

# Outlook AGM Report 2020

Providing services  
that support people to  
realise their goals



50  
CELEBRATING  
50 YEARS

# Creating and facilitating sustainable opportunities for people with disability to live, work and play within our communities

## Our Vision

An inclusive society for all.

## Our Mission

Creating and facilitating sustainable opportunities for people with disability to live, work and play within our communities.

## Our Purpose

We exist because...

- All people have the right to participate in all parts of society and should be provided with that opportunity.
- Communities are stronger when they are inclusive and connected.
- People with a disability and their families want an ally in facilitating a more inclusive community.
- Providing opportunities through social enterprise increases inclusion in a sustainable way.

# Our passionate and committed Board



**Fran Boyd**

President,  
Board of Management,  
People and Governance  
Sub-Committee Chair



**Greg Cuthbert**

Vice President,  
Board of Management,  
Strategic Planning  
Sub-Committee



**Derek Madden**

Treasurer,  
Board of Management,  
Finance and Risk Management  
Sub-Committee Chair



**Lisa O'Sullivan**

Assistant Treasurer,  
Board of Management,  
Finance and Risk Management  
Sub-Committee



**Kimberley Flanagan**

Board of Management,  
Strategic Planning  
Sub-Committee Chair



**Graeme Stewart**

Board of Management,  
People and Governance  
Sub-Committee



**Sally Curtain**

Board of Management,  
People and Governance  
Sub-Committee



**Edwin Hume**

Board of Management,  
Strategic Planning  
Sub-Committee



**Chris Buckingham**

Board of Management,  
Strategic Planning  
Sub-Committee

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# President's Report

**I am very honoured to have been appointed as the President of the Outlook Board and would like to acknowledge the work of our previous Board President, Edwin Hume, who fulfilled this role for an extraordinary 10 years.**

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We are lucky to still have Edwin as a member of our Board to contribute his vast knowledge of Outlook's history to our deliberations.

What a challenging year we have experienced, the COVID-19 pandemic has presented us with circumstances and decisions that are new to us, and there is no precedent to fall back on and no experience to learn from, we just have to make the best decisions we can in response to a shifting landscape that was unexpected. This pandemic has had a significant impact on the lives and livelihoods of all members of the Outlook community, our clients, volunteers, and staff and will have lasting effects for many people.

I am extremely proud of Sam Sondhi and the management team, they have provided the organisation with stability during this time and have made some very tough decisions with compassion and thoughtfulness, ensuring Outlook is well positioned for the future and hopefully the end of the pandemic.

This year we welcomed two new Board members to Outlook, Sally Curtain (CEO of Bendigo Kangan Institute) and Chris Buckingham (CEO of Casey Cardinia Libraries and President of Public Libraries Victoria). Sally and Chris have brought new thinking and skills to our Board and have become significant contributors to ensuring we are the best Board we can be for the Outlook community.

2020 is a milestone year for Outlook, as we celebrate our 50th anniversary. The COVID-19 pandemic has put restrictions on our ability to celebrate, however we are preparing a separate celebratory brochure that we will release as part of an in-person celebration to be held next year.

Outlook delivered just under \$22m of revenue in a challenging environment, underpinned by further growth in our social enterprise activities and community services footprint. As an example, during this period, we commenced management of Melton City Council's Material Recovery Facility, which has delivered new employment opportunities for members of the local community that would otherwise face more significant hurdles to employment.

We are now in the third year of our 3-year Strategic Plan, which has delivered a stronger organisation with the capacity to deliver greater outcomes in the communities in which we operate. We look forward to forming our new Strategic Plan, which will shape Outlook's future goals and impact.



**Fran Boyd**  
President

**'We are now in the third year of our 3-year Strategic Plan, which has delivered a stronger organisation with the capacity to deliver greater outcomes in the communities in which we operate.'**



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# From the CEO

**2020 has undoubtedly been one of the most challenging in Outlook's recent history due to COVID-19, but in many ways has also been one of our most successful as we continue to expand our reach and impact.**

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The challenges brought about by COVID-19 have had a significant impact across all aspects of what we do; our people, our customers and our communities and while we draw a close to the 2019/20 financial year, we recognise that the impacts of COVID-19 will continue to be felt in the months and years ahead.

In particular, the adverse social and economic impacts experienced by people with disability through this period have been more acute and Outlook has continued to strongly advocate through our sector and with Government to ensure that the needs of people with disability are recognised and prioritised.

Through these challenges we have also witnessed, perhaps more than ever, the compassion, bravery, generosity, leadership and sense of community of people across our organisation and I want to thank our wonderful team for living our values and showing why Outlook is so critical to community recovery. Outlook's staff and volunteers are the foundation of the organisation and we look forward to moving forward with passion and purpose.

