

AGM REPORT 2022

Outlook
an inclusive society for all



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 disability and their families want an ally in facilitating a more inclusive community; and
- Providing opportunities through social enterprise increases inclusion in a sustainable way.

Our Board



Fran Boyd

Chair

People and Governance, Strategic Planning, Finance Audit and Risk Management Committees



Greg Cuthbert

Deputy Chair

Strategic Planning Committee Chair



Derek Madden

Treasurer

Finance, Audit and Risk Management Committee Chair



Graeme Stewart

Secretary

People and Governance Committee Chair



Lisa O'Sullivan

Director

Finance, Audit and Risk Management Committee

***Outlook acknowledges the
Traditional Owners of Country
throughout Australia.***

***We pay our respects to Elders
past, present and emerging.***

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Edwin Hume
Director
Strategic Planning
Committee



Sally Curtain
Director
People and
Governance
Committee



Chris Buckingham
Director
Strategic Planning
Committee



Dr Chelsea Tobin
Strategic Planning
Committee



Dr Sarah Gray
People and
Governance
Committee

Chair's Report

Fran Boyd
Chair



As we emerged from 2 years of lockdowns and restricted services due to the COVID-19 pandemic the Board and the Executive team have worked together to ensure we achieve the goals that are detailed in our ambitious Strategic Plan.

This year has been a year of change as we recalibrate to adjust to the impacts of the pandemic which has seen changed service requirements from our customers. We have adapted to these changes and looked for further opportunities to achieve our mission of creating and facilitating sustainable opportunities for people with disability to live, work and play within our communities.

With the introduction of a revised constitution last year the Board has been focused on good governance and Board effectiveness.

To achieve this, we conducted a board review and have implemented all recommendations of the independent review, we have streamlined our Board reporting to ensure we focus on the strategic issues and we have appointed two new Board members, I warmly welcome Dr Chelsea Tobin and Dr Sarah Gray to the Outlook Board and look forward to their contribution.

To ensure the voice of the customer is heard at all levels of Outlook we have formed a Customer Advisory Group chaired by Tricia Malowney OAM, this group reports regularly to the Board.

We have significantly expanded our geographical footprint and have taken full advantage of the opportunity, offered by our new status as a Company limited by Guarantee, to work outside Victoria.

I would like to take this opportunity to thank the CEO, Sam Sondhi, the Executive team and all the staff and volunteers of Outlook for their continued dedication and contribution to creating an inclusive society for all.



We have significantly expanded our geographical footprint and have taken full advantage of the opportunity, offered by our new status as a Company limited by Guarantee, to work outside Victoria.



From the CEO

Sam Sondhi
CEO



As we reflect on an exciting but challenging twelve months, it is timely to acknowledge that for almost six months, we operated under varying levels of COVID-related lockdowns and restrictions. Despite this, Outlook's amazing team continued to deliver critical services to the communities in which we operate across Victoria and Queensland.

After more than two years of COVID-related impacts, this year also represented a crucial step forward in delivering Outlook's 2021-24 Strategic Plan. Underpinning the strategic plan are four key objectives: *Growth for Purpose, Support and Empower our People, Extend our Reach and Impact and Strengthen our Leadership and Influence.*

A selection of outcomes achieved during the year that align with our strategy include:

Expansion into Queensland

Outlook was honoured to be awarded a contract to manage and operate six waste transfer stations on behalf of Livingstone Shire Council. The 5-year contract is our first in Queensland, and we warmly welcome our Queensland team to the Organisation.

Acquisition of Two Bays Bin Hire

In October 2021, Outlook acquired Two Bays Bin Hire which operates across the Mornington Peninsula region, providing waste and resource recovery services to over 4,000 customers. The acquisition further builds on Outlook's 30-year record as an end-to-end provider of waste services.



