

One Endeavour

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Welcome to the summer edition of One Endeavour

2019 has been a big year for the disability support sector with the final phase of implementation of the National Disability Insurance Scheme (NDIS) and the announcement and commencement of the Disability Royal Commission. We strongly support the Royal Commission because it provides a platform for people with disability to be heard. We will listen and learn during the Royal Commission and take up opportunities to better improve our support and services to people with disability.

In this edition we also cover a highlight in our annual calendar, International Day of People with Disability. On this day, and every day we celebrate and encourage people with disability to speak out and be heard. So, we asked Amanda, Lucas and Jane to write a letter to their 10-year-old self and their letters were filled with such wisdom, we knew they had to be shared.

In Amanda's letter (read it on page 12) she encourages her younger self to celebrate her "differentness". In this edition, we also celebrate Charlie, our QArt artists, our Castle Hill supported employees and more. I can't wait for you to read what they have to say.

I hope you enjoy this edition as much as we enjoyed putting it together.

See you in 2020!



Andrew Donne
CEO



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One Endeavour is the official Endeavour Foundation magazine full of news and stories, and content penned by people with disability.

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Advocacy update

CEO Andrew Donne has been a regular visitor to Canberra this year, raising awareness and support for Australian Disability Enterprises (ADEs). He has met with 25 Members of Parliament who have one of our employment services in their electorate.

Andrew also met with MPs and Senators involved in the NDIS Joint Standing Committee to ensure they understand the challenges facing supported employment.

ADE funding concerns

Endeavour Foundation is deeply concerned about the proposed new model for supported employment announced by the NDIS in October.

Our modelling shows the impact would be a dramatic reduction in support funding, threatening the future of our ADEs.

We have raised our concerns directly with government and are working with other organisations to show the impact on people with disability.

Fair Work Commission

At the time of writing we were awaiting findings from the Fair Work Commission on wage assessment tools for ADEs.

Wage assessment tools are used to determine the pay of each supported employee, under the Supported Employment Services Award, however there are some vocal critics of this system.

Sadly, the public don't always know that supported employees are also paid the Disability Support Pension and have access to the rental subsidy, pension supplement, Health Care Card and cheaper medicines.

We have done a comparison of the current wage system and the National Minimum Wage. We found that by removing the pension and wage assessment tool, on average, people would be significantly worse off each year.

We will keep you informed of any ADE changes.

Disability Royal Commission

We have found that information on the Disability Royal Commission can be difficult to understand.

Endeavour Foundation has written to the Disability Royal Commission asking for more information to be provided in formats that are accessible to people with intellectual disability.

To help people access this service, we have developed a series of short videos and Easy Read fact sheets to provide accessible information about the Commission for people we support. You can find these resources at endeavour.com.au/drc

Alliance 20

Alliance 20 is a group of Australia's largest disability service providers who work together to advocate for a better NDIS.

Endeavour Foundation is a member of Alliance 20.

So far, some of the Alliance's proposals have been adopted into policy or will become the subject of wider consultation.

Alliance 20 CEOs have also held regular meetings with responsible Ministers and NDIA representatives. You can find out more about Alliance 20 and the main areas of focus at alliance20.org.au.

NDIS Participant Service Guarantee

Like many of you, Endeavour Foundation has participated in the Tune Review which will shape the new NDIS Participant Service Guarantee and changes to the NDIS Act in 2020.

We hope to see improved NDIS plans and a more responsive Agency, as a result.

COAG Disability Reform Council

Some important issues were discussed at the October COAG (Council of Australian Governments) Disability Reform Council meeting of state, territory and commonwealth ministers responsible for the NDIS.

CEO Andrew Donne writes to state and federal ministers about many issues affecting people with disability. It is heartening to see a number of these matters being taken up by the COAG Council as priorities, including:

- improving access to clinical mental health system
- better NDIS transport supports and more funds for significant users of taxi subsidies,
- support pathways for people with complex needs, and
- encouraging the development of supported disability accommodation.

If you have any questions please contact our Head of Corporate Affairs Kirrily Boulton, by emailing k.boulton@endeavour.com.au.

Keeping up with Castle Hill

Going to work is so much more fun when you're surrounded by friends who make you laugh, staff who support you and work mates who brighten up your day! Like many of our work sites, Castle Hill in Western Sydney is brimming with interesting people. Meet some of them...



