 15 to 24 who are involved with Youth Justice Services or Queensland Corrective Services to undertake a Certificate II in Skills for Work and Vocational Pathways. They also received personalised support with the aim of helping them to enter the workforce, engage in further training or return to school.

Kerri's role is all about removing barriers and creating opportunities; her passion for what she does comes from a place of empathy, understanding and lived experience.

"I'm a door person, all I do is open doors for people," Kerri says. "They have to do the work, they have to walk through the door, and that can be a really hard step, but I just want them to know that there is someone in their corner willing to keep the door open for as long as they need it to be."

Kerri's colleague, Sarah says her passion is unparalleled.

"If someone was to meet her for the first time, after the first hour, you would know what her passion is," says Sarah. "She keeps her word and she stands up for youth. She's the kind of person that you just wish would win the lotto – but you know that if she did, she would probably just buy a mansion and run the drop-in centre of her dreams."

Connecting with community in Gladstone

Our people and customers in Gladstone worked as one to participate in the Gladstone Harbour Festival by having a stall and entering a float in the parade.

Katie, Caitlin, Jackie, Andrea and Roger pulled together a team of staff, supported employees and customers from our Learning and Lifestyle hub, our residences and our work site to participate

in the festival. Our incredible Gladstone #teampossible won the encouragement award for their float and received many visitors to their popular stall.

Preparations for the festival were a real team effort with supported employees and customers involved in the planning and development of the stall and float concepts. Involvement in

the festival shone a light on the capabilities of our customers and supported employees who connected with their community, practiced new skills and had a great time.

The float and stall were so successful that the group were invited to participate in another market later in the year.



The art of happiness in Nambour

Run by Sally Bowling, a former business marketing executive and now Endeavour Foundation support worker, Nambour Brushers strives to create a safe and supportive environment where budding artists can unleash their inner Da Vinci, Van Gogh, Pollock or Dali.

Sally says art allows people to express themselves in a fun and relaxed way when words aren't an easy option.

"Art gives people with disability a different way to communicate with the world.... customers will be very proud to show off their work and you can see they get a real kick out of it, and they get joy, and they can connect with each other as well." Sally said.

"Art helps improve physical, mental and emotional wellbeing. It can even build people's self-esteem and confidence to engage more in their community."

One person who has gained confidence is Korrine. Before joining the group she was withdrawn and unable to recognise others. Nicky describes the small but highly significant changes she had seen in her daughter since joining the group.

"I probably wouldn't have believed what I have seen in the last 18 months...Something as simple as.... she was pointing to her work, actually showing pride in her work. And that's a huge deal!", Nicky said.

"That's acknowledging what she's done and what she's created and what she wants to show others. That's pretty incredible for me to see - and that is a big thing.

"We all need people around us, to feel somewhere where we belong and Sally and Endeavour Foundation have done a great job creating this group, so it's been fantastic."

Strategic focus

Operational Excellence

2018-19 was a year of progress and substantial change for Endeavour Foundation.

We continued to support people with disability transition to the National Disability Insurance Scheme (NDIS) while simultaneously evolving our operating model in preparation for full NDIS roll out.

2018 - 2019 highlights

- Developing a core services strategy aligned to Endeavour Foundation's vision and purpose.
- Scoping, design and planning activities in preparation for rolling out our new service delivery operating model.
- Investing in our disability accommodation to ensure it is safe and of a high quality for customers to use and enjoy.
- Implementing privacy and customer data security enhancements.
- Completing a five-month competitive tender process to replace our existing Lotteries digital platform.
- Awarding two grants to researchers, through the Endeavour Foundation Disability Research Fund, to undertake projects aimed at advancing the health, wellbeing and life experiences of people with disability.

Focusing on our core customers

During 2018-19 we embarked on a program of redesign for our service delivery. The drivers behind this significant change to the business were threefold:

1. Achieving consistency in service quality and customer experience.
2. Financial sustainability of core services.
3. Finalising systems and process for full NDIS roll-out.

Our approach to redesign

In 2018-19, we conducted scoping, design and planning activities in preparation for the rollout of our new operating model in 2019-20.

This included development of the core services strategy, aligned to Endeavour Foundation's vision and purpose, and establishment of our OneWay operating model; a customer centric business model designed to better support frontline staff to deliver high quality services at home, at work and in the community. Several important process and technology improvements were identified to support successful implementation of the new operating model.

During 2018-19 we also redeveloped leadership roles with the introduction of Operations Managers (all portfolios), Site Managers (Community), Portfolio Managers and Site Supervisors (Home), as well as new advisor roles in Customer Safeguarding, Practice Improvement, Quality and Projects to support us in operational excellence.

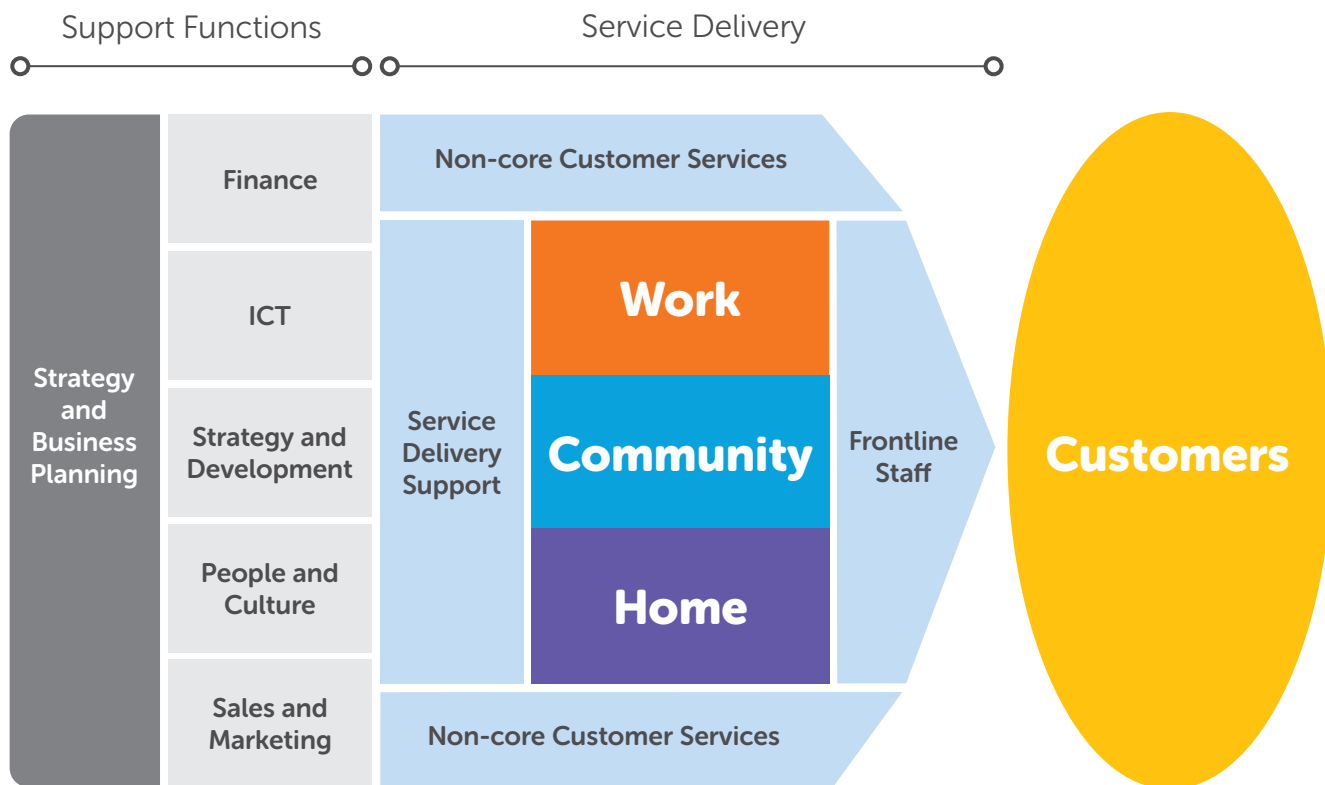


Image: Our OneWay operating model

To further progress the OneWay operating model in 2018-19 we also:

- Developed a core services strategy
- Completed scoping and design of the OneWay operating model
- Appointed three new General Manager positions for Home, Work and Community
- Implemented an interim structure under the three core service portfolios
- Commenced consultation for a streamlined Service Delivery Administration function across Home and Community.

Investing in our disability accommodation

While our accommodation services were already compliant with relevant state legislation, in 2018-19 we invested significantly to introduce a higher level of safety features into each home in keeping with the individualised needs of the people who live there. The standard now in place is comparable with the accommodation requirements in other states.

The program provides further enhanced risk mitigation for the protection and wellbeing of our customers, as well as increased peace of mind for staff, customers and their loved ones. We are committed to ensuring the assets in which we provide our services are fit for purpose, compliant and most importantly safe.