Continued expansion of our Infrastructure Waste Services portfolio

Our relationships with a large portfolio of tier one and two construction and infrastructure partners continued to expand, with Outlook now delivering services to over forty major projects in Victoria. Our sincere thanks to all our corporate customers, particularly John Holland, McConnell Dowell, Icon, and Jaydo Construction, who are leading the way in social procurement. Every project helps Outlook to deliver meaningful, long-term employment opportunities for priority job seekers across our community.

Outlook's four key objectives



Growth for
purpose



Support and
empower our
people



Extend our
reach and
impact



Strengthen our
leadership and
influence

15-year tenure with the City of Darebin

Outlook is proud of its 15-year tenure as the operator of Darebin's Resource Recovery Centre, located in Reservoir. Through this contract, Outlook was able to deliver significant employment opportunities for people experiencing barriers to employment while supporting the community's waste and recycling needs. Darebin Council will now operate the site as it undertakes significant site upgrades.

Jobs Victoria Employment Service (JVES)

Outlook was excited to be awarded our first JVES contract to provide services across eastern and southern metropolitan Melbourne. JVES aligns strongly with Outlook's mission of delivering employment outcomes for people who experience barriers to employment.

Workforce diversity

Outlook celebrates its diversity as an employer. Outlook's social enterprise comprises over 65% priority jobseekers, approximately half of which are people with disability. Across Outlook's broader workforce, Outlook has 50% female/male representation across our Governance, Leadership, and front-line workforce respectively.

Board appointments

During the year, Outlook's governance further strengthened through the appointment of Dr. Chelsea Tobin and Dr. Sarah Gray to the Board. Both Non-Executive Directors bring deep experience in their respective fields, which will further enhance Outlook's governance, and the delivery of our Organisational mission, and purpose.

The Inclusive Microenterprise Program

Outlook was awarded \$298,000 from the Victorian Department of Jobs, Precincts, and Regions to deliver an innovative Microenterprise Program to people with disability. The program will see five hundred people across Victoria gain valuable skills and supports to start their own microenterprise.

Customer Advisory Group

A key outcome of our Strategic Plan is to deliver a Customer Advisory Group to ensure the voice of our stakeholders and service users are amplified in all governance and operational decisions of the Organisation. Outlook's Customer Advisory Group draws staff and service users from across the Organisation to

provide valuable feedback on our services, to provide critical input on strategic and design questions, and as a source of advice and insight to our Board of Directors. We are also privileged to have Tricia Malowney OAM (left) Chair the Group.



Importantly, this year challenged our capacity to maintain connection with and support our customers, staff, and volunteers, to ensure that life goals are achieved, that wellbeing is maintained and that we live our values as an Organisation. Outlook continued to extend support through lockdowns and as we emerged from restrictions including care packs, providing access to negative leave, heightened PPE and hygiene protocols, and ensuring the needs of staff and customers were supported and addressed.

I want to thank our amazing Chair, Board Directors, staff, volunteers, and leadership team for demonstrating the best of Outlook and for ensuring our focus remains on realising an inclusive society for all. I am looking forward with excitement to the year ahead and our journey together.

Treasurer's Report

Derek Madden

Treasurer



Outlook achieved an end-of-year operating surplus of \$240,330 in a challenging environment from the previous year's result of \$1,899,205. After allowing for the 'effects of Government stimulus packages' introduced by the government in the previous year, this result reflects an improved annual result. During the year the organisation has faced many challenges and this result reflects the ability of the organisation to adapt and respond to ongoing challenges encountered in 2021/22.

Our accounts show operating revenue was \$23,387,527 up by \$2,353,966 or 11.2% on the previous year. This increase in revenue reflected the large impact of the COVID-19 restrictions on the operations of outlook in 2021 year. While still impacted in 2022 the environment and the restrictions placed on Outlook operating model were not as great as the previous year.

The revenue breakdown for 2021/22 shows Outlook Commercial remains our largest revenue stream (84%), followed by NDIS Revenue (9%).