Marek

// Dzień dobry! It means good day in Polish.

I'm a sewer. I'm Marek the Polish sewer. I'm the king of sewing.



James

// I'm known as a Mr Fixit around here. I'm very good at fixing things. Sometimes I can solve the problem, sometimes I can't.

Basically, if something goes wrong, I'm there to solve the problem. I always give it a go.

When I solve a problem, and someone says thank you I feel quite relaxed and happy and like I've done a good job.



Megan

// The best thing about working here is we got lots of new people who started. When new people come, I show people how it works.

I work day. I netball at night. I'm busy!



Johanna

// My friends say that I'm a nice person with a great smile.

I'm a bit cheeky as well. Sometimes I can be a bit silly and play practical jokes on people.

I do word jokes as well... Like, what is a frog's favourite drink? A croak a cola!



Ryan

“ I wear a different hat every day. Today I'm wearing a country hat.

I get nervous. Work has helped me to not be as nervous. I'm getting more and more awesome every day.

It's important to believe in yourself so that you can achieve.



Luke

“ I started working here after I left school. I also go to class in the Learning and Lifestyle hub.

My passion is horses. I'm very comfortable around horses. My heart feels good when I'm around horses.



Shaylea

“ I'm an employee rep. That means that if someone is in trouble they can come and see me.

It's an important job because we don't want to see people upset. It's important that people are happy.

You need to have a big heart to be an employee rep.



Ben

“ Coming to work calms my mind. If I focus on the machine and then my mind goes calm. I overwork my mind sometimes. My mind is too busy. I come to work to relax my mind.

I'm a very responsible person. I always take the bins out and do the cardboard.

I like to do things myself like take the bins out myself. It's good because it's independent. Today, I took the bins out with one trolley. One time. Saves time not wastes time.

**Make new friends, learn new skills
and earn your own money!**

Interested in working at Endeavour Foundation?

Go to endeavour.com.au/work for more information
and to find out what sites are near you.



Meet the artists of QArt Studio

QArt is an art studio like no other — the artists come from various backgrounds with various disabilities, united by their love of art.

Meet three talented professional artists working at the vibrant and colourful QArt Studio.

Reeve



“I’ve come a long way,” said Reeve. “That’s a testimony in itself of how much I’ve developed over the years.”

Reeve started at QArt nearly 10 years ago, fresh from completing his Advanced Diploma in Multimedia.

“QArt provided me with a fantastic opportunity to grow, explore, and diversify,” Reeve said. “I’ve grown in many aspects and I’m really grateful for the experience.”

Outside of QArt, Reeve is working on growing his own brand and business that he started a couple of years ago. He recently took a leave of absence to expand his business which now includes teaching kids how to draw.

“QArt ran a one-day supported art program for kids during a school holiday and asked me to run it,” Reeve explained. “I was well aware of the benefits that would entail so I accepted the offer.”

Running the program made Reeve realise that he had a talent for teaching art.

While Reeve is grateful for his experience at QArt and the opportunities it afforded him, he’s now ready for a new challenge.

“It’s a really confronting process starting your own business,” Reeve said. “However, if it wasn’t for the outstanding opportunity QArt had provided me this last decade, I wouldn’t have the confidence nor the skills to stand on my own two feet.”

Sarah



"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 is 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 opened a gift shop and gallery. "It feels really good to see my work displayed. When people want my painting, I feel like, oh my god, do they?"

Sarah has been working at QArt for four years now and she is showing no signs of slowing down. "I love it here! 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!"

Jarrood



"I visited QArt many years ago and then mum just had an idea like, why not if you go and work there," Jarrood said. "So that's how I came to work at QArt."

Jarrood's been drawing since he was a youngster. "I've always liked drawing," he said. "Makes me feel pretty good. Like when I draw something."

Jarrood thinks that art is a powerful thing – when you think it and you feel it, you draw it.

"I get my inspiration from books and the internet, but mostly from the heart," Jarrood explains. "Often, I just had thoughts in my head and just said like, why not if I draw that thought into a piece of paper. So that's what I do, draw the thoughts out."

When someone buys his work, Jarrood is always over the moon that someone loves his work so much that they would buy it.

"When somebody says something like, they just said like, "Oh, your artwork looks really good." That makes me really happy," said Jarrood.