In a practical sense, despite the last 3 months of the financial year being impacted by COVID-19 related restrictions, Outlook delivered record revenue of approximately \$22m in large part due to the expansion of its social enterprise activities, which delivers critical employment opportunities for people with disabilities as well as people from a range of priority employment groups. This year also saw Outlook's customers fully transition into the National Disability Insurance Scheme, which will ensure greater flexibility and choice for them under the Scheme.

I am personally thankful to have such an experienced and talented Senior Management

Team who lead our organisation with integrity: Anne McCormick, Ariana Evans, Debbie Barnard, Michael Upston. This leadership team now includes Gabriella Browne who was appointed in late 2019 to the new role of General Manager Community Services, which encompasses our Disability Services, Disability Employment Services, Supported Employment and Community Centre portfolio. Gabriella brings a wealth of senior executive experience from the human services and disability sectors and we are excited to welcome Gabby to the team.

Outlook continues to evolve as an organisation and this includes at a governance level. Outlook welcomed two exceptional new appointments to its Board: Sally Curtain and Chris Buckingham, as well as our new President, Fran Boyd. These important appointments complement our strong skills-based Board that includes senior sector expertise in human services, local government, law, strategy, waste management, financial services and importantly, lived experience.

I look forward to an exciting year ahead as we continue to deliver on our vision of creating a more inclusive society for all and in particular, I look forward to partnering with you to achieve this.



**Sam Sondhi**  
CEO

**'I want to thank our wonderful team for living our values and showing why Outlook is so critical to community recovery.'**

## Positive Stories

### The Purple Pack – an indispensable community resource

**We are so proud of Michael Wright, Outlook employee and Anne McCormick, Outlook Deputy CEO.**

Michael and Anne were instrumental in the development of a new indispensable community resource called the 'Purple Pack' launched on the 10th of October at the *Together We Can* Leadership Summit.

The Committee that led this initiative includes Anne McCormick and Michael Wright from Outlook, Brett Owen and Fiona Cost. Driven by the alarming fact that 9 out of 10 people living with disability experience abuse, they set out to create a simple resource specifically designed for people who have found it difficult to speak up. This includes people with a disability and people with English as a second language.

The main objective is to help people identify what family violence looks like, know how to seek help, know they will be believed and how to prevent it.

*This article formed part of a full feature on the campaign 'Together We Can' in the Pakenham Gazette. #togetherwecan*



### This is what a positive attitude can do

**We are very proud of our customers Ash and Tom. They have both come such a long way!**

Ash and Tom's focus, determination, can-do attitude and the amazing support they each have developed has seen them progress to where they are today.

Ash and Tom are two Outlook customers awarded the Community Achievers Award at Parliament House late last year. A film crew from Parliament House visited our Narre Warren and Mornington sites to film and interview both Ash and Tom. We loved watching the finished result that featured at the prestigious ceremony.

Both received their awards on stage and the full ceremony was broadcast live on Facebook.

Congratulations, we are so proud of you!



Over 100 attend the ever-popular jazz morning tea

**The morning tea was back by popular demand and once again, it didn't disappoint.**

Pakenham's Outlook Community Centre celebrated the Victorian Seniors Festival with its annual Jazz Morning Tea on Tuesday the 22nd of October 2019.

Participants could be seen dancing, singing and enjoying the wonderful morning tea.



Back by popular demand, jazz band Blue Reflections entertained over one hundred seniors with many of the popular songs from the 1940s.

'The Victorian Seniors Festival is in its 37th year, and celebrates the valuable contribution that many Victorians over 60 make to our communities,' Outlook Community Centre Manager Alison Ryan said.

'The hall was alive with sing-alongs, a buffet morning tea, and even some dancing.

'These events are so much fun, there is great energy and connection. We love hosting these events. If you missed it this time, be sure to look out for it again next year.'

Outlook Community Centre offers many programs and activities for seniors including line dancing, tango and ukulele. The centre is also a hub for the My Aged Navigator Trial, providing information to enable people to stay in their homes as they age.

*As published in the Pakenham Gazette on October 24 2019. Story by Jessica Anstice.*

# Grants and Donations

**Outlook extends its sincere thanks for the generous contributions we received during the year from the following organisations...**

## Grants

- Cardinia Shire Council – Community Health & Wellbeing Grant to provide programs for 'Lifestyle Modification for Health'
- Good Things Foundation Grant to run 'Be Connected' programs and help support older Australians gain digital skills.
  - Digital Devices Grant
  - Community Engagement Grant
  - Building Digital Skills Grant
- Australian Federal Government Community Grants Hub – ADE Wage Supplementation Grant
- ACFE Training Delivery Support Grant
- ACFE Learner Engagement Grant
- Digital Income Grant
- Public Internet Access Grant
- Cardinia Shire Council Neighbourhood House Grant
- DHHS Neighbourhood House Grant

## Donations

- Garry White Foundation
- Golden Girls Club Pakenham
- Lions Group
- Pakenham Opp Shop

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# Treasurer's Report

**Outlook experienced an excellent financial year for 2019-20 recording an impressive surplus of \$685,301 up from a result of \$69,977 for the prior year.**

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Our accounts show operating revenue was \$21,742,636 – up by \$6,083,742 or 38.8% on the previous year. This increase in revenue was largely influenced by the results of Outlook Environmental; which contributed \$16,735,543 to this total. In particular, the full year impacts of the new site at Melton flowed through to operating revenue.