The breakdown of expense categories for the year shows that labour remained our main cost category, at 40% of all annual expenses (compared to 42% last year). The decrease in labour costs can be attributed to a challenging recruitment environment and staffing changes made during the year to reflect the changing operating conditions introduced as part of the response to the evolving pandemic situation. The decrease in surplus this year can be attributed to the net effect of stimulus funding of \$1,698,992 received in 2021. Net of the stimulus funding the result for the prior year was \$200,073, the result for 2022 is \$240,330 a return to an underlying surplus and an increase of \$40,257 on the prior year result net of the government stimulus funding.

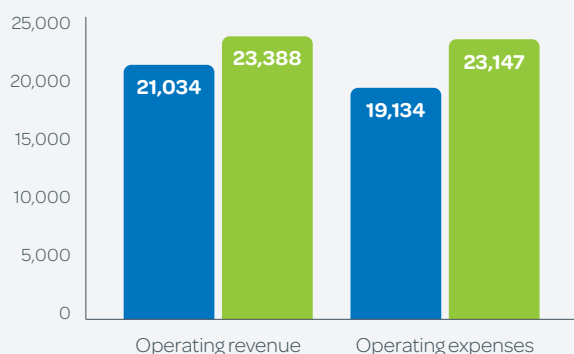
The summary of Outlook's Statement of Financial Position (or Balance Sheet) as at 30 June 2022 shows assets rose from \$25.83 million to \$26.35 million, while overall net assets stood at \$19.20 million, up from \$18.96 million. The net result of these asset movements reflects the strength of Outlook's assets in what was a difficult trading environment due to the impact of the pandemic.

The 2022 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.

The combined ability of the Board Senior Management Team, staff, and volunteers of Outlook to continue to deliver strong results in these difficult circumstances is reflected in the results shown and I have every confidence that the organisation is strongly positioned to work through this challenging period and continue to deliver on the strategic plan for Outlook.

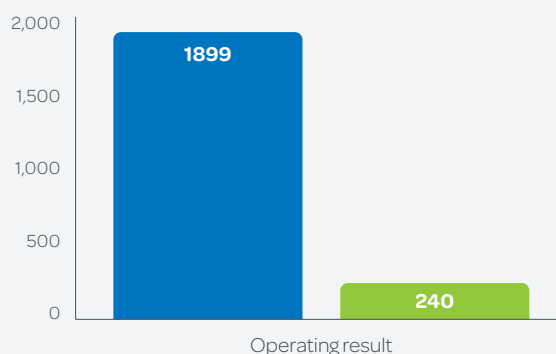
Operating revenue and expenses* (\$'000)

■ 2021
■ 2022

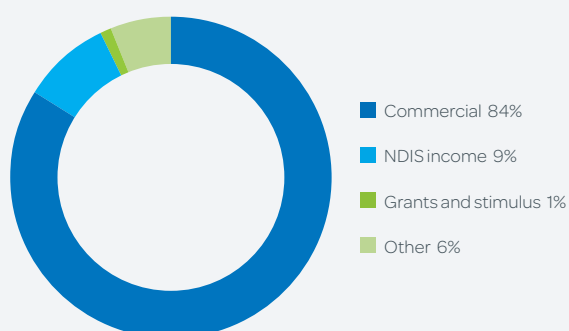


Operating surplus* (\$'000)