As part of the program, during the year we undertook a safety audit of our residential locations and undertook actions including:

- Ensuring fire suppression sprinkler systems were installed in all residential buildings owned by Endeavour Foundation. While fire suppression sprinkler systems are not a legislated requirement, the safety of customers is our number one priority, regardless of legal obligations.
- Ensuring all sites have Building Occupancy Warning Systems (interconnected smoke and sprinkler alarms), adequate emergency lighting and evacuation lights, diagrams and plans.

Technology

Endeavour Foundation's Information and Communications Technology (ICT) team completed a number of privacy and customer data security enhancements throughout the year, including:

- Implementing email security tools to protect staff against spam, viruses, malware and emerging cyber security threats.
- Conducting penetration testing across the organisation's websites to identify potential vulnerabilities.
- Deploying new server infrastructure to deliver improvements in availability and resilience.
- Deploying new end user computer devices to deliver improvements in performance and information security.
- Applying multiple enhancements to internal security policies to further harden the environment and align with cyber security best practices.

In 2018-19 Endeavour Foundation undertook a competitive tender process to replace our existing Lotteries digital platform. The key impetus for this change was to improve security, deliver a more personalised experience for users and ensure the continued financial success of our Lotteries. The project to replace the existing platform commenced in August 2019.

Endeavour Foundation Disability Research Fund

The Endeavour Foundation Disability Research Fund aims to benefit Australians with disability, especially people with an intellectual or developmental disability. The Fund seeks to encourage quality and innovation in the disability service sector through the provision of grants to researchers to undertake projects that aim to advance the health, wellbeing and life experiences of people with disability.

The Endeavour Foundation Disability Research Fund (previously known as the Endeavour Foundation Endowment Challenge Fund) was established by Endeavour Foundation in 2009 under its own Trust, and is governed by an independent Board. The funds administered by the Fund are dependent on the generosity of our community, including donations and bequests. The Fund is a capital-preserved fund, where donations made are invested, and the interest earned is used to support the Fund's activities. To date, the Endeavour Foundation Disability Research Fund has given away over \$626,000 in grants since the first round of funding in 2011.

The 2019 Grants Rounds awarded two grants in two separate categories:

1. Research Award (\$66,639) – Associate Professor David Harley, Queensland Centre for Intellectual and Developmental Disability, The University of Queensland (Lead Researcher).
"The RAPID (Reducing Antipsychotics in People with Intellectual Disability) Study."
The RAPID study will develop and pilot a protocol to reduce antipsychotic prescribing with the ultimate aim of a reduction in harm from antipsychotic medication prescribed to adults with intellectual disability and complex behaviours.
2. Inclusive Research Award (\$19, 995) – Dr Christine Imms, Centre for Disability and Development Research, Australian Catholic University.
"Implementation of an evidence-based intervention in an Australian context with youth with complex disability and evaluation of involvement of consumer research partners."
Pathways and Resources for Engagement and Participation (PREP) is a 16 week strengths-based intervention that aims to increase participation of young adults with complex disability in recreation/leisure activities.

Looking forward

Focusing on our core customers

With the transition to the NDIS nearly over, we will complete the implementation of our OneWay operating model which will better enable us to provide high quality supports to people with disability, while making sure back-office functions are as efficient and effective as possible. In doing so, we aim to make our whole organisation better at responding holistically to the insights we gain from customers about what services they need and want. Importantly it will enable consistency in the way we deliver disability support services.

We will also support the transition of remaining customers to the NDIS and ongoing plan review process to ensure the people we support have the appropriate funded supports while aligning our business model to deliver services under the NDIA guidelines, frameworks and pricing model.

Investing in the future

With our operating costs well understood and under control, 2019-20 will see much needed investment in property and technology.

We will invest in technology and systems that make it easier and more efficient for our people to do their best work and enables them to spend more time focusing on delivering quality supports to people with disability. This includes new computer hardware, a single telephony system and system integrations.

We will also replace any non compliant or end-of-life plant equipment and vehicles at our supported employment sites in our Work portfolio.

Importantly, over the next five years, we will invest over \$30 million in renovating existing residences and building new, modern homes for people with disability.



Sarah found her passion at QArt

Sarah is one of the 19 talented supported employee artists working at the vibrant and colourful QArt Studio. It's an Australian Disability Enterprise that provides employment, training and mentoring for professional artists with disability.

"I've been drawing at home for as long as I can remember," Sarah recalled. "I remember my sister went down to Kew looking at this gallery and she told my mum about all these very talented artists and that I should go and join them."

That was the start of Sarah's journey as a professional artist. "I've learnt so much since I started here and now, I'm doing lots of commission work, can you believe it?"

Sarah has found her passion and her purpose as an artist since starting at the studio.

"The Sarah from four years ago, and the Sarah now as an artist are so different," she said. "At school, I didn't know what I was good at, I was just drawing and sitting at my desk. And now I feel like I know what I want. And the people here helped me out."

In 2011, QArt Studio opened a gift shop and gallery called QArt Gallery. "It feels really good to see my work at the gallery. When people want my painting, I feel like, oh my god, do they?"

Sarah has been working at QArt Studio for four years now and she is showing no signs of slowing down. "I love it here at QArt! It's a challenge and you achieve a lot. So, it's a lot of fun. And the passion I feel for my art... it's really good. I could be here 'til 70, 80 or even 90!"

Strategic focus

Financial Sustainability

We continue to focus on operating a financially sustainable organisation in line with the NDIA pricing framework and with invaluable support from Lotteries and Fundraising to enhance and improve our services and develop new ones.

2018 - 2019 highlights

- Achieving a surplus so we can invest in our customers, people, building, equipment and technology in the next financial year.
- Growing revenue from our Lotteries by 6%.
- Invoicing the NDIA for 97% of the services we provided to NDIS customers.
- Refurbishing and renovating disability accommodation and investing in Virtual Reality learning equipment for our Learning and Lifestyle hubs thanks to the generous donations from our community of supporters.

Positive financial performance

The NDIS has changed the way service providers like Endeavour Foundation operate. A financially sustainable business model ensures we can continue to support our customers now and in the future.

In 2018-19, we delivered within our planned budget and ended the financial year with a surplus. This will allow us to invest in our customers, people, buildings, equipment and technology in the next financial year.

This performance is due to a number of activities including improvements to how we claim for NDIS services provided; a reduction in corporate and infrastructure costs and; improved contributions from our Lotteries.

NDIS invoicing improvements

In 2018-19 we completed the transition from a block funded model of predictable payments in advance to one where each service for each person we support is claimed and paid in arrears. A fundamental change of this magnitude was always going to present challenges for our finance team as well as the organisation as a whole. The biggest challenge we've faced has been the complete overhaul of our financial systems and processes to allow for an entirely new invoicing system for services provided to customers with NDIS funding.

To ensure customers retain choice and control under the NDIS we built a high level of flexibility into our new invoicing system. This flexibility is needed to cater for the variety of services customers can access with their funding packages and it has been integral in helping us to deliver on individual goals.

We've also invested considerable time and resources in the training of finance staff and developing the necessary skills and knowledge across the business to ensure the new system operates smoothly with minimal disruption to client services.

Invoicing the NDIA is very detailed and we take care to ensure we only claim for the services we deliver to each individual customer. On the rare occasion where an error is identified our policy is to credit the customer's account as soon as possible.

A star is born

Alex works in Endeavour Foundation's Sales and Marketing Department as a Marketing Assistant and is an integral member of the team. One of Alex's key roles is brand ambassador which sees him regularly speaking at partner events, conferences and expos. And now Alex can add another feather to his cap – that of media spokesperson.

To help promote a major anniversary lottery, Alex appeared on the nationally-televised Today Show to talk about his work with Endeavour Foundation and the unique selling points of the beautiful Queenslanders up for grabs.

Not just talented on screen, Alex was also involved behind the scenes assisting with content development for the lottery. A multi-talented asset to the team!

After his appearance, Alex received a number of phone calls from people congratulating him on how well he spoke and saying how his story, and the work of Endeavour Foundation, deeply resonated with them.

Through the experience, Alex grew in confidence, learnt new skills and unearthed a hidden talent for on-screen presentation. His ability to transfer his skills in communication to a live TV cross allowed him to show the nation that, for people with disability, the possibilities are endless.



Despite these challenges, we invoiced the NDIS for 97% of the services we provided to NDIS customers during the 2018-19 financial year. We processed over 207,000 individual NDIS service claims against customer packages across the full year, or around 4,000 individual service claims per week.

This achievement, set against the backdrop of the complex NDIS funding model, ensured the Endeavour Foundation remained financially stable during the time of transition and avoided any significant disruption to the delivery of important services to the people we support.

This achievement also allowed our customers to manage their plans and expenditure of funds with a higher degree of confidence and assurance.