The breakdown of revenue for 2019/20 shows Outlook Environmental remains our largest revenue stream (77%), followed by NDIS Funding government funding (12.9%). The breakdown of expense categories for the year shows that labour remained our main cost category, at 45.6% of all annual expenses (compared to 63.2% last year). The significant change from year to year is due to a large increase in waste disposal costs, this was primarily due to the impact of the full year costs associated with the Melton site. These waste disposal costs formed a more significant component of the total expense line for 2019/20 at 33.8% (compared to 17.6% last year).

Our increased surplus this year was a result of several factors with the continued strong performance of Outlook Environmental and steps taking by Management earlier in 2020 to address the impact of the pandemic on the ability of outlook to deliver some of its key services which impacted the year end result.

The summary of Outlook's Statement of Financial Position (or Balance Sheet) as at 30 June 2020 shows assets rose from \$18.61 million to \$22.93 million, while overall net assets stood at \$15.54 million, up from \$15.20 million. The net result of these asset movements while relatively minor

reflects the strength of Outlook's assets in what was a difficult trading environment due to the impact of the pandemic in the final quarter.

The 2020 surplus and asset growth show Outlook remains in a strong financial position and is positioned strongly to sustain the impact of the difficult trading environment.

As a board member over the last two years, I have developed every confidence in the Board of Management, the Senior Management Team, staff and volunteers of Outlook who will carry the organisation through this period and will continue to deliver on the strategic plan for Outlook.



**Derek Madden**  
Treasurer

## Finance

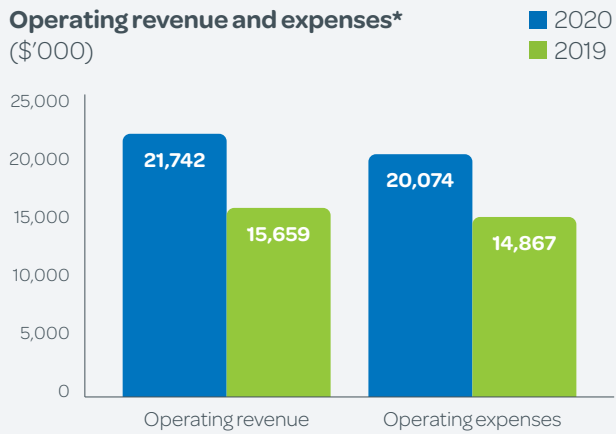
During the year, Outlook welcomed Adam Jaworski to the role of Finance Manager. Adam brings a strong background in finance and accounting from the private sector having worked in both professional practice and manufacturing. We welcome Adam to Outlook.

The Finance Division today comprises five staff, including our CFO Ariana Evans, who have collectively delivered a significant number of transformation and improvement projects through the year.

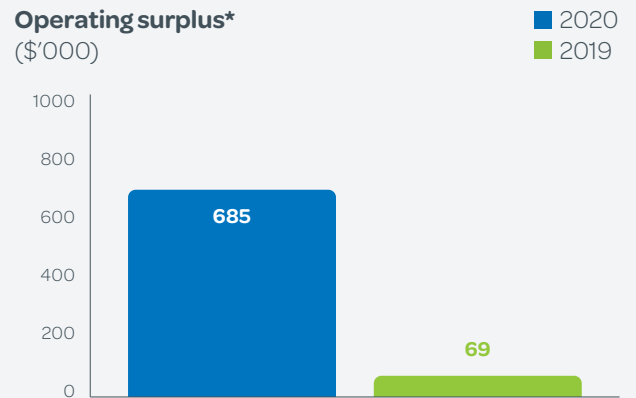
The team has also been instrumental in supporting key aspects of Outlook's response to COVID-19 which has been critical to robust decision-making. We thank the team for their fantastic support throughout the year.



