

# One Endeavour

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### On the cover:

Endeavour Foundation's new ambassador, Angie Kent and #teampossible superstar, Janie Hop.

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

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 Endeavour Foundation

# A time for hope

I hope this message finds you and your loved ones safe and well.



As 2020 draws to a close, I'd like to firstly take this opportunity to express my appreciation and immense gratitude for the Endeavour Foundation teams who've gone above and beyond this year, during a difficult set of circumstances but never wavered from their focus on our customers.

Speaking of focus, we've recently released our five-year plan. Our plan gives us a clear vision of how we will continue to achieve our mission of making possibilities a reality for the people we support.

Our focus will remain on our customers, keeping them at the heart of everything we do while continuing to evolve our service offering to meet their needs. This means developing and delivering services that will continue to help people with disability to flourish at work, home, and in the community now and in the future.

We're also investing millions of dollars into the construction of new accessible homes because we believe all Australians deserve to have the safety and security of a roof over the head in an environment that meets their individual needs.

These homes will be "Platinum" standard and set the bar high for accessible housing now and into the future. All of this wouldn't be possible were it not for our generous supporters.

We have also seen a huge investment in our IT systems and resources, which couldn't have come at a more important time as we have had to very quickly become more flexible with where and how we provide services.

Innovative new programs delivered online and via video, such as the Thrive Online Learning hub, will see a new wave of customers accessing our services from the comfort and security of their own homes.

Meanwhile, changes to the NDIS, which we have long advocated for, are bringing hope of lasting improvements to this crucial scheme with more people able to enter and more flexibility in plans.

We also have some great news regarding our supported employees' superannuation. We have partnered with Aon's smartMonday super fund to make extra contributions – on top of the regular contribution that we make to all super accounts – to supported employees who have smartMonday super accounts until the end of June 2021.

Next year will see Endeavour Foundation celebrate our 70th anniversary. It's fitting that in 2021 we reflect on the past but remain focused on the future. We'll celebrate this milestone with a range of initiatives throughout the year, so stay tuned!

ANDREW

Andrew Donne  
CEO



# Angie Kent joins #teampossible

by Janie Hop



I'd like to tell you about a special job I was given at my work at the Endeavour Foundation office. It all began in my birthday month of July. On the 22nd of July, I was asked to interview Endeavour Foundation's newest ambassador, Angie Kent.

You may know Angie from Channel 10's Gogglebox and The Bachelorette. They're both very popular shows on television.

I hadn't met Angie before, so it was my first time meeting her. I actually felt a little nervous in meeting her at first, so I tried to relax. Once I got settled in and got to know her a bit more, I felt really comfortable.

Angie was quite open to talk about her life. She used to be a support worker to someone who has a disability, a young man named Tom.

They had fun on their outings that they went on and they both enjoyed their time together. Tom sometimes presented Angie with an invisible rose, which she thought was so sweet of him.

Angie seems to feel a connection with people who have a disability and is happy and proud of them when they do well and achieve their dreams. She also has a passion for helping people with a disability to achieve their dreams just like Endeavour Foundation. And I really like that about her.

I felt so honoured to know Angie, and my experience in interviewing her was a thrill for me so I thought I should share some of the stuff we talked about.

**Janie:**

Why do you think it's important to be friends with people with disability?

**Angie:**

I think it's important because, why not? I think we're all the same. We just all have different struggles and different life experiences. And I think some of the best times I've had in the world is with my old housemate Tom who has Down syndrome and we had the best times ever. So, I think, why not? Everybody should be friends with everybody.

**Janie:**

How do you feel in your heart when you see someone with disability achieving their dreams?

**Angie:**

When I see somebody with a disability achieving their dreams, I think it is when my heart is at its happiest. Because I think that everybody deserves to fulfil their dreams. Some of the most beautiful people I've met in the world are people with disability because they just accept everybody for who they are. And I think everybody should do that.

**Janie:**

What are your dreams then, Angie?

**Angie:**

Well one of my biggest dream is that I could have people with disability and people with able bodies to be able to live together, integrated –



we are all equal and we can all live our dreams. I just want everybody to be happy. I want everyone to be kind and just do what they want to do.

**Janie:**

What actually stood out to you when you went to some of the Endeavour Foundation sites?

**Angie:**

When I went there, everybody seemed so happy because they got to be at work, and they got to do what they love. Which, you got to love what you do, right? Makes it exciting. So, when I went there, I saw everybody really enjoying themselves and I always say that to have a purpose and love what you're doing is the best thing in the world. So, I noticed everybody working hard and everybody being happy.

**Janie:**

What sort of advice would you give to all the single young adults with disability who wants to find love for themselves?

**Angie:**

I think it's very important for everybody to never settle for anything that doesn't fit in with their life. Always make sure that you have the same values. I think it's good to not rush into something because you don't want to be single. Have fun. Have your work. Have your friends. And then the right person will come along at the right time. You've got to always be yourself. Always be yourself!