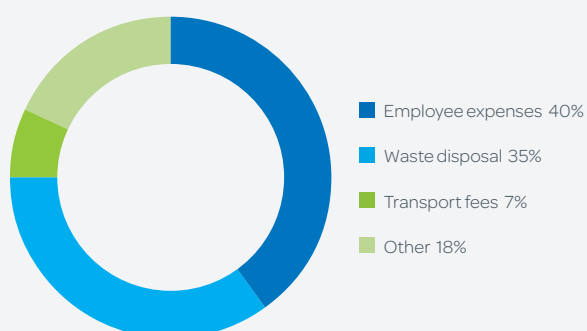
■ 2021
■ 2022



Breakdown of revenue streams 2022

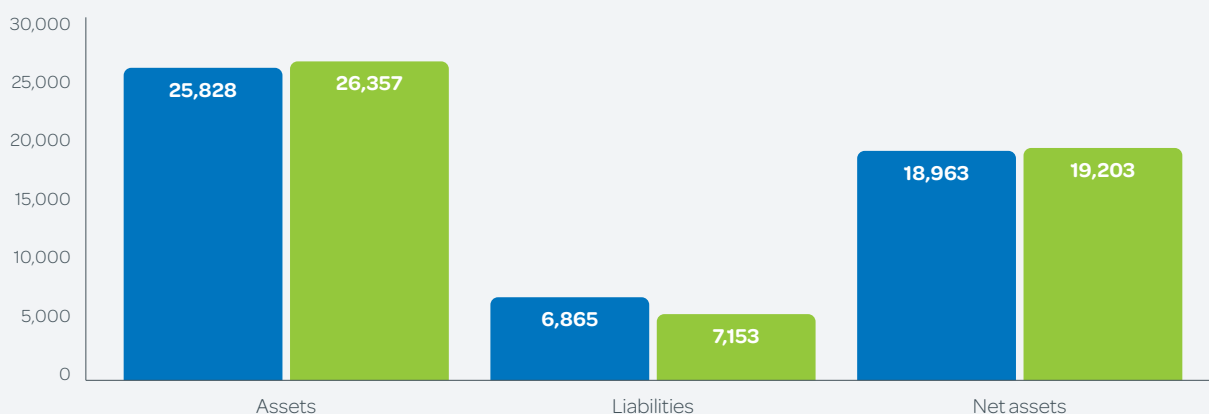


Breakdown of expenses categories 2022



Abbreviated statement of financial position as at 30th June 2022 – assets and liabilities (\$'000)

■ 2021
■ 2022



Strategy and Finance Report

The 2022 financial year was a challenging year with the COVID-19 pandemic continuing to have significant impacts across the first half of the year before restrictions started to ease and we saw a recovery of services and operations across the Organisation in the second half.

Despite these challenges the Strategy and Finance team were able to respond and continue to support the Organisation to ensure timely and informed decision making, partnering to explore and take up opportunities and working to ensure the ongoing financial sustainability of the Organisation.

Systems and data improvements continued to be a key focus for the team, with the continued development and introduction of a number of additional tools to support all parts of the business to be more informed on a day-to-day basis. In addition the selection of a new payroll system, connected to the new HRIS platform Employment Hero, was completed and the preparations for roll-out earlier in the new financial year were undertaken. The team also increased its internal audit activities throughout the year working to ensure compliance across key risk areas of the organisation.

2022 was also the first year of Outlook's latest strategic plan and it saw a couple of key milestones across the year, including:

- The completion of Outlook's first acquisition with Two Bays Bin Hire joining the Outlook team in November 2021;
- The commencement of a new management contract for Livingstone Shire Council, QLD delivered by our Commercial division ;
- The commencement of a new Employment Services contract under the Jobs Victoria Employment Service (JVES) provided for by the Victorian Government;
- The opening of a new Community Services site in Moorabbin, VIC providing Disability and Employment services to the local community; and
- Successful grant funding for the launch of the new Inclusive Microenterprise program early in the new financial year that aims to provide support

and development opportunities for people with disabilities wanting to start or further development their own business.

In addition to the above there have been numerous other partnering and growth opportunities explored and developed, some of which we look forward to being able to implement and share in the year ahead.

Finally I would like to thank the Strategy and Finance team for their commitment, contributions and ongoing support of the Organisation and its teams (and myself) as we continue to drive towards achieving our strategic objectives.

Adam Jaworski

Executive General Manager – Strategy & Finance



Systems and data improvements continued to be a key focus for the team, with the continued development and introduction of a number of additional tools to support all parts of the business.