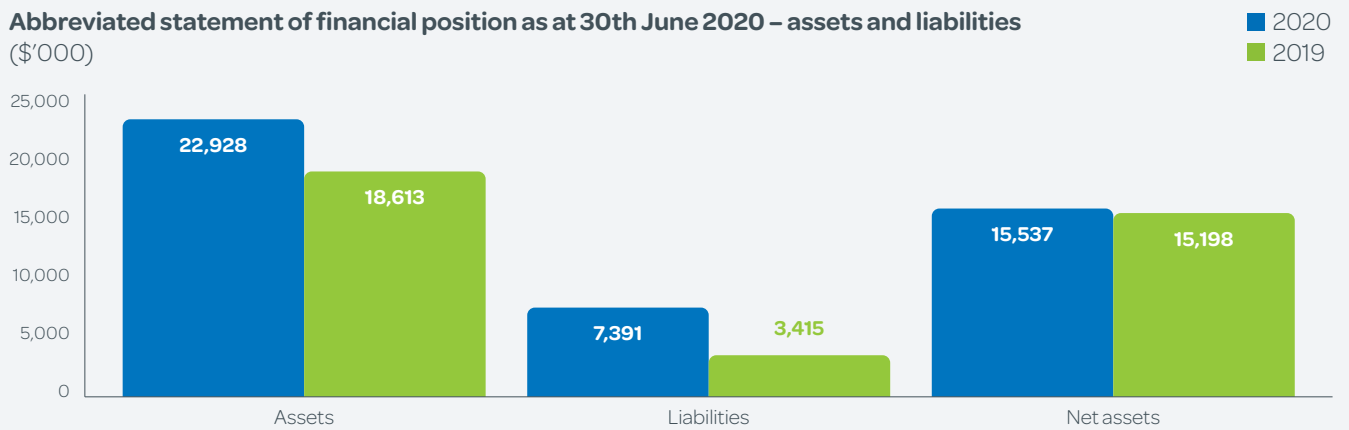
**Operating revenue and expenses\***  
(\$'000)



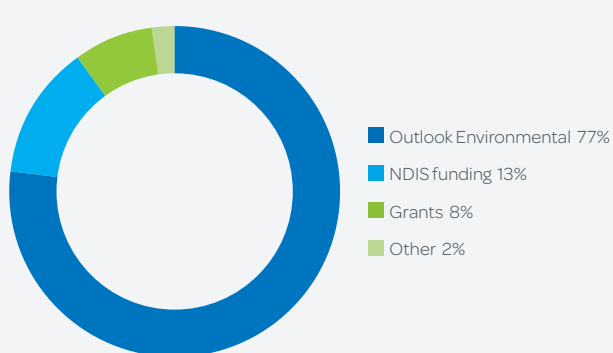
**Operating surplus\***  
(\$'000)



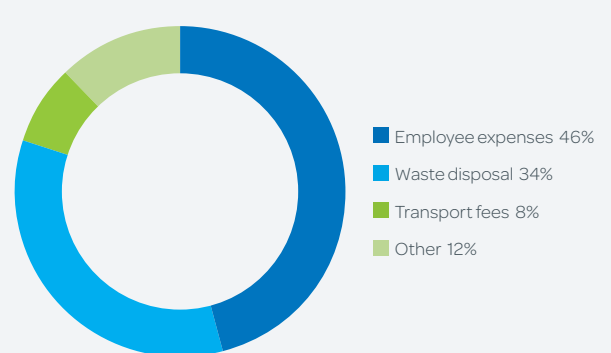
**Abbreviated statement of financial position as at 30th June 2020 – assets and liabilities**  
(\$'000)



**Breakdown of revenue streams**  
2020



**Breakdown of expenses categories**  
2020



# A Snapshot of the Early Days

**This year, Outlook is proud to celebrate 50 years of connection and service to the Victorian community and looks forward with purpose and excitement to the next 50 years.**

The Outlook journey started in 1975 with the establishment of a school for intellectually disabled children. It was originally known as Minibah, which translates to 'Home of the Teacher'.

Planning for the school began in 1969 and in the summer of 1970 a public meeting was held. Two meetings later a committee was formed called the Berwick and District Mentally Handicapped Children's Welfare Association (the Association). Mr Harry Oakes was the first President of the new Association.

With three intense years of fundraising and lobbying, the Association was able to purchase five acres of orchard land on Toomuc Valley Road, Pakenham in 1973. By the following year, a building worth \$350,000 was ready to operate from.

It was an exciting foundation stage when Minibah School opened its doors to five students and two teachers in May 1975. Two years later the school had grown to 28 students.

A dedicated group of parents formed the Mothers Club in 1976 and they were strongly influential in fundraising and delivery of the school's needs until the early 1990's.

As the school evolved, a community need was identified: a place for school leavers and young adults with a disability. As a result, a new wing was added to the school building and in May 1980 the Minibah Adult Activity Unit opened.

After a few years of operation, Tony Fitzgerald joined, becoming Director/CEO in 1987. His vision



and direction during his 29-year tenure was instrumental in shaping the organisation.

Following Tony's footsteps, Anne McCormick joined Minibah in 1990 as one of five Instructors on the staff team, progressing to the Manager of the Adult Unit by 1996 and later becoming the organisation's Deputy CEO.

With the Department of Education's vision to integrate students into the mainstream education system, Minibah School officially closed its doors in 1991. It would take two years for the integration of the school's students into the mainstream system to take place, with some of the over 18 year old students moving into the Adult Activity Unit.