**Janie:**

Always. I love that!



Angie Kent spent time with #teampossible, learning all about the work we do to make possibilities a reality



## Why do mental health issues go undiagnosed in people with intellectual disability?



Since the coronavirus and government lockdowns began, we've heard a lot of concerns about mental health – and rightly so! But why do so many people with intellectual disability go undiagnosed when they develop mental health conditions? We asked psychologist Dr Luke Hatzipetrou.

### The institutional era

Not many differences were drawn between people with mental health disorders and people with intellectual or cognitive impairments before the 1960s.

And later, when differences were better understood, people with intellectual disability were not thought capable of having a mental health disorder because of their disability.

It was a real Catch-22!

“People with intellectual disability were not considered to have cognitive capacity to reflect on their own internal states, such as thoughts,” said Dr Luke.

“Furthermore, mental health clinicians in the past possessed negative attitudes toward therapeutic relationships with people with intellectual disability.”

Well, it turns out the opposite is true.

People with an intellectual disability are now considered more susceptible to mental illness because of heightened risk factors, ranging from disadvantaged lifestyles and social exclusion to low self-esteem and abuse.

A change in a person's behaviour shouldn't just be blamed on their disability.

If we do that, we'll keep making the same mistakes as we have in the past.

“The growing recognition and research in the field of dual diagnosis has been wonderful,” Dr Luke said.

“Clinicians [now] have access to training and resources to broaden their skills and knowledge in this area of practice.”

### Five tips to support someone with intellectual disability who has a mental illness

- 1 Open communication**  
 Let the person know you are available when they need you
- 2 Accept them**  
 Don't define the person by their mental health disorder
- 3 Recognise the signs**  
 Learn more about mental health and share it
- 4 Seek professional services**  
 Help the person access mental health services
- 5 Treat the person with respect**

*Advice is general in nature. Consult a health professional.*



## Improving support

For more than three decades Dr Luke has been working hard to change those attitudes.

In 1989 he took his first job as a psychologist at the Gold Coast branch of Endeavour Foundation.

He was lucky enough to have Dr Gail Parsons as his supervisor. Dr Parsons was an experienced psychologist and had been a teacher at Endeavour Foundation's original school, Bowen House, in 1961.

"From the outset, I enjoyed working with people with intellectual disability and their families," he said.

"It was an opportune time to develop and implement psychological treatments for people with intellectual disability, who were often unable to access mental health services as their behaviours were considered manifestations of their disability.

"At that time, there were few services available for people with intellectual and developmental disabilities, so families were always appreciative of the support and assistance."

## A memorable case

Dr Luke said he recalls one referral of a young woman with intellectual disability who started getting verbally abusive.

The behaviour was impacting how she could go about her regular activities, so it was important to work out the real cause.

The changes of behaviour were down to developing mental health disorders, not her disability. The solution? Education and management techniques.

"After a period of assessment and observation, it appeared the young woman had developed agoraphobia with panic attacks," he said.

"The treatment focussed on educating the woman about anxiety and panic attacks and then teaching skills to challenge thoughts and importantly, managing the panic attack through controlled breathing."

Dr Luke said involving the woman's carers in her treatment made a huge difference and he taught them the same strategies.

"Within a period of six weeks, the young woman engaged in her usual activities and she was using the skills with the prompting of carers," he said.

Thanks to these skills, the woman was even able to learn how to ride a bike – something she'd been too anxious to do before.

More than 30 years on from his first job with Endeavour Foundation, Dr Luke Hatzipetrou continues to make a difference as a Forensic and Clinical Psychologist specialising in intellectual disability today.

## Head online

Endeavour Foundation has created easy to understand, informative video content about managing mental health for people with intellectual disability in partnership with Dr Luke Hatzipetrou.

The content will provide discussion, education, and advice on the topic of mental health for the parents and carers of people with intellectual disability.

Go to [endeavour.com.au/mentalhealth](https://endeavour.com.au/mentalhealth) for more.

## Five tips to manage your own mental health

1

**Look after yourself – eat a balanced diet and maintain regular sleep**

2

**Build positive relationships**

3

**Develop gratitude, write down the positives each day**

4

**Exercise**

5

**Know your personal strengths and use them**



## Hi I'm Russell.

My house makes me happy. Cooking makes me happy. Gardening makes me happy. Drinking beautiful coffee makes me happy. I hope you like this photo.

# Why accessible housing matters

When you hear 'accessible housing' what do you think of? Railings and ramps?

Well you wouldn't be wrong – these are definitely ways to make housing more accessible for people with disability, but they are just the tip of the iceberg.

## A home to meet your needs

Specialist Disability Accommodation (SDA) refers to housing for people who require extra supports to live their daily lives. SDA can sound like a dry term, but we know there's a big difference between a house and a home.

At Endeavour Foundation, we do everything we can to make our houses a home for the people who choose to live in them.