For Jarrood, it's more than just creating art that makes QArt a great place to work.

"I like coming to work. The people around are great," said Jarrood. "When people say my name, it makes me really happy that the people will know about me."

Buy socially conscious Christmas cards, gifts, paintings and drawings to support artists with intellectual disability!

Cards start at just \$2 each!



Visit QArt Gallery at 188 High St, Kew in Melbourne or shop online at qart.endeavour.com.au

QArt Studio is an Australian Disability Enterprise that provides employment, training and mentoring for professional artists with disability.

QArt Gallery

Disability Royal Commission – a platform for people to be heard

At Endeavour Foundation, we believe in the fundamental human rights of people with disability. For over 60 years, we have evolved to meet their needs and expectations, in partnership with their families. To put it simply, people with disability are at the heart of our organisation.

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.

The Royal Commission may be a once in a lifetime opportunity for change. We believe that a Royal Commission will ensure individuals, organisations and the government put appropriate safeguards in place to protect the rights of people we support.

The timeline behind this Royal Commission

Calls for a Royal Commission into abuse and violence against people with disability have been made for a long time so the announcement by the Prime Minister, the Hon. Scott Morrison was a highly anticipated day for everyone.

Here's a summary of how it happened:

- 2012** Disability advocates began calling for a Royal Commission.
- 2014** Four Corners report alleged violence and abuse.
- 2015** Senate Inquiry recommends the need for a Royal Commission.
- February 2019** Government supports Royal Commission and releases draft Terms of Reference for public consultation. Endeavour Foundation responds immediately.
- April 2019** Prime Minister, the Hon Scott Morrison MP announced the establishment of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Have your say

The success of the commission is dependent on people sharing their experiences and the Royal Commission wants to hear from you.

It has special powers and protections in place to make it safe for you to speak-up and communicate in ways that suit your needs.

For more information about the legal, emotional and financial supports available through the Royal Commission, visit disability.royalcommission.gov.au.

Our commitment

Endeavour Foundation is committed to engaging openly and transparently with the Royal Commission and will respond to any requests for information.

We are committed to supporting people with disability and their family members to voice their concerns, make recommendations and offer suggestions to the Royal Commission.

In early September, we submitted feedback to the Royal Commission on their draft Accessibility Strategy. We encouraged the commission to make things easier to understand and engage with – especially for people with cognitive impairment or intellectual disability.

Whenever possible, we will make submissions recommending changes that would create a safer and more inclusive environment for people with disability.

We will follow the Royal Commission carefully to learn all that we can and focus on implementing safeguards to protect the rights of people with disability.

For more information about Endeavour Foundation's position on the Royal Commission, visit endeavour.com.au/drc or if you have a question about the Royal Commission please email us at drc@endeavour.com.au.

Quick facts

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

Cost	\$527M
Commissioners	7
Length	3 years (2019 – 2022)
Date range	Unlimited
Settings	All settings and contexts

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. She 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.

During this time Kirsty refused to walk or to attend rehabilitation sessions. Thanks to a chance encounter and her love of chocolate, Kirsty got back on her feet.

"One of Kirsty's support workers, Josh, was standing near Kirsty one day holding a piece of chocolate," her mother Vanessa said. "She decided she wanted it, stood up from her wheelchair and stepped towards him. Josh was so surprised he quickly took a photo and sent it to me."

Once Kirsty realised her knee was no longer sore her confidence soared, and with some brief therapy and the encouragement from Samantha and her support workers, she began to walk again.

Kirsty's behaviour changed when she became more mobile. "She became her happy-go-lucky self again and no longer needed Positive Behaviour Support," Samantha said. "She's now working with a speech therapist to improve her speech to be able to express her needs and wants, and her communication has vastly improved."

Vanessa has nothing but praise for Samantha. "She's amazing," Vanessa said. "She's a fabulous person and 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."

Support coordinators will work with you to coordinate your services and help you use your funding to achieve your goals. Support coordinators can help you find the best services to get the most from your NDIS plan, and help you build skills and independence to coordinate your own supports.

For more information visit communitysolutions.org.au.



Out of home and loving life

There are few people in the picturesque North Queensland town of Cannonvale more well-known or loved than 22-year-old Charlie.

With the help of his NDIS funding, Charlie lives independently in Endeavour Foundation housing – not that he’s home very much.