A significant milestone occurred in 1991, when The Disability Services Act set out Human Rights Principles that applied to people with a disability.

By this stage, and progressive as it has always been, The Minibah Activity Unit already had three key program areas; Independent Living Skills, Supported Employment (workshops) and Individual Needs Support.



Above left: An aerial photograph of the original Minibah school for intellectually disabled children

Above: Former CEO Tony Fitzgerald and Deputy CEO Anne McCormick



Another significant milestone was Minibah's federally funded Employment Service. This commenced in 1994 and placed people with a disability into the open employment market space. As opportunities in Open and Supported Employment grew, Minibah expanded with the establishment of a plant nursery in 1994, securing a contract with Berwick City Council to recycle metal and glass at the old Berwick Tip, amongst other business ventures.

By 1995 Supported Employment achieved Section 10 DSA standards and was one of only a handful of organisations across Australia to do so. Minibah was providing its supported employees award-based wages, employment was integrated into the mainstream, and safe work practices and workplace policies were applied to protect client's rights and wellbeing. Supported Employment was now managed by the Open Employment Service.

The success of this employment model followed by Minibah securing a contract with CSR to build and deliver a new Recycling Transfer Station at Hallam Road, Hampton Park in 1997 – further cementing its footprint in the recycling industry (Minibah Environmental) and its social enterprise future.

By 1997 Minibah was delivering many of its services in the community and began providing experienced trainers and tutors into programmes and activities under a successful funding arrangement with the Adult Council of Further Education (ACFE) and partnerships with local community centres.

In 1999, Minibah was amongst the first disability service providers across Australia to gain Quality Assurance Certification ISO9002:1994. The quality system was still very much designed for quality delivery in manufacturing and Minibah contributed to broadening this to be inclusive of people-based service delivery.

Minibah continued to secure further contracts with various councils across Melbourne to deliver services and manage transfer stations.

The significant visibility and inclusion achieved for people with disabilities in our communities led to a name change. In 2004, Minibah became Outlook, with the vision that 'Outlook inspires fully inclusive communities' and a new Outlook brand was developed to reflect the infinity sign, 'anything is possible'.

Since then, Outlook commenced a volunteer service supporting people with a disability. In 2006, the Outlook Community Centre opened, providing a reverse integration model of service, where our clients could fully participate in the activities offered.

Federal funding in 2011 secured \$3.2 million to build a new Community Hub for Outlook, and the nearly 40 year old original building was demolished. Since then Outlook has continued to evolve and grow, and in 2016 Sam Sondhi was appointed Outlook's new CEO.

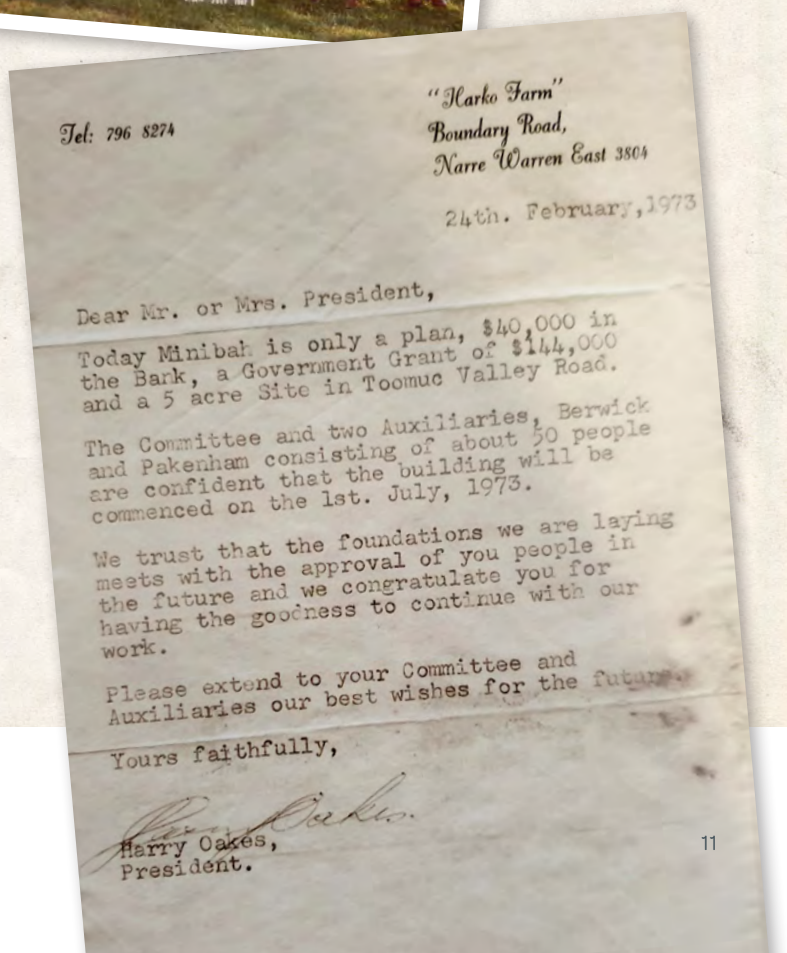
Outlook's modest beginnings had the same essence that is present today: a vision for a fully integrated society for people with disabilities.