2018-19 was a year of transition in terms of acquitting funds from the NDIA; the next financial year will be our first full year in the scheme, and we expect to lodge more than 225,000 individual claims.

Endeavour Foundation Lotteries

Lotteries had another successful year thanks to our loyal supporters, dependable partners and suppliers and a dedicated Lotteries team creating highly appealing prize packages. Year on Year, Lotteries saw revenue growth of 6%.

The Lotteries Star Supporter program which offers a reoccurring monthly commitment enjoyed continued strong growth and the introduction of an apartment to the Ultimate Life-Changer lotteries was so successful it will now remain part of the program.

Lotteries had many deserving winners last year. We had the privilege of handing over keys to beautiful prize homes, gold bullion, cars and cash to 24 winners. We thank them for sharing their stories with the public and showing that real people do win.

Lotteries staff member, Alex Baker, had his five minutes of fame when he appeared on Channel 9's Today Show talking about what he had achieved in his life through the support of Endeavour Foundation. His appearance supported our promotion of Anniversary Lottery #421 featuring a traditional Queensland home in beautiful Montville as first prize.

Alex's appearance on a nationally-televised breakfast program helped raise awareness of the Lottery and the work of Endeavour Foundation, and no doubt did its part in boosting ticket sales. A big thank you to Alex for being a true team player!

Fundraising

In 2018-19 revenue from fundraising came from three main sources: our own fundraising events and activities; donors, and gifts in will.

Fundraising events

Our annual Melbourne Cup luncheon in November sold out with more than 360 guests attending Moda

Portside for an afternoon of networking against the backdrop of the race that stops a nation. The event was well supported by Endeavour Foundation suppliers and business customers. One of our valued supporters, Aon, showed considerable generosity by donating a table so some of our supported employees could enjoy the afternoon's festivities.

The 2018 Great Endeavour Rally's Southern Safari saw a strong field of enthusiastic teams, volunteers and officials raise dust and dollars for people with disability. The 31st edition of the long running event engaged local communities and schools along the route and took drivers and navigators through rarely seen locations and back roads on their unforgettable journey.

Donations

Key donors enabled us to roll out Virtual Reality learning platforms across many of our Learning and Lifestyle hubs. Thanks to a philanthropic donation from a local Toowoomba donor we were able to introduce a new learn-to-drive virtual reality program at our Toowoomba Learning and Lifestyle hub.

Our long-term partnership with Arrow Energy saw continued delivery of our School Holiday Activity Program for young people with disability in the Dalby region, as well as a number of students from Centenary State High School in Toowoomba. The students graduated from a two-term training and skilling program, Skill Up, in November 2018.

Gifts in Will

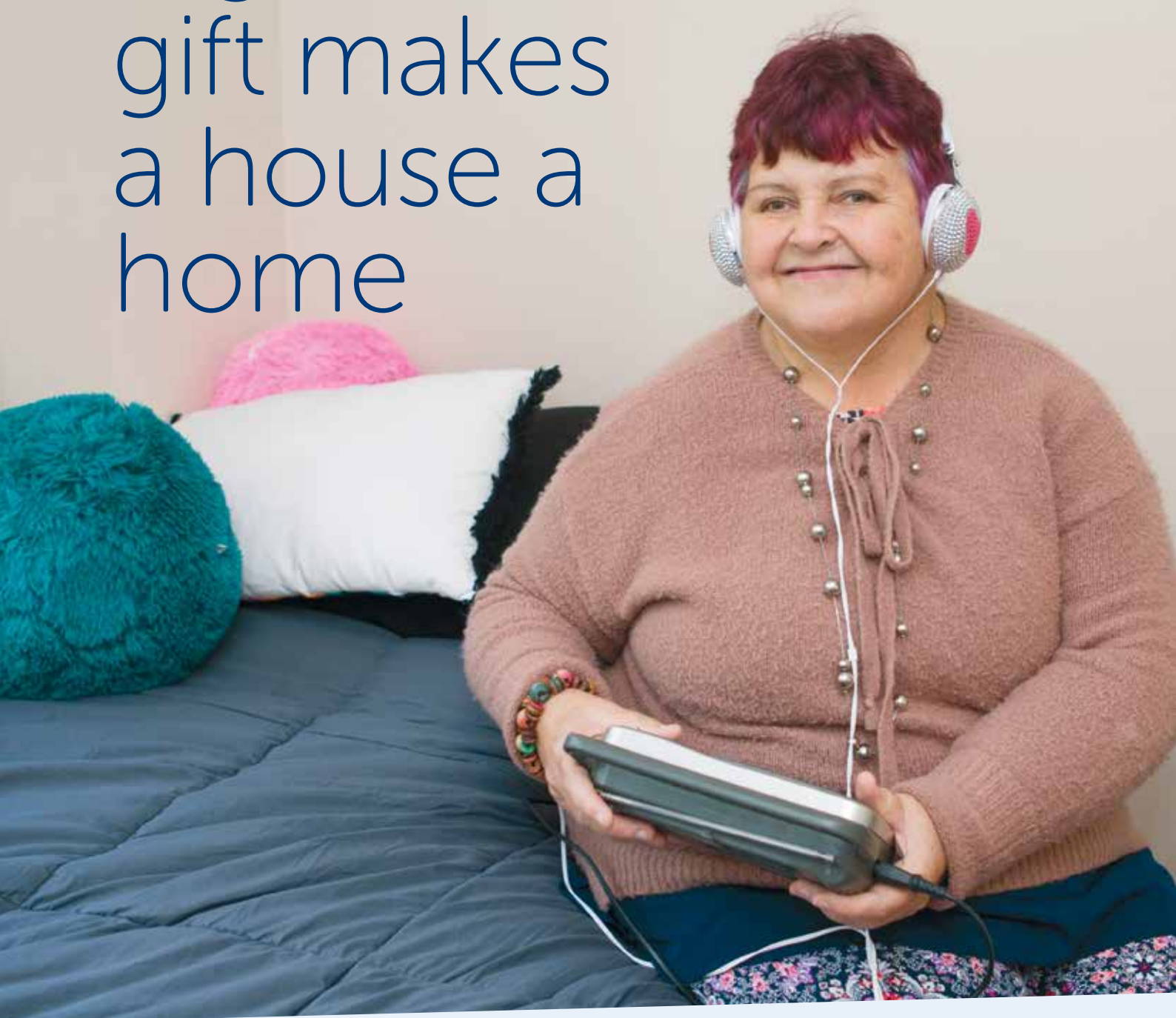
Many of the ways we improve people's support experience and environment are made possible through generous gifts in will. During 2018-19 we gratefully received a generous bequest from the Estate of the late Ivy Mann of 8.55 hectares of land including two homes and other improvements in Toowoomba. We are humbled by this generosity towards people with disability. We also received a generous gift from the Estate of the late William James Bickmore from the Mackay region. This generous bequest will create significant opportunities for our North Queensland customers and will enable us to refurbish a pool at one of our Mackay residences.

Looking forward

Given our strong financial position, in 2019-20 we are able to invest in our organisation with a key focus on technology (see page 34), developing modern new homes for people with disability, replacing and improving equipment at our supported employment sites (see page 34) and in the training and development of our people (see page 30).

We will also continue to optimize our business to be more effective and efficient within the NDIA framework.

A generous gift makes a house a home



Endeavour Foundation could not provide the range of services and facilities we do without the help of our generous donors. One very material example of this is a pair of duplexes in Bundaberg, specially refurbished for people with intellectual disability which was made possible due to a generous gift in will.

The former eight-bedroom home has now been divided into two large four-bedroom units with new purpose-built bathrooms, a new lick of paint and even some homely touches like décor and paintings for the wall.

Kerin McMahon from Endeavour Foundation said, ***“While the NDIS helps fund housing for people with disability, it’s mostly for essential items. With the support of our donors, we’re able to make a house feel like a real home,”*** Kerin said, “We want to create a welcoming environment for our residents. A place where they feel safe and confident.”

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

- Embraces the requirements of relevant legislation.
- Responds to expectations of high standards of service delivery within the disability service sector.
- Promotes integrity in decision-making.
- 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 the Endeavour Foundation constitution and embraced within the Endeavour Foundation Business Strategy.

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 2019 – 932

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. It ensures that the interests and concerns of each Area Committee, and of groups which join Endeavour Foundation by amalgamation, are represented at a national level.

National Council responsibilities include the 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 all members of all of the Area Committees vote Elected Directors to the Endeavour Foundation Board as part of the annual election process.

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

Support Groups

Endeavour Foundation works with a number of local groups representing families and interested stakeholders around the state. 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 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 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, and 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. It reviews Endeavour Foundation's risk profile and ensures all organisational risks are identified and addressed.

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.