Accessibility needs will differ from person to person. Many people with disability have been in spaces that don't work for them. A home should never be that kind of place.

When we build a new home, we build them to the Platinum Level of Livable Housing Australia's Guidelines. This means that a home is easier to access, navigate and live in, as well as adaptable. We leave them as a bit of a blank canvas, that way we can work with the new resident to make it their own space – including the things they need for accessibility.

It's important to note that as a resident's needs change, so too can their space and support, which is not always possible in regular housing.

## Why accessible housing is important

Everyone deserves a home where they can feel safe, comfortable and completely be themselves. For people with disability, sometimes it's a lack of accessibility that can get in the way of making those things possible.

Endeavour Foundation builds homes that are close to shops, services, and transport making it easier for our residents to access the community.

Russell, one of our residents, recently moved into one of our brand-new homes. He says it's one of the best things he's done.

"It was a good decision to leave home. I am happy. I have a big room in a big home," he said.



Russell has embraced his independence and taken on an important role in the house.

"I'm a chef! It feels good to make food for people. I am good at cooking," he said.

"Everyone always says, 'Russell, I'm so proud of you!'"

## How staff help make housing more accessible

When you think about housing accessibility you would most likely think about physical modifications. For people with intellectual disability, it's often the face-to-face supports that make a house accessible.



*Russell and Ruth have developed a close bond in the years they've been working together.*

Many people with intellectual disability need support to do things around the home, whether that's help getting ready, using appliances, or following their passions. Without support staff, this might be a difficult thing. So, in many instances, it's the support staff that makes living out of home possible.

Ruth is Russell's worker and the two of them get along so well.

"Russell is an amazing human being," says Ruth.

Ruth is very passionate about people with disability gaining independence.

"Disability or not, being able to live independently is an important choice, and one that everyone deserves to have," she said.

"Living independently gives that responsibility and freedom to be who you want to be – to live life your way.

"For me, the best thing is seeing that feeling of pride when they walk into the house," she says.

## How assistive technology helps make housing more accessible

Assistive technology makes specialist disability accommodation safer and promotes independence.

When we asked families what they value the most when it comes to supporting their loved ones, 'safety' was one of the top answers. And we totally agree!

In many of our homes, every room, bathroom, and living area will have buttons that residents can use to alert support staff if they need help or assistance.

Using this technology helps develop independence. This means that residents can go about their day doing tasks that they would rather do by themselves, and the staff can be there if they want or need them.

### Moving out of home? Here's Russell's advice

"If you want to move out of home, you don't have to be scared. There's new friends waiting for you. Like me. They can cook. I promise the staff are nice. The staff are always nice.

"Also, make sure you are close to the shopping centre and transport, and the taxi cabs."

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

# Art with heart

Mandy still treasures the time she spent visiting Endeavour Foundation's QArt Gallery with her daughter Katie.

Together they would spend many happy hours viewing the artwork and browsing the store. They enjoyed exploring and supporting the artists by purchasing unique gifts.

The gallery displays unique art, cards, and crafts created by artists with intellectual disability at QArt Studio, a disability enterprise located in Kew, Melbourne.

Living close by, Katie would sneak in by herself occasionally and buy gifts for Mandy, knowing how much her mum loved the jewellery, the artworks, and the crafts.

Mandy says Katie was a bright spark. "She was an advocate for social justice. She was known for her love for others."

"She loved children. She volunteered at a special school and worked with young children with disabilities."

When Katie died last year, her loss was deeply felt by Mandy, who wanted to make sure Katie

was honoured with an urn that truly represented the life Katie lived and the person she was.

After searching for a long while, Mandy approached QArt's Jan Rowlinson about commissioning a special piece.

"We could pay tribute to Katie's vibrant personality while also supporting the artists Katie admired," Mandy said.

Once COVID-19 restrictions permit, Jan and Mandy will meet to finalise the urn's design.

Just as it was for Katie, QArt continues to be a source of joy and inspiration for many. It's a place that offers creative possibilities for aspiring artists and inspiring creations for people looking to buy something unique for a person they care deeply about.

We cannot wait to see the results of Mandy's special commission.



*QArt artist Ashlea Sergakis – who specialises in ceramics, canvas, and textiles – will be creating the special piece.*

## Stefan adds colour to St Kilda



In the stormiest of times, Stefan Farina, one of QArt's talented artists, was able to bring a little colour to the diners of Melbourne.

Stefan finished a spectacular mural of the iconic St Kilda pier in Melbourne, commissioned by Luna's Food and Wine Bar and is now a feature wall inside the restaurant.

Completing the mural was not Stefan's only cause for celebration this year; he recently celebrated his fifth-year anniversary as an artist with QArt Studio!

"I can't believe it's been five years! I am so proud of how much I have grown and how much artwork I have done in those five years since becoming an artist," he said. "I am so lucky to have a passion that I will always love."

He said the support of his family and QArt friends made it all possible.