“I love my house, but I’m barely home because I’m out doing all sorts of things,” said Charlie.

“I think I know everyone now. People are always saying ‘hi Charlie’, ‘hi Charlie!’”

“Yes, I’m popular and I just love talking to them about what happens in my day.”

Getting a tour of Charlie’s house, it’s clear that not only has living out of the family home given him his independence, it’s also given him a lot of pride.

“The house has so many areas – and they are all for different things!” said Charlie.

"There are areas for sitting, areas for sleeping, areas for looking after the garden, areas for Denise to put her car, areas to get a glass of water and areas for looking at what's in the fridge! It's really a great house."

Charlie's Grandma Didi said the family was initially apprehensive about Charlie moving out of home, but their concerns were quickly dispelled when they saw how happy he was living independently.

"When Charlie moved out of home, well honestly, we were worried," she said.

"I was concerned that he wouldn't like it and he would be sad. But I don't think he's ever been sad! From day one he's been the happiest man on earth!"

Didi says it's incredible how far Charlie has come.

"When Charlie was born it was hard. There were a lot of operations – he didn't walk until he was nearly five," she said.

"Charlie would never stop and talk. Now, he absolutely loves it. You can take him for a walk anywhere and everyone knows Charlie. People are drawn to him."

Didi says that the decision for Charlie to move out of home was made easier knowing that support was available to help him live independently.

"His support worker Denise is incredible. We love her. She doesn't let him get away with anything and we love that," Didi said.

"But he's a good boy, he does what he's told. It wasn't a hard decision for Charlie or the parents for him to move out of home."

As for Charlie, he says he has had a ball living in his new home.

"I love this new house! The good thing about my house is living with Donny. We watch the footy. Cowboys take on the Broncos tonight!"

Didi says the support for Charlie has been incredible, and she couldn't imagine a better outcome for her grandson.

"Charlie is a young man just surrounded by love. The family relationship since Charlie moved out of home is perfect – it couldn't be better. We are all closer than ever. It's been one of the best things," Didi said.



Accommodation goals in your NDIS plan

Goals are a big part of NDIS plans, and a common one is moving out of the family home. If you're thinking of living more independently, here's what you can do!

1. Set yourself a goal

Make sure living independently is a goal in your NDIS plan.

2. Find a support coordinator

Find a support coordinator to help you through finding options, managing paperwork, and deciding what support you would like.

3. Find a Supported Independent Living provider

Your Support Coordinator will help with this and will arrange for any assessments to be completed to prepare you for moving into your new home.

Endeavour Foundation has a range of shared, Supported Independent Living (SIL) properties across Queensland. For more information or to arrange a house tour, visit endeavour.com.au/vacancies.

Shine Bright

We believe everyone, regardless of their ability, has the right to be heard, to be safe and to have equal opportunities to realise their dreams and live an independent, fulfilling life.

We celebrate and encourage people with disability to speak out, be heard and shine bright.

So we asked three people with disability to write a letter to their 10-year-old self and the letters were filled with such wisdom and powerful words of resilience, we knew they had to be shared. Here's Amanda's letter...

Dear young Amanda,

You've always been different and you always will be different, but that's not a bad thing.

I promise that there will be a day that you will embrace and celebrate your differentness, but it will take a lot of work to get there.

I know that being 10 is really hard with all the kids picking on you - but please try and ignore them. They are just kids being kids. I wish I could go back in time and give you a big hug and say 'don't listen to them, they are just kids and kids will always pick on the different one!' If they don't want to be your friends, too bad for them. You'll be able to find solace in the library though, and you will make friends with the teachers.

At 10 years old, soon you'll be diagnosed, which will give you an answer of why you find school a bit difficult.

There will be a day that you will feel free to live the life you want to, where you won't have to worry about the haters, because what they have to say won't matter so much.

You will live independently,

You will have a good circle of friends,

You will have a great job,

You will write a book - it's not published yet, but you wrote one,

You will fall in love,

You will fall out of love and grow from that,

You will travel the world,

But most importantly, you will learn to love yourself.

To those bullies who thought I would never be anything, look at me now - LOOK AT ME NOW! Just watch me. That was then, and this is now.

I wish I could say that life gets a lot easier and happier for you from here on in, but it doesn't - you just get stronger.