Whistleblower Policy

The purpose of Endeavour Foundation's Whistleblower Policy is to create a confidential and protective framework so that people can report alleged improper or corrupt conduct in relation to any aspect of the organisation's services, without fear of reprisal. The policy intends to encourage and enable employees and others to raise concerns over such incidents so that the Endeavour Foundation can address and correct the situation.

Commitment to continuous improvement

Endeavour Foundation continues to demonstrate a high level of commitment in all service operations to the principles of the National Standards for Disability Services (2013), Human Services Quality Framework (Queensland 2019) and the National Disability Insurance Scheme (NDIS) Practice Standards (2018).

Evidence of this commitment and adherence to related Disability Services Standards is demonstrated through both internal audit instruments and external third-party audit certification.

Supported by Endeavour Foundation's Quality Management System, all stakeholders are encouraged to be a part of the continuous improvement process by identifying suggestions for practice changes, improvements, and innovations.

External Audit Findings	2015-2016	2016-2017	2017-2018	2018-2019
Opportunities for improvement – Employment Services	9	2	2	8
Opportunities for improvement – Disability Services	N/A*	7	N/A*	7
Non Conformances – Employment Services	0	2	2	5
Non Conformances – Disability Services	N/A*	2	N/A*	1
Observations requiring actions – Employment Services	0	19	3	12

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

Board of Directors



Richard Haire
Chairman



Yvonne Keane
Deputy Chair

Board changes

Alison Semple resigned in November 2018 after two terms of service.

Richard Haire was appointed to the Board in October 2018 and subsequently appointed Chair in March 2019.

Richard Boys was appointed and Rodney Schulz was elected to the Board in November 2018.

Current Board members

Richard Haire BEcon, Grad Dip Corp Mgt FAICD
Chairman

Appointed to the Board 4 October 2018

Richard's career has spanned accountancy, merchant banking, finance, corporate social responsibility and sustainability, chief executive and global executive roles, in primary production, agricultural marketing and commodity companies.

Richard is also Chair of Reef Casino Trust, Chair of Australian Cotton Research and Development Corporation and is a Director of BOQ Limited and BEC Stockfeed Solutions.

Richard completed a Diploma of Corporate Management at the Graduate School of Management in Sydney and the seminar for Senior Executives at IMD in Lausanne. He is a Fellow and Past President (Queensland Division) of the Australian Institute of Company Directors.

Yvonne Keane

Deputy Chair

Appointed to the Board 26 May 2014

Yvonne is the Chief Executive Officer of Early Childhood Intervention Australia, the peak national body for children with developmental delay or disability and their families.

Yvonne is also the Chair of The Sanctuary - The Hills Women's Shelter and served as a Councillor and the Mayor of The Hills Shire Council. She is an award-winning journalist and founder of SugarBaby Cosmetics, magazine columnist and TV presenter.

Yvonne's life changed with the birth of her first child, Asher, who has a hearing impairment. In 2009 she founded the Hear the Children Early Intervention Centre, which provides life-changing early intervention to hearing-impaired babies and preschoolers. Her contribution has been recognised with a plethora of awards including the 2019 Third Sector Award for Influencer of the Year.



Tony Bellas

Tony Bellas BEcon, DipEd, MBA, FAICD, FCPA, FGS
Appointed to the Board 14 February 2011

Tony has been a member of the Endeavour Foundation Board since 2011, serving as Deputy Chair and Chair. Tony is also Chairman of Shine Lawyers Ltd, intelliHR Ltd and Novonix Ltd and Deputy Chairman of State Gas Ltd, all of which are listed on the Australian Securities Exchange.

Tony is also a director of a number of unlisted companies in Queensland. Tony has previously held Chief Executive roles at Seymour Group, Ergon Energy and CS Energy. Prior to this, he had a long career with Queensland Treasury where he reached the position of Deputy Under Treasurer.



Richard Boys

Richard Boys BComm, MBA, MAICD
Appointed to the Board 5 September 2018

Richard has over 30 years of experience as a Chief Financial Officer in the energy, mining and resources sectors. His strengths are in executive management and leadership with achievements in major project development, joint ventures and financial governance.

He has significant board and company directorship experience in private and public companies having previously held Non-Executive Director positions with the Australian Institute of Management, the Cyber Institute, Leaderspace, and the Inclusive Communities Foundation. He was a Non-Executive Director of the Spinal Injuries Association until 2016 and Chaired the Association's Audit Committee for eight years.

Richard has an MBA from Deakin University, has completed the Advanced Management Program at Oxford University, is a former Fellow of the Institute of Managers and Leaders and is a Member of the Australian Institute of Company Directors.



Dr Paul Currie

Dr 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 disability. He and his wife Judy are long-term volunteers with Endeavour Foundation and their son Andrew has been a supported employee of Endeavour Foundation in Warwick since 2003.

Paul is a member of the Warwick Support Group, Chair of the South-West Area Committee, and was inaugural Deputy Chair of the Endeavour Foundation National Council.

Paul has held senior executive support roles in a wide range of organisations from small not for-profits to those with more than \$1 billion annual turnover, including Griffith University and Toowoomba Regional Council. All his roles have had a community service focus.



Scott Ellis

Scott Ellis BBus, ASA, MAICD
Elected to the Board 22 November 2013

Scott's background is in the commercial and corporate finance industry, dealing with many diversified industries for over 20 years. Scott is now CEO of a small property consulting business. He has both an older brother and brother-in-law with disability and has been around the Endeavour Foundation community for over 40 years.

Raised in Cairns, Scott is acutely aware of the difficulties faced in regional areas in obtaining much-needed supports and is passionate about ensuring that people with disability have the best opportunities available for a happy and full life.



Beverley Knowles

Beverley Knowles BA, DipEd, MMktg, FAICD
Elected to the Board 20 November 2017

Beverley's career has spanned marketing, communications and stakeholder management. She has managed change and led complex projects in the public and private sector, across health, education, philanthropy, governance, branding, community engagement and client relationship development.

Beverley's commitment to improving opportunities for people with disability began with her appointment to the board of Network Q, Victoria in 1999. She joined the board of VATMI industries in 2005 before becoming chair of the Victoria Area Committee of Endeavour Foundation in 2013.

She also has experience as a secondary teacher, a CEO and has been a board member of both for-profit and not-for-profit organisations for over 20 years.

Beverley currently chairs the Eastern Metropolitan Regional Council of Victoria's Adult, Community and Further Education Board and is a director of the Australian Centre for Heart Health.



Pedro Mendiola

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 civil and water infrastructure in both private practice and Government. He is a member of the North Queensland Area Committee of Endeavour Foundation.

He contributes much of his free time as a volunteer and is currently President of a North Queensland cultural organisation. His sister Ana is a long-term customer of Endeavour Foundation.



Rodney Schulz

Rodney Schulz DipT, BEd
Elected to the Board 26 November 2018

Rodney is a retired educator with experience spanning primary and secondary schools and specialist programs for children from the bush. He has consulted to mainstream schools on educational options for children with disability and led a curriculum project with the University of Southern Queensland.

Rodney has an adult son with disability who lives in Endeavour Foundation supported accommodation. He has been involved in disability advocacy for many years and has an interest in supports requiring an understanding of complex behaviour.

Rodney served for seven years on the board of Bay Support Services Group until it merged with Community Solutions and later became part of Endeavour Foundation. He is passionate about system reform to better serve our vulnerable citizens to live full and meaningful lives in their communities. He is committed to ensuring Endeavour Foundation remains sustainable and responsive to the people it supports and their families, who are a crucial part of the care process.

Executive leadership team

Our executive leadership team continued its focus on ensuring the organisation and its people are prepared for the opportunities and challenges being brought about by a competitive NDIS marketplace.

During 2018-19, they led considerable organisational change and consolidated our core business for the benefit of customers both now and into the future.

In the past year there have been several changes in the Executive Leadership team. In August 2019 Bradley Cameron took up the position Executive General Manager of Strategy and Development. He has been with Endeavour Foundation for nearly three years and has over 15 years' senior level experience in strategy, sales and marketing both in Australia and overseas.

Brendan Klasen joined us as Executive General Manager of Information and Communication Technology in September 2019. He is an experienced and qualified ICT executive, with more than 20 years of leadership and technical experience across mining, manufacturing, systems integration, education, aged care and community services.

David Blower started as Executive General Manager of Finance in October 2019. He has over 20 years' experience leading multidisciplinary teams in a range of sectors including manufacturing, infrastructure, mining, health, wholesale distribution and retail.

Paula Mayson, formerly Chief Operations Officer and Mark Fenton, formerly Chief Financial Officer both left the organisation.



Andrew Donne
Chief Executive Officer



Paula Holden
Executive General Manager
People and Culture



David Blower
Executive General Manager
Finance



Brendan Klasen
Executive General Manager
Information & Communication
Technology



Bradley Cameron
Executive General Manager
Strategy and Development



Kerin McMahon
Executive General Manager
Service Delivery



David Curd
Executive General Manager
Community Solutions Group



Steve Waters
Executive General Manager
Sales and Marketing

The consolidated annual financial statements of the Endeavour Foundation Group for the financial year ended 30 June 2019 comprise Endeavour Foundation (“the Company”) and its controlled entities, referred to collectively as “the Group”. A brief summary of the Group’s annual financial statements is presented below.