"If it wasn't for my mum to help get me where I am today, I wouldn't have been an artist at this amazing organisation, working with some amazing people and making all these great friends who are also very talented artists!"



# Battle of the Bands 2020 goes virtual!

People with intellectual disability rarely get the chance to take centre-stage and show the world what they can do, but we think they should have every opportunity.

The first ever Battle of the Bands was held nearly a decade ago when customers at our Noosa Learning and Lifestyle hub said they wanted their chance to take to the stage and share their musical ability.

Since then, Battle of the Bands has become a highlight and a favourite event for so many of our customers with more than 500 performers of all abilities participating over the years.

This year we're doing things a little differently and taking Battle of the Bands online for our first ever virtual event which will be streamed live to the world!

If the likes of Powderfinger and Taylor Swift can do it, why can't we?

There's no better day to hold our first ever virtual Battle of the Bands than on 3 December 2020, International Day of People with Disability – a United Nations observed day which celebrates the achievements and contributions of people with disability.

Why should you watch Battle of the Bands? We'll let one of our MCs, Chloe, answer that question.

"To be entertained! Battle of the Bands is about people with disability coming together and doing what they love which is music, dancing, and all sorts of things!"

A peek at Alexandra Hills Learning and Lifestyle's Battle of the Bands rehearsal



"I'm excited for this year's Battle of the Bands!" exclaimed Tristan.

"I'm excited for the music, the dancing, and the fun! I'm sure we're gonna rock it.

Watch out for Alex Hills!"



## Streaming 3 December to celebrate International Day of People with Disability

To register to watch it live, go to  
[endeavour.com.au/bands](https://endeavour.com.au/bands)



# What the latest NDIS price guide changes could mean for you



We have waded through the pages of the price guide and put together information on what the latest changes might mean for you.

Changes to the NDIS price guide may not sound like much, but it's a huge deal. The latest National Disability Insurance Scheme (NDIS) price guide is a catalogue of NDIS services. It sets the price that the disability support sector follows. When these prices change, it can impact your plan. Most of these changes will happen after your next plan review and you will get personalised information and support to help you navigate them.

While these changes are quite big, our goal is always to make the transition to the new model as smooth and pain-free as possible for you.



## NDIS price guide changes to group supports

In June 2020, the National Disability Insurance Agency (NDIA) announced that they were changing the way providers will charge for group supports under the NDIS (our Learning and Lifestyle hubs are classified as 'group supports' in NDIS-speak).

Providers like us will work with you to create a quote for your next plan review based on your needs as an individual. In the past, it's been a fixed ratio. Now, it is moving to a system where people are paying for the amount of support they receive in a group setting.

The NDIS also introduced a new line item called Capital Centre Costs. It's a new charge for people who attend a physical space for support. It's a small hourly rate which will help providers maintain their facilities. This charge will come out of your core budget and will show up on your statement as a separate line item.

Another change is the way providers will charge for non-face to face supports. This is essentially the research, coordinating, planning, and

documenting that helps us make sure you are getting the most appropriate supports. Non-face to face supports have always been claimable but it's just been something that was previously built into the hourly rate. Under these new changes, it has been separated into its own line item and will come out of your core budget.

### What this means if you're one of our Learning and Lifestyle customers:

- **You will be consulted before any changes are made.** The changes will happen after you have had a plan review. We will go through all the changes with you individually and help you through the process.
- Under the new model **your charges will be calculated based on a one-to-one or group-based ratio**, meaning you will be charged for the portion of the group based supports you receive.
- **There is a new non-face to face supports line item that will appear on your statement:** Non-face to face supports used to be built into the hourly rate of support. Now, they have moved to their own line item. These supports will show up on your statement as a different charge and will come out of your core funding.
- **Existing funding arrangements will remain in place until your next NDIS plan review.** You do not need to do anything until then. If you have recently received a new plan, we will be in touch to discuss what this means for you on an individual level.



### NDIS price guide changes to Supported Independent Living

Previously, because Supported Independent Living (SIL) funding worked differently to most other NDIS funding, there was a lot of negotiating and quoting. Now, this will be replaced by a set of price limits for SIL support.

Providers like us will work with you to put together a Roster of Care (RoC) using the new price limits. It will show the NDIA what supports should be included in your plan. Then your provider will submit the RoC to the NDIA for them to have a look at.

Before a plan with SIL is approved, the NDIA will make sure that you have seen the RoC and have had the opportunity to provide your input.



## What this means if you receive SIL supports from us:

- **You will be consulted before any changes are made.**
- **We will work with you to discuss your current and ongoing supports.** If things are ok as they are, we'll ask you to sign an agreement that keeps that same supports in place. If changes are needed, we'll work with you on a new RoC.
- After we've discussed your support needs with you and we get a new agreement in place, **your statement is going to look a little different.** Rather than just seeing one charge, it will be broken down into a number of charges. Depending on what supports we've discussed, this may change the weekly price. Overall, it will mean more transparency for you over what you're being charged.