There will be some really high highs, and some REALLY low lows. There are times when you will be too scared to get through, but you will. It will take a lot of time, a lot of changes and a lot of help but you will get there.

Even though your marriage failed, it doesn't mean that you failed.

I wish I had listened to myself more. Please listen to yourself and back yourself.

Just because you get labelled with your disability you CAN and WILL still shine. You are not a lost cause so don't let anyone treat you like one.

To watch a powerful video and to read Lucas and Jane's letters, visit endeavour.com.au/shinebrighter.



Amanda



Lucas



Jane



How to be a good support worker

We sat down with eight people with disability and asked them what it takes to be a good support worker. Here's what they said!

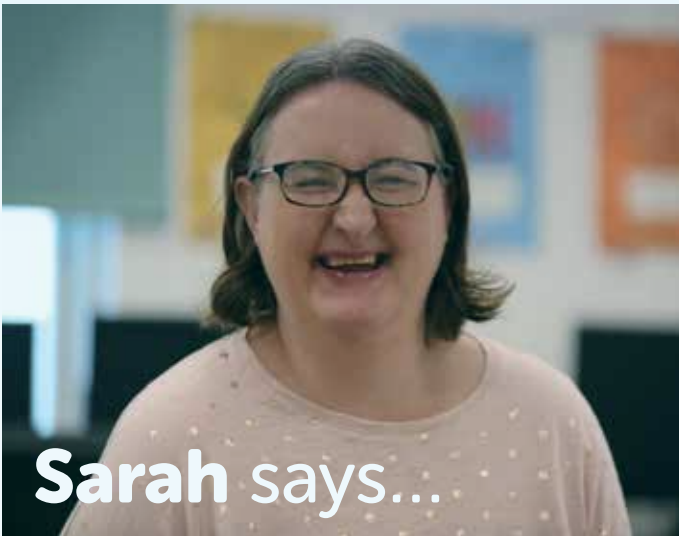


Bede says...

Support workers have made a big impact on my life.

What makes a good support worker is that they support you no matter what and they can trust you with ideas like shopping, cleaning and other things.

My tips to anyone wanting to become a support worker is to expect the unexpected. Make sure to have fun with the person you are supporting. Make the time to understand their culture, their habits and their personality. If you get nervous as a support worker just remember to relax and be yourself.



A good support worker is someone who says 'hello', 'how are you?' and 'how is your day?'

You have to be very friendly to be a support worker. Like me, just very easy going. The good thing about being a support worker is you get to know people. My support worker is absolutely brilliant because she is easy to talk to and she loves getting to know me.



Well, I like Kim because she helps me out, changed my life and made me feel like a better person. She helps me with confidence. Makes me feel better. Confidence feels good. When someone helps ya and says positive things about you it makes you happy.

As a support worker you have to earn the money, do the deeds and work really hard.

I like going shopping and doing my things and being independent and the support workers help me with that. I like independent, actually, you could say I love it.

They say to me things that I'm good and stuff. It's good for me. I like it.



I know what a good support worker means, because I've got one – Ena!

What makes her good is because we rap together. We are a rap duo.

I think the support workers here are great because they make me laugh. They also believe in me.

They are my big fans.



They should try and be in a happy mood. You have to be happy because you can't be grumpy or angry as a support worker.

They need to try and understand what we can achieve, 'cause that's what they have to do.

My favourite support workers help me out, cause that's what you do.

All the support workers here are my favourite support workers. They are just so good.



How to prepare for your NDIS plan review

For most people in the NDIS, you will do a plan review every year.

Plan reviews are an opportunity to check if your supports are working for you and how your goals are going. Your NDIS plan won't stay the same — it will change over time as your needs change. Plan reviews are important because they make sure that your NDIS plan is working for you.

Preparation is key.

When it comes to plan reviews, one of the best things you can do is prepare properly. Here, we have everything you need to prepare for your plan review.

If you only do one thing to prepare — make it this

Download our plan review workbook, 'Building My World' on our website endeavour.com.au/ndis/resources.

It's been designed to be both painless to fill out, and to help you get the best outcomes from your plan review meeting — we have countless people swear by it!

Common questions about plan reviews

I keep hearing that people usually get less in their next plan, is this true?

There's been a lot of anxiety around getting less funding in a plan review. Remember that the outcomes are different from person to person.