The Group recorded an operating surplus for the current financial year of \$5,175,000 compared to an operating surplus of \$948,000 in the previous year. This operating result was achieved primarily due to the following factors:

- an improvement in the operating results from Service Delivery as the business responds to the new cost and revenue drivers with the continued roll-out of the National Disability Insurance Scheme;
- a further improvement in the operating results from the Sales & Marketing division, due to improved contributions from the Prize Home and Ultimate Lifestyle lotteries;
- an increase in asset maintenance costs to meet service delivery expectations under the National Disability Insurance Scheme;
- a significant reduction in corporate and infrastructure costs. This was because corporate project costs associated with the implementation of improved IT systems, business processes, management and reporting systems and increased marketing and communication costs associated with the full implementation of the National Disability Insurance Scheme, that were incurred the previous financial period, were not required in the current financial period.

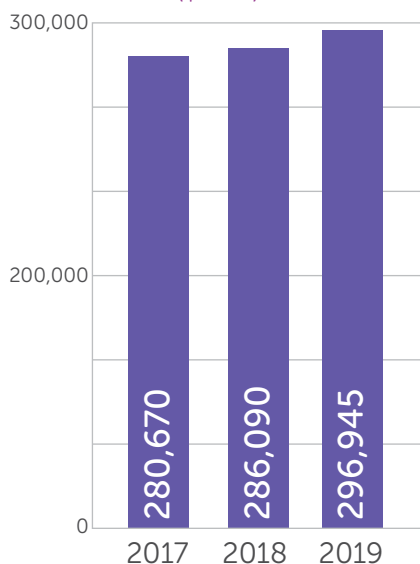
The Group’s net surplus for the current financial year, after recognising income from non-operating items of \$10,608,000 was \$15,783,000. The income from non-operating items in the current period included gains on the disposal of properties of \$1,154,000, a significant bequest of \$9,253,000 and non-recurrent government capital grants of \$201,000. In the previous year the Group recorded a comparative net surplus for the year of \$2,419,000 after recognising non-operating items of \$1,471,000, comprising gains on the disposal of properties of \$807,000 and non-recurrent government capital grants of \$664,000.

Financial highlights

Income Statement

Operating revenues increased by 3.8% over the prior year to a new record level of \$296,945,000, with a continued change in the mix of revenue streams as the progressive transition is made from government subsidised services to services operated and funded under the National Disability Insurance Scheme (NDIS). During the current financial year, NDIS revenues more than doubled to \$111,349,000, compared to \$51,768,000 in the prior period.

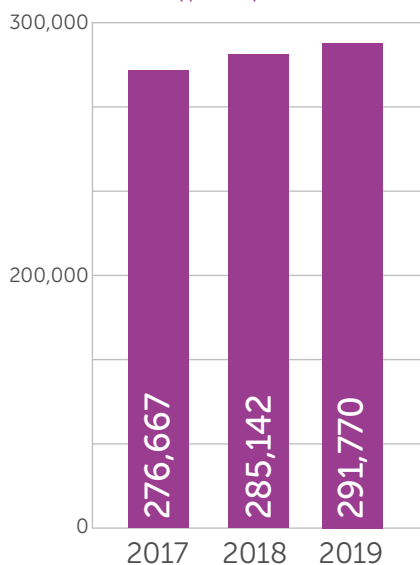
Operating Revenue (\$'000)



Despite the progressive transition to the NDIS, the Group continues to rely on both the Federal and State Governments to help fund the services it provides to its customers, with government subsidies representing 26.7% of total operating revenue (2018: 42.7%). Government subsidies decreased by \$43,074,000 or 35.2% to \$79,163,000, reflecting a combination of the effects of services that have transitioned to the NDIS, off-set by growth in services and indexation of existing subsidies.

Operating expenses increasing by 2.3%, or \$6,628,000 to \$291,770,000 for the year, due in part to increased costs associated with the delivery of services under the NDIS, off-set by a decrease in corporate project costs associated with the implementation of the NDIS incurred in the prior financial period that were not required in the current period. The 2.3% increase in operating costs is slightly less than the 3.8% increase in total operating revenues, reflecting the tight margins under which the organisation operates and the risks inherent in those areas of the business that have exposure to variable commercially generated revenue streams, but which have inelastic cost bases unable to be quickly reduced across the period.

Operating Expenses (\$'000)



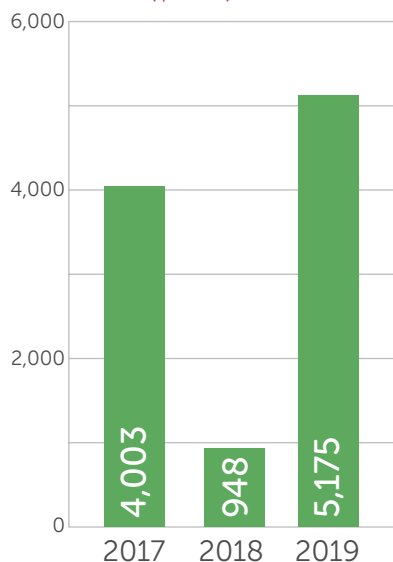
The resultant gap between the 3.8% increase in revenues and the 2.3% increase in expenses flowed through to record an operating surplus for the year of \$5,175,000.

A significant non-cash and non-operating bequest of \$9,253,000 was received during the year, significantly boosting the recorded net surplus for the year. Non-recurrent government capital expenditure grants and gains on disposal of surplus properties of \$1,355,000 (2018: \$1,471,000) continue to provide an important cash supplement for capital asset acquisitions and improvements. The total capital expenditure spend on property was however \$6,571,000 (2018: \$1,937,000), leaving the majority of the capital infrastructure spend to be funded from internal cash reserves.

Balance Sheet

The Group is in a sound financial position at 30 June 2019, with healthy bank balances and no interest bearing debt. It continues to maintain and grow a strong balance sheet with current assets exceeding current liabilities by \$33,592,000 at balance date (2018 net current assets of \$27,835,000).

Operating Surplus/(Deficit) (\$'000)



The year-end cash balance of \$58,824,000 includes quarantined cash of \$15,614,000. The quarantined cash balance represents revenue received in advance which is available for draw down only once the services they are meant to fund have actually been delivered.

The balance sheet remains strong with total equity increasing by \$15,745,000 to \$140,670,000, reflecting a combination of the effects of the net surplus for the year and items of other comprehensive income related to the investment portfolio and 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 \$24,385,000 (2018: \$9,191,000), due largely to the effect of the increase in the net surplus for the year and a decrease in working capital funding requirements.

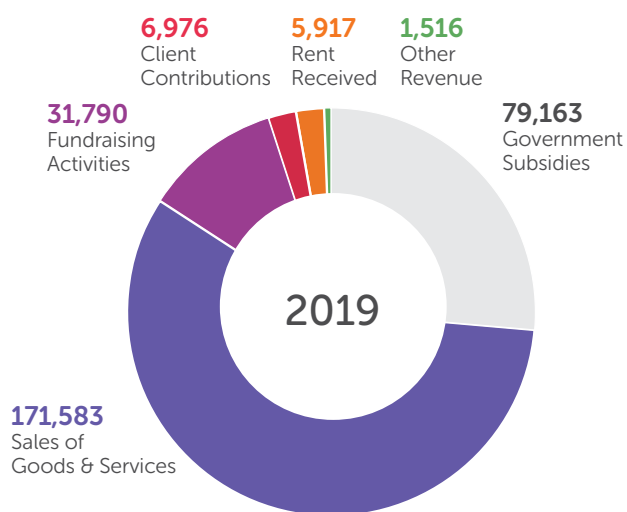
The net cash generated from operating activities, was sufficient to fully cover the net cash spend on investing activities of \$7,038,000, resulting in a \$17,347,000 increase in the cash and bank balances for the year, to record a closing cash balance of \$58,824,000 at period end.

The accompanying graphs and tables provide a financial overview of Endeavour Foundation Group's operating results and its financial position at 30 June 2019.