Commercial Services

Outlook's Commercial Services division has continued to build on the growth platform outlined in our 2021 Strategic Plan whilst managing the ongoing challenges that the COVID-19 lockdowns and the transition to business-as-usual post the lockdowns presented. Every member of the Commercial Services team has shown flexibility, resilience, and a great capacity to work together as we re-established normal operations across our transfer station facilities.

Along with the commencement of the new Regional Queensland contract for the Livingstone Council, we also completed the acquisition of Two Bays Bin Hire in Mornington in November 2022 which is the first step in our plan to better integrate our service capabilities.

After 16 years we ceased operations at the Darebin Transfer station, and we take the opportunity to thank the City of Darebin for the opportunity to work in partnership at the site over an extended period and wish them every success as they take the site back under council management.

Our Infrastructure projects business continues to grow. We continue to enjoy dedicated support from our key customers (John Holland, Symal, Lend Lease, McConnell Dowell, Jaydo, Ventia and Haulaway) which enables ongoing job creation opportunities through our provision of waste management services across many of the current major Victorian Infrastructure Projects. We also welcome our new partnership with ICON across the Victorian Government's Social Housing Big Build.



This growth has led to us outgrowing our West Melbourne site and with the closure of Darebin, we are looking to establish new replacement sites.

A new Divisional Management structure was introduced to better reflect our more complex service offering and business growth with the appointment of a new Executive General Manager and new Regional Managers for Queensland and Victoria.

Specific highlights noted throughout the year include :

- New Regional Manager of Queensland, Steven Ramsey, was appointed in December 2021;
- New Executive General Manager of Commercial Services, Matthew Whelan, was appointed in March 2022;
- New Regional Manager Victoria, Andrew Christie, was appointed in April 2022; and
- Hampton Park and Melton Recycling Facilities continue to achieve robust audit compliance and our performance in waste recovery at Hampton Park, Darebin, Melton, and Livingstone met our contractual diversion obligations.

A key measure is the percentage of people employed by a priority jobseeker group.

More than 30% of Commercial Services employees are recognised as having a disability and over 65% are recognised as being part of the priority workforce.

Matthew Whelan

Executive General Manager – Commercial Services



This growth has led to us outgrowing our West Melbourne site and with the closure of Darebin, we are looking to establish new replacement sites.

Outlook is looking forward to the year ahead and being able to share more good news stories. Thanks to the Commercial Services Team and our contract partners and contractors for their contribution to the many achievements made in 2021/22.



Community Services

The last few years have proven to be challenging, with the coronavirus pandemic impacting us all.



In addition to supporting customers and staff to stay safe, responding to this challenge has brought forth greater resilience, agility and flexibility.

These qualities, and our commitment to our organisational Values and Purpose, have ensured the Community Services division continues to deliver quality services to meet our customer needs.

The year ahead will see the exciting addition of new service offerings emerge, some in new locations.

I would like to take this opportunity to thank everyone for their contribution to Community Services and the people we serve.

Anne McCormick

Deputy CEO and Acting General Manager – Community Services

“

The year ahead will see the exciting addition of new service offerings emerge, some in new locations.

Employment Services

During the past year, Outlook's Employment Service offering has gone through a number of changes, one being the appointment of our new General Manager Haley Robinson. Haley comes to us with over 15 years of Employment Services experience, and she is enthusiastic and dedicated to supporting everyone within our communities to achieve their employment goals.

In the past year, Outlook's Employment Service has connected with over 250 new customers within local communities and provided them with tailored support working toward finding ongoing meaningful employment. We have assisted over 140 people into secure work placements, and casual, part-time, and full-time employment while dealing with the continuing effects of COVID-19 and changing labour market.

The Employment team also continued to assist customers to access education and training options and maintained relationships with over 600 employers during the past financial year. Outlook Disability Employment Services (DES) contract maintained a 3.3-star rating as of June 2022.