One thing we can say with certainty is that great preparation increases your chance of getting a plan that you are happy with.

That said, it can depend on the experience of the planners as well.

Who will conduct my plan review?

If you're aged 7 - 65, your plan review conversation will be conducted by either an NDIS planner or a local area coordinator.

If you're under 7, it will be with an early childhood early intervention partner.

Could my next plan be for 24 months?

Yes. But if you foresee your needs changing sometime in the next year, it is important you talk about this with your planner.

If you do end up with a 24-month plan, and your needs change, you can apply for a review.

What if my circumstances change and I need to review my plan early?

If your personal circumstances change significantly and this affects the supports you need from the NDIS, you can request a plan review at any time by completing the change of circumstances form which can be found on [ndis.gov.au](https://www.ndis.gov.au).

This is different to being unhappy with the supports you receive in your budget. If you're unhappy with a decision, you'll need to get a review of decisions.

Can I use a support coordinator to help me prepare?

Absolutely. If you received funding in your first plan for a support coordinator, they will be able to help you prepare for your plan review.

What do I need to take to my NDIS Plan Review?

Here is a list of the key things you should take to your NDIS Plan Review:

1. A copy of your NDIS Plan.
2. A completed copy of your 'Building My World' workbook.
3. Information from your service providers about what supports they have delivered and what supports you need to reach your goals for the next year.
4. If you have a decision maker, you should take them to your meeting.
5. You can also take a family member, support worker or friend who knows you well and can help you in the review meeting.

What if my plan ends before my next plan starts? Can I get funding for that time?

A small number of people have been finding that there is a gap between when their plan ends, and their next plan begins.

If this is the case for you, the NDIS will cover the cost of supports as long as they are in line with what you were previously receiving in your plan.

Still confused?

Head to the NDIS website [ndis.gov.au](https://www.ndis.gov.au) or give them a call on **1800 800 110**.

Check out our NDIS resources and blogs on our website [endeavour.com.au/ndis](https://www.endeavour.com.au/ndis).

Everything you need to know

about the NDIS Quality and Safeguards Commission

When it comes to the NDIS, one of the most important things is that participants are safe and receiving quality supports – and that’s where the NDIS Quality and Safeguards Commission (NDIS Commission) comes in.

What is it?

The NDIS Commission is an independent, unbiased agency that exists to protect Australians with disability. It is essentially the disability watchdog. As the name suggests, it’s an agency that aims to improve the quality and safety of NDIS supports and services.

The NDIS Commission has four main roles:

1. Registering NDIS providers
2. Responding to complaints
3. Overseeing reportable incidents
4. Providing behaviour support leadership

It used to be that all states and territories did their own thing when it came to quality and safeguarding. Now, for the first time, we have a single regulatory body responsible for ensuring all Australians living with disability receive a consistent standard of practice regardless of who they are and where they live.*

Why is it here?

To safeguard

The NDIS Commission acts as a safeguard to Australians who have a disability.

Safeguarding is important because abuse happens, and sadly, it is often the most vulnerable people who are at greater risk, such as those with disability.

Safeguarding helps protect people without a voice and who cannot protect themselves against those who may be harming them.

To ensure quality NDIS supports and services

The NDIS has radically transformed the disability sector. As the sector booms and goes through such a momentous change, it’s important that there is someone looking out for and listening to those at the centre of it – people with disability.

The NDIS Commission sets the standard for NDIS supports and services and holds organisations accountable.

What does it mean for me?

If you have a disability

The NDIS Commission is here to protect your safety, and make sure that the NDIS supports you receive are of a high quality.

It also means that you have a place to escalate any complaints that you may have with a provider. So, if you have gone through your provider’s complaints process and haven’t been happy with how it’s been resolved, the NDIS Commission would be your next step.

If you work in the sector

There is now a national standard for the supports you provide. The NDIS Commission is about lifting the bar of disability supports, so that might mean some changes in policy and procedures.

The organisation you work for may require you to complete some additional training or be changing some procedures.

Is it different to the Royal Commission?

Yes, the NDIS Commission is a different thing to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Royal Commission).

Confused?

The Royal Commission is about looking into issues and preventing them from happening again in the future (check out our Royal Commission article on page 8).

The NDIS Commission is about helping and protecting people now.

*At time of publishing, the NDIS Commission has not rolled out in Western Australia. This is expected to happen on July 1, 2020.