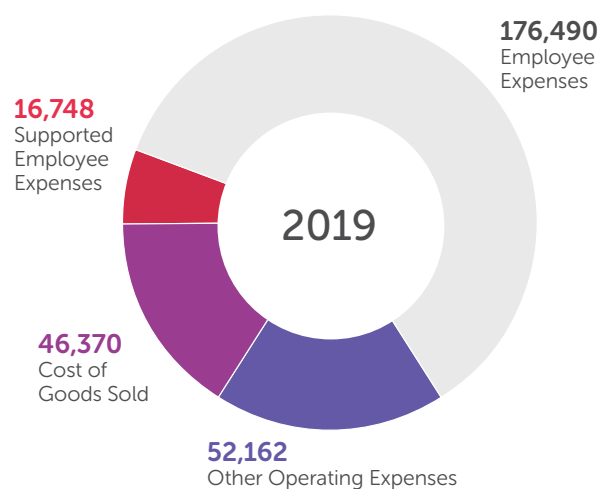
Audited Financial Report

The audited full statutory Annual Financial Report for the year ended 30 June 2019 is available as a separate document. A Summary Financial Report, which is an extract of the audited full statutory Annual Financial Report, is included in the final section of this Annual Report. The full statutory Annual Financial Report is available to members upon request and without charge, by phoning 07 3908 7100 or may be downloaded from www.endeavour.com.au.

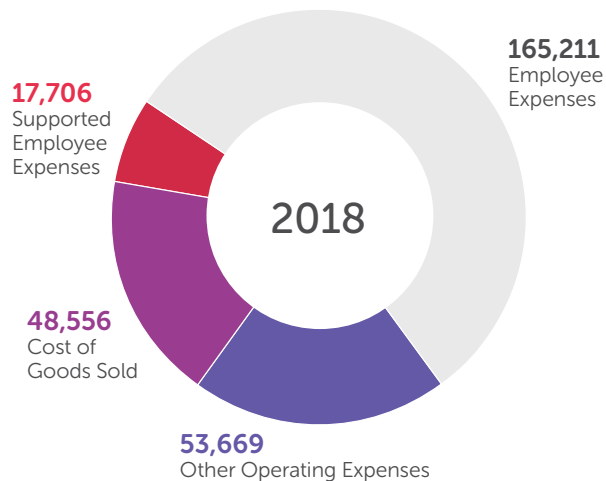
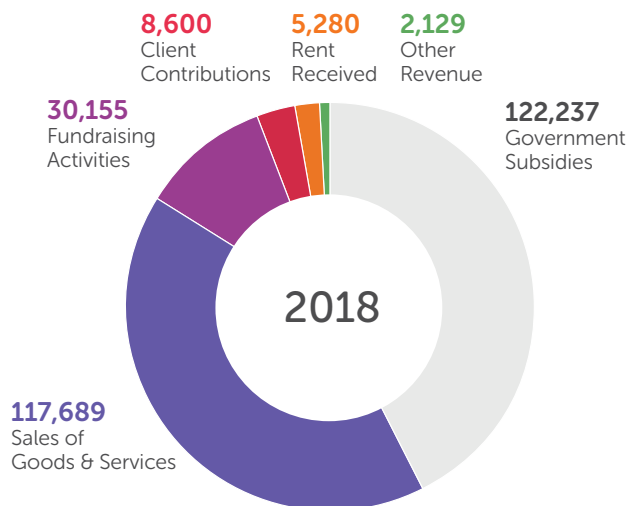
Operating Revenue
(\$'000)



Operating Expenses Breakup
(\$'000)



Operating Revenue
(\$'000)



Five year Summary Financial Performance

	2019 \$'000	2018 \$'000	2017 \$'000	2016 \$'000	2015 \$'000
Operating Revenues	296,945	286,090	280,670	274,615	235,686
Operating Expenses	(291,770)	(285,142)	(276,667)	(275,678)	(228,654)
Operating Surplus/(Deficit)	5,175	948	4,003	(1,063)	7,032
Government capital expenditure grants and other capital donations	201	664	426	1,296	2,753
Significant bequests	9,253	-	968	655	-
Gain/(Loss) on sale of properties	1,154	807	2,823	(107)	390
Refund of salary packaging fee	-	-	(4,740)	-	-
Net gains on business acquisitions	-	-	-	8,133	13,998
Net surplus for the year	15,783	2,419	3,480	8,914	24,173

Five year Summary Financial Position

	2019 \$'000	2018 \$'000	2017 \$'000	2016 \$'000	2015 \$'000
Assets					
Current assets	89,675	74,954	65,250	59,876	46,475
Non-current assets	111,197	101,435	109,086	116,233	118,282
Total Assets	200,872	176,389	174,336	176,109	164,757
Liabilities					
Current liabilities	56,083	47,119	48,338	40,932	35,492
Non-current liabilities	4,119	4,345	3,918	17,097	19,085
Total Liabilities	60,202	51,464	52,256	58,029	54,577
Net Assets	140,670	124,925	122,080	118,080	110,180

Summary Financial Report

For the year ended 30 June 2019

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 2019. 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 2019 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 2019 Annual Financial Report can be requested by telephone 07 3908 7100 or may also be downloaded from www.endeavour.com.au

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Directors' Report

For the year ended 30 June 2019

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 2019 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
Current at 30 June 2019			
Richard George Andrew Haire (Independent Director) (4 October 2018)	BEcon, Grad Dip Corp Mgt, FAICD Chair (from 25/02/2019) Chair of Nominations & Remuneration Committee (from 25/02/2019)	1	-
Yvonne Dianne Keane (Independent Director) (25 June 2014)	Deputy Chair Member of Nominations & Remuneration Committee Member of Client Services Committee (from 25/02/2019)	5	-
Anthony George Bellas (Independent Director) (14 February 2011)	BEcon, Dip Ed, MBA, FAICD, FCPA, FGS Past Chair (resigned 25/02/2019) Member of Audit & Risk Committee Member of Client Services Committee (from 25/02/2019) Chair of Nominations & Remuneration Committee (to 25/02/2019)	8	-
Peter Richard Boys (Independent Director) (5 September 2018)	BComm, MBA, MAICD	1	-
Paul Denis Currie (Elected Director) (18 December 2017)	BSC (Hons), Phd (Physics) Member of Client Services Committee (Chair from 26/11/2018)	5	9
Scott Robinson Elton Ellis (Elected Director) (22 November 2013)	BBus, ASA, AAICD Chair of Audit & Risk Committee Member of Nominations & Remuneration Committee	6	19
Beverley Narelle Knowles (Elected Director) (20 November 2017)	BA, DipEd, MMktg, FAICD Member of Audit & Risk Committee	2	6
Pedro Mendiola (Elected Director) (22 November 2013)	BE (Hons), GDMgt, MIEAust, RPEQ, CPEng Member of Audit & Risk Committee	6	8
Rodney Louis Schulz (Elected Director) (26 November 2018)	DipT, BEd Member of Client Services Committee (from 25/02/2019)	1	4
Past Directors who served during the year			
Alison Jean Semple (Elected Director) (30 November 2012 to 26 November 2018)	LTCL, BA, Grad Dip Ed(rsc), Grad Cert Theol Chair of Client Services Committee (to 26/11/2018) Member of Nominations & Remuneration Committee (to 26/11/2018)	7	19

Appointments since the end of the financial year

None

Directors' Report (continued)

For the year ended 30 June 2019

Company Secretary

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

Joint Company Secretaries

Mark Sidney Fenton	F CPA, GAICD, MBA, B.Bus, JP(Qual)	Appointed 25/08/2017 Resigned 14/06/2019
Eric Duncan Campbell	CA, B Acc, Grad Dip Project Mgt, GAICD	Appointed 28/11/2013

Directors' Meetings

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

	Board Meetings		Nominations & Remuneration Committee Meetings		Client Services Committee Meetings		Audit & Risk Committee Meetings	
	A	B	A	B	A	B	A	B
A G Bellas	10	9	2	2	1	1	5	3
P R Boys	9	8	-	-	-	-	-	4
P D Currie	10	8	-	-	4	4	-	-
S R E Ellis	10	10	3	3	-	-	5	5
R G A Haire	8	8	1	1	-	-	-	-
Y D Keane	10	6	3	3	1	1	-	-
B N Knowles	10	10	-	-	-	-	5	5
P Mendiolea	10	9	-	2	-	-	5	5
R L Schulz	4	4	-	-	1	2	-	-
A J Semple	6	6	1	1	2	2	-	-

A – Number of meetings held during the time the director held office during the year as a member of the Board or one of the Committees

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 charters, 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 R G A Haire (Chair – appointed 25/02/2019)
- Mr S R E Ellis
- Ms Y D Keane
- Mr A G Bellas (Previous Chair - resigned 25/02/2019)
- Mrs A Semple (resigned 26/11/2018)

Directors' Report (continued)

For the year ended 30 June 2019

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 Complaints and Abuse investigation processes.

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

- Dr P D Currie (Chair – appointed 26/11/2018)
- Mr A G Bellas (appointed 25/02/2019)
- Ms Y D Keane (appointed 25/02/2019)
- Mr R L Schulz (appointed 25/02/2019)
- Mr G M Crotty (retired as a director on 30/11/2012 but remains a committee member)
- Mrs A Semple (Previous Chair - resigned 26/11/2018)

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 Head of Quality & Risk and management of the organisation.