Successful collaboration with employers is critical and a great example of this is with Berwick Toyota. We secured a placement there for one of our customers with Cerebral Palsy. They were kind enough to offer placement as the young man was a keen and competent mechanic, they have been wonderful in their support of him along with our on-the-job support staff who have assisted during his shifts. They then came back to us asking for assistance in filling a Valet Driver position they had available, the role involved moving cars around their huge complex.

Through our Employment Services working collaboratively together, we successfully placed a customer into the Valet Driver position who is working 3 days per week and is absolutely loving the job. Berwick Toyota's approach to being part of our customer's development has been second to none and they will be a business we continue to work with into the future.

With the ever-changing landscape of the labour market, the Employment Services team has had to diversify and look at employment opportunities in a wide range of industries to find suitable roles that best suit our customers. These new partnerships and alliances were built across Retail Services, Aged Care Residential Services, Pathology and Diagnostic Imaging Services, Administrative Services, Warehousing and Storage Services, Hospitality Services, Construction Services, and Trade Services.



Many of our customers have suffered significant mental health issues as a result of the COVID-19 pandemic and the Employment Services team has been successful in maintaining meaningful relationships with them during this time and provided them

with the support to continue looking forward toward achieving their employment goals.

The team's commitment to regularly saying 'we are here for you' has been a testament to the team's dedication and professionalism. Thank you to our employers, our customers, our external support services, and our staff for remaining focused and dedicated to providing the best possible outcomes.

Haley Robinson

General Manager – Employment Services

Disability Services

For much of 2021 Outlook Disability Services saw its staff and customers experience a slow recovery from the impacts of COVID-19. They embraced the stability of services being reintroduced even though it was at a slower pace than expected. Face-face day programs and all our certification programs recommenced and much-needed routines were becoming part of our daily lives again.

A key focus was to restore customer numbers back to pre-COVID-19 levels and enhance choice and control for our customers within existing COVID-19 restrictions.

The impact of the pandemic on National and local workforces continues to be evident in staff shortages, availability, and lack of qualified and experienced support workers in the industry. Key relationships with workforce providers have been formed to support and address the staff shortage needs within Disability Services.

Disability Services and Outlook Community Centre have been actively working together with Disability Service customers to offer and provide a range of learning and social development courses through the Community Centre. This valuable relationship has enabled growth and opportunities in both services.

Disability Services has a new two-story venue in Moorabbin. The building has been occupied since May 2022 and a lot of work and planning went into a very successful transition from the Cheltenham site.

Time was taken to involve and prepare customers for the change and visits to the new site were done frequently prior to a full-time occupation.

The new venue brings excellent opportunities with regard to growth, location, and community inclusion. The variety of activities and resources available to customers with specific and complex needs at Lilypond Community House has seen greater participation in activities based on their preferences.

Investment in the Disability Services workforce saw Practice Leads attend leadership workshops that enhanced their leadership skills, team management, and leadership techniques. Participation in NDIS-related workshops that focused on funding changes, Legislation and standards compliance, Work Health Safety issues, and Practice Networks was invaluable.

Disability Support staff had the opportunity to attend free Mental Health First Aid offered through Cardinia Shire Council, at the Outlook Community Centre along with a range of other specific learning and development opportunities provided throughout the



year. Our Disability Administrator played an integral role during this period in managing ongoing system changes and ensuring all aspects of compliance were met.

Success was achieved by securing employment, work placements, and volunteering opportunities for our customers during the past 12 months. With 16 participants at Outlook's Narre Warren office working towards paid employment, four have successfully gained paid employment in the past financial year.

At our Moorabbin office we have 14 customers currently working towards paid employment, with one strong possibility of converting to paid employment. Many are working on work-related certifications or trialing work placement experiences with some of our employers including Coles, Target, Big W, Toyota, Woolworths, Nursery's, Best Friends, Anaconda and

Officeworks, (these are just a few of our employers). Working closely with Outlook's Employment Service has further enhanced employment opportunities. Customers are also enjoying the mutual benefits of volunteering at Myuna Farm and Vinnies independently.