Quality, safety and the #teampossible way

At Endeavour Foundation, we strive for every customer to experience a service from us that is safe and of the highest standard.

In fact, delivering safe and high-quality care means that we do everything we can to protect the rights of people with disability, and we achieve this by doing what is fundamentally right.

It is our core values – One, Imaginative, Care and Passionate – that define how we work and our Code of Conduct that guides our actions, words and behaviours – it's the #teampossible way.

Our success rides on building trust and confidence with our customers. The #teampossible way demands that every employee is committed to our Code of Conduct, delivering services with the highest level of integrity, transparency, and compliance within the laws and regulations of the National Disability Insurance Scheme (NDIS).

Why was the Code of Conduct updated?

We recently updated our code to meet the requirements of the new NDIS Code of Conduct, which applies to all service providers and workers under the NDIS.

It demonstrates our constant commitment to ethical and transparent behaviour, responsible care and greater protection of everyone we support.

Code of Conduct in practice

If you see or think someone is violent, abusive, neglectful or exploitative towards a person we support, you need to let us know so we can do what is right.

Tell us. We are listening. We will act.

If you have a concern about the service you are receiving from us, it is important that you tell us.

We want to hear from you – we are listening.

With your help we can continuously improve the quality and safety of services we provide – to you and to others.

Please contact our Customer Practice and Safeguarding Team:

- 1300 730 334
- feedback@endeavour.com.au
- endeavour.com.au/feedback

Our Code of Conduct

1. Respect individual rights to freedom of expression, self-determination and decision-making.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly act on matters that may impact the quality and safety of supports and services for people with disability.
6. Prevent and respond to all forms of violence against and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

2019 in pictures

Here's a snapshot of our year here at Endeavour Foundation!



Rocking out at the Battle of the Bands in Brisbane.



Going international! BBC filming at Ipswich Learning and Lifestyle.



Great Endeavour Rally 2019 Gulf Trek.



Launching our Learning and Lifestyle hub in Castle Hill.



Great Walk of China Trek to raise funds for people with disability.



Leigh's dream came true!

Starting an award to recognise students with disability.



Mackay SportsAbility Day.



Noel living his dream at Sydney Mardi Gras.



Warwick and Stanthorpe Disability Action Week.

2020 IS THE YEAR OF THE OUTBACK

Your next adventure could change not just your life, but also that of someone with disability.

The Great Endeavour Rally – Simpson Desert Adventure kicks off in July 2020!

Departing from St George, you'll be travelling on roads few have driven, to test yourself and a convoy of well-loved cars. You will tackle some of Australia's most iconic tracks including The Strzelecki Track, Walkers Crossing, Warburton and Birdsville Tracks along with the K1 line. You'll have the confidence to make it through with full mechanical support provided by the Australian Army.

The Great Endeavour Rally is so much more than an adventure. In 2019, 150 supporters were able to fundraise more than \$340,000 for people with disability – and in 2020, we are aiming to raise more than \$500,000 for a new generation of learning technology and support services.

To do this, we're going to need at least 50 more people. Off-road lovers, car fanatics, avid explorers, and everyone in between are welcome to put a team together, jump in a car and join us!

Great Endeavour Rally – 23 July - 1 August 2020
Find out more by visiting great.endeavour.com.au



Car #69 – Highland Flyer
ready to rally again in 2020

Feel more at home on your feet than behind the wheel? Then the Larapinta Adventure 2020 is for you!



Our next hike will be your chance to immerse yourself in the rugged beauty of the West MacDonnell Ranges as you trek sections of the iconic Larapinta Trail, one of the most popular wilderness walks in Australia.

Joined by an exclusive group of supporters on this seven-day journey, including Olympic gold medalist Cate Campbell,

you will be able to test your endurance as you also do your part to help people with disability to live, learn, work and flourish in their daily lives.

Known for its breathtaking landscape and mountainous terrain, the trail's dotted with striking backdrops that cut passages through awe-inspiring gorges and expansive plains. The sights only get more outstanding from there. Your reward for the challenging climb to the top of Mount Sonder, the fourth highest mountain in the Northern Territory, will be panoramic views of the surrounding mountains, plains, valleys and salt lakes.