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

- Mr S R E Ellis (Chair)
- Mr A G Bellas
- Ms B N Knowles
- Mr P Mendiola

Principal Activity and Objectives

The principal activities of the Endeavour Foundation Group during the year were 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 addition, Open Employment and Apprenticeship Training services are also provided. In the opinion of the Directors no significant changes have occurred in the nature of these activities during the financial year.

The Endeavour Foundation Group's Purpose and Mission are:

Purpose: Make possibilities a reality

We are dedicated to helping people with a disability to live fulfilling lives, working together to turn possibilities into reality for each individual.

Mission: We partner with people to aspire for more

We believe in ability, and understand that everyone is different. We will work with our customers to make the most of their individual skills and interests, whether that is developing life skills, trying a new activity, work or learning.

Our goal is to ensure we are there for our customers – both now and in the future – and we're committed to achieving more together, making their possibilities a reality.

The Group's Purpose and Mission is delivered through its **four core organisational values:**

One: We are one, valuing individual strengths and experience so we can achieve more together;

Imaginative: We never stop imagining a better future for our customers;

Care: We care, and treat everyone with respect and kindness;

Passionate: We are passionate, our customers are at the heart of everything that we do.

Directors' Report (continued)

For the year ended 30 June 2019

Preparation of Consolidated Financial Statements

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

Results

The Group recorded an operating surplus for the current financial year of \$5,175,000 compared to an operating surplus of \$948,000 in the previous year. This operating result was achieved primarily due to the following factors:

- an improvement in the operating results from Service Delivery as the business responds to the new cost and revenue drivers with the continued roll-out of the National Disability Insurance Scheme;
- a further improvement in the operating results from the Sales & Marketing division, due to improved contributions from the Prize Home and Ultimate Lifestyle lotteries;
- an increase in asset maintenance costs to meet service delivery expectations and new compliance standards under the National Disability Insurance Scheme;
- a significant reduction in corporate and infrastructure costs. This was because corporate project costs associated with the implementation of improved IT systems, business processes, management and reporting systems and increased marketing and communication costs associated with the full implementation of the National Disability Insurance Scheme, that were incurred in the previous financial period, were not required in the current financial period.

The Group's net surplus for the current financial year, after recognising income from non-operating items of \$10,608,000 was \$15,783,000. The income from non-operating items in the current period included gains on the disposal of properties of \$1,154,000, a significant bequest of \$9,253,000 and non-recurrent government capital grants of \$201,000. In the previous year the Group recorded a comparative net surplus for the year of \$2,419,000 after recognising non-operating items of \$1,471,000, comprising gains on the disposal of properties of \$807,000 and non-recurrent government capital grants of \$664,000.

Dividends

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

Events Subsequent to Balance Date

Since 30 June 2019 and the date of this report there has not arisen any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors of the Company, to affect significantly the operations of the Group, the results of those operations, or the state of affairs of the Group, in future financial years, other than already disclosed in the Notes to the Financial Statements.

Environmental Regulations

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

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

Review of Operations

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

Directors' Benefits

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

- (a) No Directors' Fees are payable
- (b) No Related Party Transactions with Directors exist (Note 22 of the full Annual Financial Report)

Directors' Report (continued)

For the year ended 30 June 2019

Directors' Interests in Contracts

No contracts involving Directors' interests were entered into since the end of the previous financial year, or existed at the end of the financial year (Note 22 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 8 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.



R G A Haire
Chairman

Brisbane
11th October 2019

Consolidated Balance Sheet

As at 30 June 2019

	Note	2019 \$'000	2018 \$'000
Current assets			
Cash and cash equivalents	4	58,824	41,477
Trade and other receivables		14,852	16,976
Inventories		9,862	10,441
Other current assets		2,607	2,485
Assets classified as held-for-sale		3,530	3,575
Total current assets		89,675	74,954
Non-current assets			
Investments		2,267	2,089
Net defined benefit plan asset		2,542	2,831
Other intangible assets		1,261	817
Investment properties		351	360
Property, plant & equipment		104,776	95,338
Total non-current assets		111,197	101,435
Total assets		200,872	176,389
Current liabilities			
Trade and other payables		18,891	19,950
Provision for employee entitlements		22,120	20,695
Revenue received in advance		15,072	6,474
Total current liabilities		56,083	47,119
Non-current liabilities			
Revenue received in advance		448	833
Provision for employee entitlements		3,671	3,512
Total non-current liabilities		4,119	4,345
Total liabilities		60,202	51,464
Net assets		140,670	124,925
Equity			
Reserves		396	591
Retained earnings		140,274	124,334
Total equity		140,670	124,925

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 2019

	Note	2019 \$'000	2018 \$'000
Revenue			
Sale of goods and services		171,583	117,689
Fundraising activities		31,790	30,155
Service user contributions		6,976	8,600
Government subsidies		79,163	122,237
Rent received		5,917	5,280
Interest income		828	700
Other revenue		688	1,429
	3	296,945	286,090
Expenses			
Cost of goods sold & commercial fundraising activities		(46,370)	(48,556)
Employee expenses		(176,490)	(165,211)
Supported employee expenses		(16,748)	(17,706)
Utilities & leased property expenses		(13,644)	(14,082)
Transport expenses		(6,331)	(6,170)
Maintenance expenses		(11,387)	(10,448)
Household consumables		(1,841)	(1,773)
Depreciation & amortisation expenses		(8,036)	(8,911)
Other expenses		(10,923)	(12,285)
		(291,770)	(285,142)
Operating surplus			
		5,175	948
Government capital expenditure grants and other capital donations	3	201	664
Significant bequest	3	9,253	-
Gain on disposal of properties	3	1,154	807
Net surplus for the year		15,783	2,419

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 2019

	2019 \$'000	2018 \$'000
Net surplus for the year	15,783	2,419
Other comprehensive income (Items that will not be reclassified to profit or loss)		
Net increase in fair value of investments	125	77
Realised gains on disposal of investments	57	118
Actuarial adjustment to defined benefit superannuation plan	(220)	231
Other comprehensive income for the year	(38)	426
Total comprehensive income for the year	15,745	2,845

Consolidated Statement of Changes in Equity

For the year ended 30 June 2019

	Fair value reserve \$'000	Subsidies reserve \$'000	Total reserves \$'000	Retained earnings \$'000	Total Equity \$'000
Total equity at 30 June 2017	662	396	1,058	121,022	122,080
Total comprehensive income for the year	77	-	77	2,768	2,845
Transfer to retained earnings	(544)	-	(544)	544	-
Total equity at 30 June 2018	195	396	591	124,334	124,925
Transfer to retained earnings on adoption of AASB 9	(195)	-	(195)	195	-
Total comprehensive income for the year	-	-	-	15,745	15,745
Total equity at 30 June 2019	-	396	396	140,274	140,670

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 2019

	2019 \$'000 Inflows (Outflows)	2018 \$'000 Inflows (Outflows)
Cash flows from operating activities		
Cash receipts in the course of operations	320,646	300,991
Cash payments to suppliers & employees	(297,512)	(292,770)
Dividends received	155	124
Interest received	836	700
Legacies & bequests received	260	146
Net cash provided by operating activities	24,385	9,191
Cash flows from investing activities		
Acquisition of property, plant & equipment	(9,865)	(4,829)
Acquisition of investment properties	(4)	-
Acquisition of intangible assets	(851)	(463)
Acquisition of investments	(993)	(1,062)
Proceeds from disposal of property, plant & equipment	2,029	1,506
Proceeds from disposal of investment properties	1,543	689
Proceeds from sale of investments	997	1,064
Proceeds from non-operational capital grants and donations	106	699
Net cash utilised by investing activities	(7,038)	(2,396)
Net increase in cash held	17,347	6,795
Cash at the beginning of the financial year	41,477	34,682
Cash at the end of the financial year	58,824	41,477
Comprising:		
Untied cash	43,210	34,170
Quarantined cash	15,614	7,307
	58,824	41,477

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 2019

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 2019 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, lifestyle 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 11th October 2019.

(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 other comprehensive income;
- 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.

Notes to the Financial Statements (continued)

For the year ended 30 June 2019

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

(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.

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.