## NDIS price guide changes to Supported Employment

Before, your work supports were called "Assistance in Specialised Supported Employment" and paid for from your capacity building budget. Now, your work supports are called **Supports in Employment** and are paid for from your core budget, making it more flexible.

The funding in your new plan will be allocated based on your regular and routine pattern of supports. We will provide you with this information to help you discuss this with your NDIA planner at your next plan meeting. This document will be called the **Pattern of Support statement.**

Your Pattern of Supports statement will include face to face and non-face to face support costs. Face to face support costs are provided to you directly as a one-to-one support or as a group-based support depending on the support, your level of need and the frequency of that support. Non-face to face support costs are back-office administration and reporting activities that relate to your employment. Previously, these supports

were integrated into the hourly rate. Now, they are a separate line item.

Group-based supports are shared under the new model and you will be charged for the portion of the group based supports you receive.

The NDIS introduced a new line item called **Capital Centre Costs** for buildings and equipment costs specific to the needs of people with disability, such as accessible bathrooms and kitchens. The funding helps us maintain the workplace and is calculated based on the number of hours you are contracted to work. It is funding in addition to your face to face and non-face to face supports.

## What this means for you if you're an Endeavour Foundation Supported Employee:

- **Existing funding arrangements remain in place until your next NDIS plan review.** You do not need to do anything until then. If you have recently received a new plan, we will be in touch to discuss how your charges will appear on your statement.
- Before your next NDIS plan review meeting, we will discuss your support needs and employment goals and **help you prepare the right information for the NDIS.**
- Once your plan is approved, you will need to allocate the right amount of money from your Core budget for us to support you at work.





# Endeavour Foundation Disability Research Fund 2020 recipients announced

One of the biggest barriers to understanding intellectual and cognitive disabilities is a lack of research in the sector. Endeavour Foundation is on a mission to change this.

Endeavour Foundation established the Endeavour Foundation Disability Research Fund (EFDRF) as part of our commitment to the ongoing improvement of the knowledge and understanding of disability and people with disability.

Grants have been awarded since 2012, with more than \$628,000 in funding given away to date.

Applications are assessed by an independent panel against selected criteria to determine the shortlist. Shortlisted applicants are then put before the EFDRF Board members, who are responsible for the final decision.

The EFDRF awards around \$100,000 in two research projects every year – the EFDRF Research Award and the EFDRF Inclusive Research Award.

## The 2020 award recipients

We are excited to see how this year's award recipients change the future of disability research and knowledge in Australia.

### Associate Professor Patsie Frawley, Deakin University

*Connecting young people with intellectual disability for improved wellbeing and community connection: a focus on relationships and sexuality*

Associate Professor Patsie Frawley of Deakin University was awarded the EFDRF Research Award. This award is awarded to recipients who have the potential to address a critical knowledge gap or meet a need that is of strategic importance to the knowledge sector.

Patsie's research will seek to understand how adolescents with intellectual disability experience relationships, and how they can develop strategies for positive relationships.

Since winning the grant, Patsie has taken on a role at another university but handed the reigns of this research over to Dr Amie O'Shea and Associate Professor Angela Dew, also of Deakin University.

### Dr Katherine Moore, QUT

*Entrepreneurial journeys of micro-business owners with intellectual disability: An inclusive research perspective*

The EFDRF Inclusive Research Award was awarded to Dr Katherine Moore of Queensland University of Technology (QUT).

The focus of this award is to support a smaller research project created to include people with disability as co-researchers. The project must demonstrate that people with disability will work across multiple aspects of the overall research, with appropriate supports in place to enable them to be fully included in research activities.

Katherine's research will explore the experiences of people with intellectual disability as they navigate their own journeys through establishing and growing a small business.

**For more information about Endeavour Foundation Disability Research Fund, visit [endeavourresearchfund.com.au](http://endeavourresearchfund.com.au)**



## Hi, I'm Clinton

This is a photo of me on Google. Google is for searching things. I use Google a lot. I always use it to search NRL but today I used it to search NDIS. I don't really know much about NDIS, so it's good that I googled it. To get the smile on my face for this photo I was thinking about when my NRL team wins.

# Answering the most googled questions about the NDIS

When it comes to the NDIS, people generally have a lot of questions. It's a huge public reform and it can be a lot to wrap your head around. We hear you!

We take a look at the NDIS questions people are typing into Google's helpful little search bar – so you've got all the answers, and all in one place.

### Is the NDIS means tested?

No, and this is for good reason.

The NDIS will look at the supports you need, based on your disability, and won't take your income and assets into account. It's been designed this way so that everyone gets the support they need and so no one is left behind.

### Is the NDIS working?

Perhaps the best people to answer that are the participants themselves. Every few months, there's a really long report that looks at how the

scheme is performing (they are called the COAG Disability Reform Council Quarterly Reports if you wanted to have a look for yourself). In it, they ask NDIS participants what their overall satisfaction with the NDIS is. In the latest report participant satisfaction was at 87%.