And, as with the rally, all these unmatched sights and experiences have one more benefit – the funds raised to enable people with intellectual disability to expand their own horizons in life. By trekking the Great Wall in 2019, we fundraised just over \$50,000 – a number we can surely beat.

Join us in 2020, for a once-in-a-lifetime journey that will help redefine possible for you and for people with disability.

Larapinta Adventure – 30 August - 5 September 2020
To find out more go to <http://bit.ly/endeavourlara>

Battle of the Bands

Oh, what a day it was at The J for Battle of the Bands!

Battle of the Bands Sunshine Coast was held on Tuesday 20 August at The J in Noosa, Queensland. The event – which was our second Battle of the Bands in 2019 – included thirteen performances from Endeavour Foundation services and other disability service providers from as far south as Wacol, and as far north as Bundaberg.



Performances were eclectic and mesmerising in musical style and included drumming circles, solo artists, groups and duos. The songs selected were enthusiastic, fun and emotive. Audience members enjoyed dancing, clapping and cheering and the judges offered many words of wisdom and encouragement to all performers.

We are looking forward to many more Battle of the Bands events in 2020. If you want to get involved, make sure to start thinking about your performance now!

Go to endeavour.com.au/battle-bands for more information.

See you in 2020!



SportsAbility Day in Mackay

On Friday 20 September, customers and families travelled from all over Mackay to experience the inaugural Endeavour Foundation Mackay SportsAbility Day.

Held at Mackay's BB Print Stadium, customers were given the opportunity to participate in specially designed team and individual sporting activities including touch football, Oztag and relay races, as well as enjoying a sausage sizzle and other festivities throughout the day.

Endeavour Foundation Service Delivery Manager John-Paul Cluney said his vision for the SportsAbility Day was to empower participants with the confidence and skills to get involved in the community, not just in sport, but employment and education.

"I see a lot of guys come through who say they don't have a lot of friends, and how do we do that when we're stuck in the same groups?" he said

"Mackay is a great town, we just want to give these guys the opportunity to be part of that community".

The event celebrated 100 differently abled athletes, as well as families, support coordinators and community members. It was heralded an overwhelming success. Plans are now in motion to make the inaugural day an annual occurrence in the region.



#teampossible spotlight

Meet Kristina

"I've been working at Endeavour Foundation Industries in Keon Park for 10 years and started at the Learning and Lifestyle last year. I really wanted to start doing a bit of maths, reading, writing and spelling. I'm really enjoying all the classes. My reading and spelling have improved a little bit. I'm getting there, and I'm really enjoying myself. That's what we do here! We have fun with people we know!

It's important to work but also have fun. When you go to work, you have a routine of doing something. Coming here, you get to see your friends, socialise and have a bit of fun in the class, learn and meet new people.

If I could talk to the CEO, I would tell them that I love it here, I'm not leaving!"

Kristina is a supported employee at Endeavour Foundation Industries - Keon Park and attends Keon Park Learning and Lifestyle hub.



We asked you to help us produce a magazine that you love. Thank you for taking the time to complete our survey and congratulations to Nicola D, Dot M and Sharon H for winning \$100 QArt gift vouchers!

Here are the three top topics you want to read more of:

1. NDIS news, tips and guidance
2. Perspectives of people with intellectual disability
3. Perspectives of families and carers

We're taking your feedback to heart and we're already working on it!

We're always looking for new ways to keep One Endeavour fresh and engaging so if you have any more ideas, please let us know by emailing corpcom@endeavour.com.au.

Get involved

Membership of Endeavour Foundation provides you with an opportunity to assess what we do and offer feedback. We value our members' opinions and we strive to ensure that our services and supports are continuously developed and improved.

Your membership enables us to expand and create services and policy that have benefits far beyond today, so that people with disability can live their best life.

If you're interested in becoming a member go to endeavour.com.au/membership or contact the Company Secretary on companysecretary@endeavour.com.au or **07 3908 7211**.



WHEN YOU PURCHASE LOTTERY TICKETS FROM ENDEAVOUR FOUNDATION, YOU HELP TO PROVIDE OPPORTUNITIES FOR PEOPLE WITH INTELLECTUAL DISABILITY TO LEARN LIFE SKILLS, LIVE INDEPENDENTLY, FIND A JOB THEY LOVE AND BE ACTIVELY INVOLVED IN THEIR LOCAL COMMUNITIES.

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