In the year of our 50th anniversary, we have had to manage some unprecedented events. Celebrations of this significant milestone will take place in 2021. Stay tuned.

Below left:  
Students in the  
early years of the  
Minibah school

Below: One of the  
early purchases  
used to transport  
students

Bottom: The letter  
that started it all





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# Outlook Disability Services

**Outlook's Disability Services commenced the reporting year in a strong operational and financial position. Tried and true community and centre-based programs support our customers to reach their life goals.**

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Through ongoing engagement with our customers, we have learned that they want something different, new and challenging. Customers are seeking new experiences to enhance learning, and skills development opportunities to increase their independence and achieve their life goals.

From this feedback, we formalised our approach and all Disability Service customers were given the opportunity to provide feedback in more detail and share their thoughts and ideas for programs and activities.

The message was loud and clear. Over 75% of customers were seeking jobs skills training and opportunities for work experience with a view to securing employment. More than 80% of customer ideas revealed a strong desire to participate in community-based activities that would further connect customers to their community. A large percentage of customers wanted to explore new possibilities and challenge their own personal limitations.

We listened to our customer's valuable feedback and commenced a review of our Disability Services' suite of programs, redesigning them to include more variety, choice and outcomes focused activities. We were ready to offer these new and exciting programs when COVID-19 significantly challenged our ability to do so.

The impact on Disability Services, its customers and staff has been significant. It brought with it a set of circumstances and challenges with an unprecedented level of unpredictability.

Throughout the COVID-19 experience however, Disability Services responded with great resilience, adapting multiple times to maintain services we

could safely provide to our customers. With more intense restrictions in place, Disability Services changed the way services were delivered.

Certificate 1 and 2 in Employment Education were delivered online and other activities via Zoom enabled Outlook to remain connected with customers and enjoy a variety of online experiences. Outlook sent each customer an

**Below and above right: Genuine, outcomes-focused pathways enable customers to participate fully in community life**







individual care pack, including activities, small gifts, mindfulness techniques and information about maintaining good physical and mental health during COVID-19 restrictions. In addition to the care packs, Outlook regularly maintained contact via phone, email and videos. These were well received by customers who expressed that maintaining contact with Outlook was important to them.

During this time, it was vital to ensure staff remained connected with Outlook too. All staff were sent a care package, which were also well received, and continual contact with staff was maintained via email, phone contact and videos from the GM Community Services, Gabriella Browne.

As we progress out of COVID-19 restrictions, Disability Services will emerge stronger than ever. We have a new operational platform that will see us offering new, leading-edge programs and activities, learning and development opportunities for support workers and genuine, outcomes-focused pathways for customers enabling them to participate fully in community life and fully supported to lead the life they wish to lead.

**Gabriella Browne**

General Manager Community Services

**Elaine de Vos**

Disability Services Manager

### Support Coordination

The Support Coordination team played a vital role in helping customers maintain continuity of supports during COVID-19 restrictions. Coordinators found that customer's needs for services increased significantly during this period with customers requiring increased contacts to help them manage the uncertainties around COVID-19. The support coordination team has increased their customer numbers with successful outcomes including supporting customers to move into their own accommodation closer to family, transition from hospital to safe housing and supporting customers to have more choice and control over their supports and individualised programs.

‘Throughout the COVID-19 experience, Disability Services responded with great resilience, adapting multiple times to maintain services we could safely provide to our customers.’

# Outlook Environmental

**Outlook Environmental is one of the largest social enterprises in Victoria and has seen substantial changes over 2019/2020 with growth in Infrastructure Services, the commencement of a new contract with Melton City Council and other organic growth opportunities.**

Outlook Environmental continued to experience strong growth over the last 12 months and importantly delivered on the organisation's mission of creating a more inclusive society for all through generating employment opportunities for people with disability.

During the year our longstanding General Manager Ross Cheesewright moved to a new role with Baw Baw Shire Council, we wish Ross all the very best for the future. We also welcomed the appointment of Ariana Evans to the role of GM Commercial, in addition to her current role as Chief Financial Officer.

Outlook Environmental is proud to employ over 90 staff, of which approximately 80% represent people from a priority employment group, including people with disability and mental health conditions, people experiencing long-term unemployment, people seeking asylum, refugees and mature workers.

COVID-19 Stage 3 restrictions did not have a significant impact on Outlook Environmental's customer base, however resulted in significant changes to the way we operated to ensure a COVID safe environment for our staff and customers.