So that tells us that while there are improvements to be made, the majority of people are satisfied with their NDIS experience.

Does this mean the scheme is perfect? There are still many issues that are being addressed, and it will take time, but on the whole, it seems to be working for most individuals.

## Is the NDIS fully funded?

Yes – the NDIS is fully funded.

You may be asking ‘well, where is that money coming from?’ Around half will come from the federal government and each state and territory will provide the rest.

## Why is the NDIS called an insurance scheme?

The ‘IS’ in NDIS is indeed for ‘insurance scheme’. It sounds very serious and complicated, but actually it’s a really great way to look at it.

Think of it like this – it’s like the government has taken out insurance for all Australians, so that if you have a permanent disability (and meet NDIS entry requirements), you will be able to access support.

Disability can happen to anyone – so it’s great that support like this exists.

## Why was the NDIS created?

The NDIS was created for a number of reasons. Here are just a few of those:

- To improve the wellbeing of people with disability and Australians more generally;
- To replace an old system that was seen by some as inequitable, underfunded, fragmented and inefficient;
- To have a national approach to disability care. This is instead of the old state-by-state model;

- To provide better options for people with disability for education, employment, independent living, and community participation; and
- To give people with disability more choice and control in their lives.

## What does the NDIS pay for/cover?

The NDIS funds reasonable and necessary supports relating to a person’s disability to help them live an ordinary life and achieve their goals.

Basically, the NDIS exists to bridge the gap between having a disability and not having a disability. So in this way, the best question would be to ask yourself – would someone without a disability be expected to pay for this? If the answer is ‘yes’, there is a good chance the NDIS won’t cover it.

## How does the NDIS decide what supports to offer someone?

It’s on a case-by-case basis. Everyone has different support needs, and the NDIS tries to cater to these.

To receive NDIS supports, you will have had a meeting with an NDIS planner. In this meeting, they will ask you questions to help them work out your needs. Then they have some criteria that they go through to decide if a support should be included in your plan.

But essentially, it comes down to the following questions:

- Is it reasonable and necessary?
- Is it something that the NDIS actually covers? Or is it something that the individual or another system takes care of?
- Is it in line with your goals? Goals are a big thing in NDIS-land, so it’s important that the goal setting is done properly.
- Is it good value for money?
- Is it likely to be effective and beneficial to you?
- Does it take into account what is reasonable to expect of your family, carers, informal networks, and community?



# Thrive Learning

## – be inspired to learn from home



*“The best part about the cooking program was the shared experience.”*

*“We’ve picked up some great new tips and tricks about how to cook safely which Cara will carry with her and use in her cooking from now on.”*

As soon as COVID-19 restrictions were put in place at the end of March, we knew the people we support would be spending a lot more time at home.

By April, Endeavour Foundation had launched the Thrive Online Hub – a resource containing information, videos, tools and resources, specifically selected for people with intellectual disability to support the health and wellbeing of our customers while they were staying safe at home.

We have loved seeing our customers interacting with the website and the flexibility it offers to those who are either unable to attend our services in person or are looking for continued learning opportunities from the comfort of their own homes.

We are excited to announce that the next phase of this initiative, the Thrive Learning program, will be available to all people with intellectual disability by November 2020.

Building on the resources and activities available in the Thrive Online Hub, Thrive Learning is a series of fun, interactive, and accessible learning programs designed by Endeavour Foundation.

There are three programs available – cooking, fitness, and music and each are aligned to the activities offered in our Learning and Lifestyle hubs.

Cara, an Endeavour Foundation Supported Employee in Toowoomba, has already trialled the cooking program. She and her mother Diana are big fans.



# Thrive Learning snapshot

## What is Thrive Learning?

Thrive Learning is a series of accessible video learning programs based on the tried and tested activities offered in Endeavour Foundation's Learning and Lifestyle hubs.

There are three programs available:



**Accessible cooking  
– the basics**



**Introduction  
to fitness**



**Music through  
the decades**

Each program has 10 modules, each with an instructional video and accompanying workbook and answer sheet that customers can complete at their own pace and from the comfort of their own homes.

## What equipment do I need to participate in the Thrive Learning programs?

All programs require you to have a device to view them on (computer) and internet access. The cooking modules require additional kitchen equipment and recipe ingredients – a full list of all required items can be found in the workbooks for each module.

## How much does it cost?

For a limited time, the Thrive Learning program is available to all people with intellectual disability for free.

## How to access Thrive Learning

Go to [endeavour.com.au/thrive-learning](https://endeavour.com.au/thrive-learning).

“The best part about the cooking program was the shared experience,” said Diana.

“Cara would talk to her siblings each day about what she had been cooking and even made the peanut butter balls with her niece.”

“Yeah we loved rolling the peanut butter balls,” Cara agreed. “My niece is three and we rolled them together. It was messy but we didn't mind. And then we could share them.”

The fact that the program was designed specifically for people with intellectual disability was also a big plus for Diana.