Notes to the Financial Statements (continued)

For the year ended 30 June 2019

3. Operating Revenue and Other Income

	2019 \$'000	2018 \$'000
Sale of goods and services – other	60,234	65,921
Sale of goods and services – NDIS revenues	111,349	51,768
	171,583	117,689
Fundraising activities		
- Commercial fundraising activities	30,765	28,950
- Donations & appeals	500	780
- Special functions	90	177
- Bequests & legacies	260	145
- Community grants	175	103
	31,790	30,155
Service user contributions		
- Accommodation and Fee for Service	5,205	5,651
- Learning & Lifestyle	708	1,616
- Transport	1,063	1,333
	6,976	8,600
State Government subsidies	43,080	78,713
Federal Government subsidies	36,083	43,524
Rent received	5,917	5,280
Dividend income	155	124
Interest income	828	700
Other revenue	533	1,305
Total operating revenue	296,945	286,090
Non-operating items		
Major bequest		
- Value of assets received	9,400	-
- Settlement costs incurred	(147)	-
- Net major bequest income recognised	9,253	-
Gambling Community Benefit Fund capital grants	201	664
Gain on disposal of property	827	684
Gain on sale of investment property	327	123
	10,608	1,471
Total revenue and other income for the period	307,553	287,561

Notes to the Financial Statements (continued)

For the year ended 30 June 2019

4. Cash and Cash Equivalents

	2019 \$'000	2018 \$'000
Untied cash	43,210	34,170
Quarantined cash	15,614	7,307
	58,824	41,477

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 which are available for draw down only once the services they are meant to fund have actually been delivered.

5. Economic Dependency

The Group 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. Group Entities

Particulars in relation to controlled entities, all of which are incorporated in Australia and are registered with the Australian Charities and Not-for-profits Commission

	2019 %	2018 %
Endeavour Foundation Disability Research Fund Limited	100	100
Endeavour Foundation Disability Research 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	100
BRACE Education Training & Employment Limited **	100	100
TORGAS Limited	100	100

* These entities are endorsed as Deductible Gift Recipients (DGR) by the Australian Charities and Not-for-profits Commission.

An ASIC-approved Deed of Cross Guarantee has been entered into by Endeavour Foundation and these entities, effective from 24 June 2019.

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

The Endeavour Foundation Disability Research 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.

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.

Notes to the Financial Statements (continued)

For the year ended 30 June 2019

6. Group Entities (continued)

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.

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.

TORGAS Limited, a company limited by guarantee (previously an incorporated association), provides a range of apprenticeship and trainee services. The entity was acquired through a business combination on 1 July 2015.

7. Parent Entity Disclosures

As at, and throughout the financial year ending 30 June 2019, the parent company of the Group was Endeavour Foundation.

Results of the parent entity

Net surplus/(deficit) for the year

14,790 (759)

Other comprehensive income

(220) 231

Total comprehensive income for the year

14,570 (528)

Financial position of the parent entity at year end

Current assets

68,171 55,060

Total assets

177,349 154,877

Current liabilities

48,378 40,214

Total liabilities

61,632 53,729

Total equity of the parent entity comprising

Subsidies reserve

396 396

Retained earnings

115,321 100,752

Total equity

115,717 101,148

8. Events Subsequent to Reporting Date

The sale of surplus industrial land and buildings in Maribyrnong that was subject to a contract of sale dated 25 May 2018 with a gross selling price of \$5,080,000 settled on 16 September 2019. The resultant gain on sale of \$3,111,000 will be recognised in the 2020 financial period.

The Directors are not aware of any other 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 2019

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 that are set out on pages 56 to 64 are derived from the full annual financial report of Endeavour Foundation for the year ended 30 June 2019. 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 2019 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*;
- (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.
- (d) there are reasonable grounds to believe that the Company and the group entities identified in Note 6 will be able to meet any obligations or liabilities to which they are or may become subject to by virtue of the Deed of Cross Guarantee between the Company and those group entities pursuant to *ASIC Corporations (Wholly owned Companies) Instrument 2016/785*.

Signed in accordance with a resolution of the Directors



R G A Haire
Chairman

Brisbane
11th October 2019

Independent Auditor's Report

For the year ended 30 June 2019



To the members of Endeavour Foundation

Report on the Summary Financial Report

Opinion

We report on the **Summary Financial Report** of Endeavour Foundation (the Company) as at and for the year ended 30 June 2019. The Summary Financial Report is derived from the audited financial statements of the **Group** and Company (the Audited Financial Statements).

In our opinion, the accompanying Summary Financial Report of Endeavour Foundation is consistent, in all material respects, with the Audited Financial Statements, in accordance with the basis of preparation described in Note 2 to the Summary Financial Report.

The **Summary Financial Report** comprises:

- Consolidated balance sheet as at 30 June 2019;
- Consolidated income statement, Consolidated statement of comprehensive income, Consolidated statement of changes in equity, and Consolidated cash flow statement for the year then ended;
- Related notes; and
- Directors' Declaration.

The Group consists of Endeavour Foundation (the Company) and the entities it controlled at the year end or from time to time during the financial year.

Scope of the Summary Financial Report

The Summary Financial Report does not contain all the disclosures required by *Australian Accounting Standards* applied in the preparation of the Audited Financial Statements. Reading the Summary Financial Report and this Auditor's Report thereon, therefore, is not a substitute for reading the Audited Financial Statements and our auditor's report thereon.

The Audited Financial Statement and our auditor's report thereon

We expressed an unmodified audit opinion on the Audited Financial Statements in our auditor's report dated 11 October 2019.

Emphasis of matter - basis of preparation and restriction on use and distribution

We draw attention to Note 2 to the Summary Financial Report, which describes the basis of preparation.

The Summary Financial Report has been prepared to assist the Directors of Endeavour Foundation for the purpose of providing the members with a financial overview and a summary of the Group's financial report. As a result, the Summary Financial Report and this Auditor's Report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other Information

Other Information is financial and non-financial information in Endeavour Foundation's annual reporting which is provided in addition to the Summary Financial Report and the Auditor's Report. The Directors are responsible for the Other Information.

The Other Information we obtained prior to the date of this Auditor's Report was the Directors' Report.

Our opinion on the Summary Financial Report does not cover the Other Information and, accordingly, we do not and will not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Summary Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Summary Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.

Independent Auditor's Report

For the year ended 30 June 2019



Responsibilities of the Directors for the Summary Financial Report

The Directors are responsible for the preparation of the Summary Financial Report in accordance with the basis of preparation described in Note 2 to the Summary Financial Report, including their derivation from the Audited Financial Statements as at and for the year ended 30 June 2019.

Auditor's responsibility for the Summary Financial Report

Our responsibility is to express an opinion on whether the Summary Financial Report is consistent, in all material respects, with the Audited Financial Statements based on our procedures, which were conducted in accordance with *Australian Auditing Standard ASA 810 Engagements to Report on Summary Financial Report*.

A handwritten signature in blue ink that reads 'KPMG'.

KPMG

A handwritten signature in blue ink that reads 'Ben Flaherty'.

Ben Flaherty - Partner
Brisbane, 11th October 2019

Thank you

Endeavour Foundation recognises and warmly thanks the organisations, trusts, foundations and individuals that have supported our work through grants, fundraising and in-kind support.

Corporate partners, sponsors and supporters

Aon
APM Pricerfinder
Arrow Energy
Australian Army Battalion 7CSSB
Brennan IT
CBC Facilities Maintenance Pty Ltd
CoAct Employment
CGU
Cherry Energy Solutions
Edmen Group
Network Car and Truck Rentals
Queensland University of Technology
Transport Field Service

Grants, Trusts, Foundations and fundraising efforts of our supporters

Australian Government Stronger Communities Programme
Australian Government Safer Communities Fund
Queensland Gambling Community Benefit Fund
Queensland Government Department of Disability Community Events
Brazil Family Foundation
Flannery Foundation
Peter Haeusler
Huckle Family
Jim Buchanan
Carol Le Maitre
Aileen Trace & Biloela Reference Group
Perpetual 2019 IMPACT Philanthropy Program
NSW Government Community Building Partnership Program
Logan City Council
Moreton Bay Shire Council
Vital Chemicals Pty Ltd
Warwick District Disability Support Group
Wilmar Sugar Pty Ltd
Condamine Medical Centre

Charitable bequests

The estate of the late Catherine E. Carter
The Kenneth Gordon and Edith Anderson Memorial Trust
Ian McIntyre Trust
Edith Lewis Trust
The estate of Ivy Mann
Moxon Trust
The estate of the William James Bickmore
The estate of Norma Lillian Greig
The estate of George Embrey
The estate of Peace Mary Keidge
The Lesley Dickinson Charitable Endowment
The Hart Family Perpetual Trust
The estate of Laina Elizabeth French
The estate of Marion Gunter Braun
The estate of Susan Fleur Dart

Participants in fundraising events

The Great Endeavour Rally, 2018 Southern Safari
Melbourne Cup Luncheon
Endeavour Foundation Golf Day

How you can get involved

Write to us
PO Box 3555, Tingalpa, DC Qld 4173

Email us
hello@endeavour.com.au

Call us
1800 112 112

Visit our website
endeavour.com.au

Link in with us
[linkedin.com/company/endeavour-foundation](https://www.linkedin.com/company/endeavour-foundation)

Like us on Facebook
[facebook.com/EndeavourFoundation](https://www.facebook.com/EndeavourFoundation)

See us on YouTube
[youtube.com/EndeavourFoundation](https://www.youtube.com/EndeavourFoundation)

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