A big thank you to our hard working and capable Disability Services team. With a strategic focus on our organisational purpose, determination to manage resource challenges, and industry changes, and willingness to explore new opportunities for growth and meet customer needs, we are certain to continue to support the life goals of our valued customers.

Elaine De Vos
Disability Services Manager



The new building has been occupied since May 2022 and a lot of work and planning went into a very successful transition.



Community Centre

The twelve months from July 2021 to June 2022 have been a mixture of both challenges and triumphs for Outlook's Community Centre and the community it serves.

From July to November there were over 100 lockdown days which saw the Centre closed but providing online training where possible. The new year, however, gave us the opportunity to welcome back and reconnect with our community face-to-face. And what a year it has been since then! There is now not a quiet day at the Centre – even Sundays are buzzing with community support, networks, and friendships.



A typical week in the Centre sees around 100 hours of programs being run and 100 hours of rooms being hired out to community members, organisations, and groups. Two hundred hours

per week of community connection, support, and training. Seven days and nights per week!

The Centre is proud of its part in reconnecting the community after two hard years of COVID-19 lockdowns, assisting people to recover and return to a more normal life. Social connection is a very important tool in maintaining our well-being.

Each term the Community Centre runs over 60 different programs ranging from health and well-being to employment training. To assist in recovery after lockdowns, we provided resilience programs, meditation, exercise, relaxation sessions and even Laughter Yoga!

Our Ukulele group (consisting of over 40 enthusiastic people) not only filled the Centre with song and music but also did 'gigs' around town. Our Line Dancers were the first in the door again after we opened. Showing how important not just exercising is, but also the impact of social networks on the well-being of the community.



Forget-Me-Not-Café

Our Forget Me Not Café, for people facing challenges of dementia, has provided a platform for support and relaxation, as has our Carer's Support Group. Safe Driver

sessions ensure our seniors keep safe on the roads. Our partnership with the Council of the Aged has allowed us to provide information for seniors of how to obtain support to keep them in their homes longer.

Training in employability and IT skills provided a very important pathway towards recovery and a return to employment for the Community. Training provided by the Centre includes Community Services, Hospitality, Computers, First Aid, RSA, Food Handlers, employability skills, numeracy and literacy and a program to assist in getting your Learners Permit.

We host the Community Grocer allowing people to buy fresh, local and cheap veggies and fruit, and 'Safe Seats Safe Kids' allows people to check their child seats are properly fitted. We also assisted community members to gain the \$250 Power Saving Bonus.



Whatever you are looking for, the Community Centre is certainly a 'one-stop shop' where you can reconnect with your community whilst recovering from COVID-19 restrictions.



We would also like to acknowledge our wonderful volunteer teams, both in the office and those teaching in the classrooms. You are all amazing, and your contribution assists many people in the community, year after year. Thank you!

Alison Ryan
Community Centre Manager



*Great things are done
by a series of small things
brought together.*

Vincent Van Goh



Corporate Services

The Corporate Services team provides high quality professional support to the organisation across risk management and legislative compliance, quality framework, learning and development, Human Resources, IT (Information Technology), OHS (Occupational Health and Safety), RTW (Return to Work), marketing and volunteering.

We welcomed a new team member, Michelle Ingram, to the position of Human Resources Coordinator, extending the operational support provided to managers and employees. This role supports the organisation across a wide range of human resource and workforce activities and manages the Human Resources Information System (HRIS).

Outlook implemented a new HRIS, Employment Hero. Employment Hero is a people management platform that significantly improves the effectiveness of the management of employee data and related activities. It will enable us to electronically undertake and manage HR activities, including personal and position details, payroll, learning, recognition and benefits, recruitment and onboarding, leave management and payslips. The implementation team have worked with the vendor to configure the system, develop and deliver training and support staff during the rollout of the system.