“We've picked up some great new tips and tricks about how to cook safely which Cara will carry with her and use in her cooking from now on. Using scissors to cut things instead of knives – what a great idea,” Diana said.

“Having the workbooks was a great way to follow up on the activities too,” she continued.

“Cara's computer skills have definitely improved through this process, but it was nice to also have the option of the familiar pencil and paper mediums to tie everything together.”



# A stronger future



As we all know, there are many issues and gaps that we can't solve on our own, so we continue to work with government departments, and other key stakeholders to ensure your needs are represented and addressed. Here are some highlights of our advocacy efforts over the last couple of months.

## Ongoing COVID-19 pandemic

We've been engaging with different arms of state and federal governments about a wide range of issues affecting people with disability during the pandemic.



### Personal Protective Equipment

We know the uncertainty of people with disability to access Personal Protective Equipment (PPE) is incredibly stressful which is why we have been advocating for PPE to be readily available for people we support, and for our staff who support them, so people we support feel protected and do not cancel vital services due to the fear of exposure.



### JobKeeper

JobKeeper remains a hot topic for our Supported Employees. We invested a significant amount of time engaging with the Department of Social Services, NDIA, and Ministers Ruston and Robert to obtain

accurate, and accessible information about JobKeeper and the potential impact on Disability Support Pension (DSP) payments.



### NDIA

Working directly with the NDIA and through Alliance 20, we asked for more flexibility in NDIS Plans during the pandemic. This enabled people to use alternative supports during the temporary suspension of day supports and supported employment, ensuring people were able to remain engaged and supported.

## Public Trustee

Endeavour Foundation is a member of the Public Trustee Customer Reference Group, through which we have input to the implementation of their Customers First Agenda.

We are pleased that the Public Trustee has listened to the experiences of customers and stakeholders to improve services.

We are confident that accessibility enhancements to their website, especially for people using assistive and augmentative communication devices, is welcomed and positive. The Public Trustee is committed to creating materials and revamping processes, so they are all user friendly.

To date, the Public Trustee has commenced 40 new initiatives to improve efficiencies, provide more transparency in decision making and to empower Public Trustee staff and customers.

For more information, visit [pt.qld.gov.au](http://pt.qld.gov.au).



# Disability Royal Commission

## An update on recent activity

Hearing from people with disability, their families, support people, and organisations helps the Royal Commission to understand the extent and impact of violence, abuse, neglect, and exploitation against people with disability.

It's the information and insights gleaned from public hearings and submissions that form the foundation of the Commission's recommendations to the government on how to prevent wrongdoing.

## Public hearings

Public hearings are held around Australia and will focus on a specific topic for several days.

The Commission invites people as witnesses to the public hearings to share their stories. Lawyers will often ask questions of the witness to get a better understanding of their experience. They also have the legal power to order people from organisations or government departments to take the stand and answer questions about an event or details of their work.

Hearings are open to the public, and if you can't attend but are interested, they are live-streamed on the Royal Commission website with captioning and Auslan-English interpreters. Or you can read the transcripts afterwards.

## The latest hearing

The 5th Disability Royal Commission public hearing was in Sydney (18-24 August 2020) and over the four days focused on the experiences of people with disability during the ongoing COVID-19 pandemic.

It explored the impact of COVID-19 and what should be done to better protect people with disability from violence, abuse, neglect, and exploitation during these unprecedented times. The hearing highlighted many issues, including the:

- significant disruption to disability support services resulting in people experiencing serious threats to their well-being;
- difficulties obtaining food and other basic daily supplies including the inability to

access PPE resulting in some people not being able to leave their homes or receive necessary supports;

- lack of direction and absence of guidance, support, and funding to meet the needs and requirements of people with disability;
- slow responses by governments to implement measures to safeguard people with disability from the impacts of COVID;
- communication shortcomings that ignored the accessible communication needs of people with disability.

## Submissions

Submissions are a way a person or organisation can share their experiences, views, and ideas on an issue with the Royal Commission.

People can make submissions by phone, email, via the website or by making a video or audio recording – check out the latest animation about the many ways a submission can be made at [disability.royalcommission.gov.au](https://disability.royalcommission.gov.au).

The more information and evidence the Royal Commission can gather from public hearings and submissions the better understanding of violence, abuse, neglect and exploitation against people with disability they will gain and the more robust their recommendation will be to prevent it happening in the future.

## Reports

In August, the Commission released its second, six-monthly, progress report. The Commission is still committed to releasing an interim report by 30 October 2020 and its final report in April 2022.

## Keep in touch with the commission

**Visit** [disability.royalcommission.gov.au](https://disability.royalcommission.gov.au)

**Subscribe** to their mailing list

**Connect** with the Royal Commission through social media

**Make** a submission

**Respond** to an issue paper

# Learning without limits



Imagine if your kids could learn to drive a car, use an ATM, or work as a barista without leaving their classroom. This is what digital technologies such as Virtual Reality Learning are making possible for students in regional Queensland.