Throughout FY20, Outlook Environmental continued to support some of the largest infrastructure projects in Victoria as the prime waste services provider including the Westgate Tunnel Project, Metro Tunnel Project as well as a large portfolio of Level Crossing Removal Packages. The Social Procurement Framework launched by the Victorian Government in 2018 has been a critical factor in Outlook's success in securing many of these state-significant projects, which have delivered thousands of hours of work and generate many new employment opportunities for staff that would otherwise face significant hurdles to employment.

**Below left:**  
Our valued staff extracting valuable resources to be resold, repurposed or recycled

**Below:** Between 5-7% of waste is diverted from landfill into the Outlook Recycled Goods Shops



## Outlook Environmental

In July 2020 Outlook commenced operation of Melton City Council's Recycling Facility, which has generated 10 new employment opportunities for local members of the community. It has been rewarding to get to know members of the community from Melton and the surrounding region as we offer an environmentally sound resource recovery service that also delivers low cost goods to the community. We look forward to supporting Melton City Council's waste strategy and continuing to support the creation of local employment opportunities.

Outlook Environmental's operating footprint now comprises seven locations across metropolitan Melbourne, processing approximately 100,000 tonnes per annum across our sites and achieving average landfill diversion of over 50%.

Environmental have multiple opportunities on the horizon and we look forward to delivering these opportunities that create meaningful, stable and well paid employment opportunities the the wonderful people we support and work with.

### Ariana Evans

GM Commercial, CFO

### Our locations

Outlook Environmental has a presence across the Mornington Peninsula, Bayside, South-Eastern and Northern Metropolitan Regions of Melbourne.



Melton

West Melbourne

Darebin

Emerald

Cheltenham

Narre Warren

Hampton Park

Officer

Bunyip

Pakenham

Cranbourne

Koo wee-rup

Mornington

Tyabb

Rye

### Some of our key customers...

JOHN  
HOLLAND



McCONNELL  
DOWELL



### Some of our key projects...





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# Outlook Employment

**Outlook Employment assists people with disability to find and maintain paid employment in the Casey Cardinia area. Outlook Employment operates offices in Pakenham, Narre Warren and Cranbourne.**

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Over the last year we have assisted over 300 people with disability to secure meaningful employment. In addition, Outlook assists job seekers to access appropriate education options that will help them achieve career goals. We have worked with over 600 employers during the year. Outlook Employment continues to perform well in the star rating framework. As of March 2020 Outlook Employment achieved a 3.5 star rating.

## Job placement highlights

Over the last year Outlook has developed strong local partnerships delivering ongoing employment for job seekers. One such partnership has been with the City of Casey. As part of its inclusion program the City of Casey approached Outlook looking for suitably skilled staff for their administration area. Two successful placements were made in December 2019. Both are now permanent employees at City of Casey. Bradley Hamilton saw fit to express his feelings about his new job...

**'In helping me secure a permanent position with the City of Casey, your organisation has accomplished something that I surely could not have done by myself. This position provides security that I have been trying to find in the workforce since moving to Australia six years ago. I really feel like Outlook has found a needle in a haystack.'**



**Left: Bradley Hamilton is now a permanent employee at City of Casey**

**Right: Tiffany Dawson now has ongoing employment in a field she loves**

Another successful partnership developed during the last year has been with the Casey Cardinia Library Corporation (CCLC). A memorandum of understanding was developed with CCLC in the creation of two roles: IT Support and Customer Service – within local library branches. These roles have offered variety and security for two local jobseekers who now have ongoing employment in the field they love.

One of the key areas of employment growth in recent years has been service industries including aged care, childcare and disability services. Sunrise2Sunrise Community Care is a registered NDIS provider in the Pakenham area. They offer one-to-one services for people with disabilities in their homes.





Outlook Employment has partnered with Sunrise2Sunrise to place participants from our DES service into a variety of roles supporting people with disability. These roles include community engagement support worker, home cleaner and gardener for people who have an NDIS plan. This is a positive relationship that will continue to grow in the coming year as the number of people on NDIS plans expands.

I would like to take this opportunity to thank the whole DES team for their hard work and commitment in what has been a very challenging year. To be still delivering positive employment outcomes for people with disabilities is a real testament to the team's commitment and professionalism.

**Michael Upston**  
Head of Employment Services

‘Over the last year we have assisted over 300 people with disability in securing meaningful employment. In addition, Outlook assists job seekers in accessing appropriate education options that will help them achieve career goals.’



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# Outlook Community Centre

**The last twelve months have been an exciting and diverse time at the Community Centre. We started the 2019-2020 year with a term program that offered over 60 different classes and 1,200 people spending time at the Centre each week.**

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The Centre provided a place for inclusion and a platform for the Community to come together for valuable social, recreational, educational and training opportunities. And importantly, no matter what the reason for attending, it allowed the Cardinia Shire community to connect and support each other, and for friendships and networks to be formed.