Endeavour Foundation's long-standing partner, Arrow Energy, has this year funded five Virtual Reality Learning hubs to be established in regional schools in Dalby, Miles, Chinchilla, Dysart, and Moranbah.

Students across all levels of ability now have direct access to programs which develop and grow confidence in several aspects of daily life such as catching a train, crossing a road, or using an ATM.

Importantly, the package also includes on-the-job safety programs, like crossing a warehouse floor or operating a forklift – allowing students to learn safely and at their own pace.

Students at Miles State High School, one of the first regional Queensland schools to have their own Virtual Reality Learning hub, have welcomed the new technology.

"It was very fun. It was awesome. It's much better to look at things to learn it. Sometimes I get side-tracked and VR might help me focus longer. I think I learn better in a virtual world than the real world," thirteen-year-old Kayden said.

"I think it will help me learn better. You could make English into a puzzle game. You could learn

science to make chemicals, it would be easier because of colours and the periodic table could be on the screen. You could also learn hands-on how to build stuff," said 14-year-old Kaleb.

This kind of feedback shows the real results for people with intellectual disability that the partnership between Arrow Energy and Endeavour Foundation has been achieving since 2012.

## Tina's dream trip to Sea World, made possible!



#teampossible made Tina's dream of visiting Sea World a reality!

The idea of a trip to Sea World had felt like a big obstacle for Tina to

overcome, but #teampossible helped make it happen. By careful planning and involving Tina throughout the process, the Caboolture team ensured she was able to have a fabulous day.

Tina was lucky enough to see the sharks and dolphins, go on some scary rides, purchase souvenirs to remember the day, and even indulge in an obligatory ice cream!

The entire day was a success and we're sure that Tina will be talking about her incredible day for a long time.

# What's on?

## Regional Disability Expo – Hervey Bay

When:  
5 November 2020

Where:  
Hervey Bay PCYC,  
9 O'Rourke Street, Pialba

To register, go to  
[disabilityexposc.com.au](http://disabilityexposc.com.au)



## VIRTUAL

## Battle of the Bands 2020

When:  
3 December 2020

To register, go to  
[endeavour.com.au/bands](http://endeavour.com.au/bands)

## Area Committee election results

The 2020 elections for Endeavour Foundation's ten Area Committees have been completed. The number of nominations received did not exceed the number of positions open for election in each area. All candidates were appointed, effective 10 August 2020. Here is the list of duly elected Members for the ten Area Committees:

### Brisbane Metropolitan

Diane Slack  
Hermina Smith

### Central Queensland

Ann Leinster  
Ron McCamley  
Leon Powell  
Ray Neilsen  
Leone Neilsen

### Far North Queensland

Brian Willis

### Moreton-Sunshine Coast

Garry Bates  
Kevin Guilfoyle

### North Queensland

Brian Fanning  
Pedro Mendiola  
Rod Cunningham  
Rhonda Adams  
Chelene Watson  
Keith Duffy

Rachel Meers  
Leigh-Ann Zammit  
Ian Kuhl  
Marilyn Price

### South East Queensland

Joy Scobie  
Suzie Thorpe

### South West Queensland

Paul Currie  
Alan Webb

### Sydney

No Nominations received

### Victoria

Beverley Knowles  
Bruce McBroom  
Brendan Millane  
Sandra Beanham  
Cathie Karrasch

### Wide Bay

Rodney Schulz  
Bevin Suter

**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](mailto:feedback@endeavour.com.au)  
[endeavour.com.au/feedback](http://endeavour.com.au/feedback)

A big congratulations to all! If you have any questions regarding your local Area Committee or would like to speak to your local Area Committee Chair please contact the Company Secretary at [companysecretary@endeavour.com.au](mailto:companysecretary@endeavour.com.au) or on 07 3908 8401.



# Get in early!

QArt Studio's 2020 Christmas card range now available



Did you know that there are scientific studies confirming that Christmas time sparks positive feelings like joy, excitement and anticipation?

Each year the QArt Studio artists look forward to creating the new Christmas card range but this year it has taken on particular importance. Like many of us, the artist's routines have been upended and working on the Christmas cards has helped them in their transition from creating artworks in a bustling art studio to working from home.

"This year we are excited to be expanding our offering to include digital Christmas cards," says QArt Studio Manager, Jan Rowlinson. "Cards can be personalised to include custom messages, business logos and signatures and are a great option for businesses and individuals alike."

The 2020 Christmas card range includes a delicious, traditional Christmas puddings topped with holly by Miranda Millane; a contemporary design of simple baubles by Ashlea Sergakis; and a festive hand drawing of Australian native Galahs by Holly Walton.

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

Cards start at just \$2 each and shipping is available Australia-wide. Shop online now at [qart.endeavour.com.au](http://qart.endeavour.com.au)

**QArt Gallery**

**NDVR**  
Endeavour Foundation