In addition to programs, the Centre was also busy with room hire for a wide variety of churches, registered training organisations, local community groups and organisations. Many family and community celebrations and fundraising events were also held at the venue in Pakenham, leading

to a diverse and evolving range of community strengthening outcomes.

The Centre was a bustling hub for seven days and nights a week – full of laughter, music, noise and activities. People of all ages, abilities and backgrounds came together and had value added to their days and lives.

Then COVID 19 came along and overnight the world at large, and our lovely part of the world in Pakenham, changed. In line with Government restrictions, the Centre temporarily closed its doors to the public – room hire and classes ceased at the end of March. Like many organisations, we needed to find new ways to engage with our

**Below and below right: People of all ages, abilities and backgrounds come together at the Community Centre**



## Outlook Community Centre

wonderful community. We wanted to ensure that people were able to stay connected with each other during this trying time, and to allow them to continue training and doing some of the things that they enjoyed so much. So by mid April our journey into online training commenced with Introduction to Zoom courses. Nearly 200 people, over 20 programs, stepped out of their comfort zone and gave it a go. They learned that 'Zooming' was easy, fun and enabled them to stay connected with each other. And so it began, we converted and introduced more programs to be home-based for the community. And the uptake has been amazing. We all love to be face-to-face, but online training is a great compromise and has shown that we can adapt and still be inclusive in a changing environment.

Our current term program has over thirty different online sessions or classes on offer. Numerous computer skills from basic to more complex, languages, gardening, book discussion, community information sessions, guest speakers, cooking, meditation, yoga, Food Hygiene, RSA and more. And we look forward to re-introducing face-to-face again as restrictions are eased. We also look forward to welcoming back our many room hirers.

It has been a challenging time and we have missed everyone being at the centre. However, we are so proud of our community who have given it a go, have learned so much and continued to grow in order to stay connected.

### Alison Ryan

Head of Community Centre

'The Centre was a bustling hub for seven days and nights a week – full of laughter, music, noise and activities. People of all ages, abilities and backgrounds came together and had value added to their days and lives.'





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# Outlook Corporate Services

**The Corporate Services team provides support to the organisation that includes risk mitigation, quality, learning and development, Human Resources, IT (Information Technology), OHS (Occupational Health and Safety), RTW (Return to Work), marketing and volunteering.**

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Due to the impact of COVID the corporate team have worked at home since restrictions came into place in March, with many activities, such as training, occurring 'online' as much as possible. The team has adapted well to this situation.

Unfortunately the Volunteering program was suspended at this time due to the focus on the health and safety of its participants.

There has been a very strong focus on IT systems during 2019/20 supported by an extensive staff training program.

Outlook has transitioned to Office 365 and SharePoint, which are cloud based, with SharePoint housing our documents and Information Management System. Being cloud based has made our systems and information to support staff, in their daily roles, available from anywhere with an internet connection; data is more secure and costs associated with software licences, servers and other equipment is reduced.

A new Incident Reporting system, QuickSafe, has also been implemented and rolled out, with an extensive training program delivered to support staff in this transition. The system also includes Audit, Risk, Contractor, Hearing and Asset registers and an OHS Committee module, which will be rolled out over the next 12-month period. This system provides strong safety management and reporting capability.

A decision was made to continue with the implementation of a new customer management system, providing improved, scheduling and rostering and document management that integrates with Outlooks SharePoint system.



Outlook, once again, successfully achieved compliance through maintenance of certification for ISO 9001, ISO 14001, AS/NZS 4801, AS/NZS 5377 and NSDS. Due to the process of transition from DHHS to NDIS standards and the impacts of COVID, Stage 1 of the NDIS audit will occur in August with Stage 2 in Q1 2021.

The most significant OHS event, for 2019/20 has been that of responding to COVID-19 requirements and ongoing restrictions, ensuring appropriate policies, procedures and measures have been put in place to ensure the safety of all staff, volunteers, contractors, customers and the general public. Additional support to staff, impacted in a number of ways, was provided by the Return To Work & Safety Coordinator.

**Above: Outlook volunteer, Vicki, helping out in the Community Centre**



The criminal offence of workplace manslaughter was introduced into OHS laws through the Victorian Workplace Safety Legislation Amendment (Workplace Manslaughter and Other Matters) Bill 2019. The changes do not create additional duties; but rather introduces tougher penalties on already existing duties under the OHS Act.

A new position of Workforce Management Coordinator was established and filled. This role will be focused on transitional targets and development of a new Australian Disability Enterprise inclusive model and other broader workforce priorities.

Marketing supported many activities and events throughout the year, highlighting important events, such as the opening of the Melton site and the successes of our customers, and increasing Outlooks digital presence.

**Debbie Barnard**

GM Corporate Services

**‘There has been a very strong focus on IT systems during 2019/20 supported by an extensive staff training program.’**



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