Outlook was successful in achieving the first two of three milestones for Right Fit for Risk (RFFR) certification with the third and final milestone submitted for assessment. RFFR compliance is a requirement of the Department of Employment and Skills and Employment and incorporates ISO27001 and additional cyber security standards of the Information Security Manual, produced by The Australian Cyber Security Centre (ACSC). Outlook recognises that the protection of our customer and staff information is of paramount importance, and as such we take the security of that information very seriously.

A project to implement Child Safe Standards across the organisation commenced June 2022. This work involves a three phase approach.

Outlook's three phase approach to implementing Child Safe Standards

Phase 1

Undertake an independent, desktop audit of current policies and procedures to meet the new Child Safe Standards.

Phase 2

Provide an action plan, scoping out required work and priorities, enabling Outlook to meet the requirements of the eleven Child Safe Standards.

Phase 3

Implement the Child Safe Standards, draft the required new and/or revised policies and procedures.

Outlook is currently in Phase 3, with a tiered implementation framework aiming to close the critical gaps by the end of October.



Outlook, once again, successfully achieved compliance through maintenance of certification for ISO 9001, ISO 14001, AS/NZS 4801, the National Standards Disability Services and the NDIS Quality and Safety Standards.

Our marketing has continued to engage with our diverse range of customers across our organisational units. Outlook has been featured in a number of videos that have been widely published across social media channels.

The highlight this year has been Outlook's very own production of two videos – one focused on the social enterprise side of the business, the other on our people. Both videos included a large number of staff from across the organisation who volunteered to be featured. They have provided terrific content to help explain the sometimes complex aspects of our organisation. Click the links below to view the videos.

Debbie Barnard

Corporate Services General Manager



The highlight this year has been Outlook's very own production of two videos – one focused on the social enterprise side of the business, the other on our people.

Video 1 About Us



Video 2 Our People



Outlook Acquires Two Bays Bin Hire

November 2021 saw Outlook undertake its first acquisition, with the addition of Two Bays Bin Hire to the Outlook family.

Two Bays – operating in Victoria’s Mornington Peninsula area since 2016 – provides local residents and businesses with reliable and quality skip hire.

Two Bays joins Outlook’s Commercial Services division and contributes towards our strategic goals by expanding our resource recovery capabilities and operating footprint across outer metro Melbourne, and helping to create additional and more diversified employment opportunities.

We look forward to delivering the same great customer service to the Mornington Peninsula community, while creating employment opportunities in the years ahead that further our vision for an inclusive society for all.



Two Bays Bin Hire joins Outlook’s Commercial Services division and contributes towards our strategic goals.



The Inclusive Microenterprise Project

This year we were honoured to have been awarded the Victorian Government Microenterprise Development Grant to deliver programs that build skills and confidence to start a sustainable microbusiness for people with disabilities.

Sam Sondhi, CEO Outlook (Aust) Ltd, says 'Outlook is thrilled to launch the program and open new opportunities for people with disabilities to start and run their own successful microenterprises'.

Tricia Malowney, OAM and disability advocate says, 'In my experience we know that for people with disabilities, Microbusiness ownership or self-employment are critical pathways for achieving economic security.'

While employment is a key enabler of economic independence, self-determination, and social inclusion, people with disabilities often face significant barriers to gaining/maintaining meaningful, flexible employment. Because of this, people with disability often access 'non-traditional' forms of self-employment. However, many barriers exist for people with disability who pursue self-employment.

In Australia there are currently no microbusiness programs designed to support the aspirations of people with disability. This represents a significant gap in the market and a hurdle to supporting greater success among microbusinesses owned and led by people with disability.

The Inclusive Microenterprise Project addresses these barriers by providing the confidence, mindset, skills, and critical networks to be self-employed, enabling the creation of sustainable microenterprises that underpin economic independence.



Dr Shol Blustein, founder of Impact Co explains, 'The project will be delivered over a 16-week period and repeated 3 times over an 18-month period to reach approximately 500 participants. Between each round, learnings and feedback will be incorporated to continuously improve the program design'.

The program's first intake is scheduled for the last quarter of 2022 and we look forward to reporting on the outcomes achieved in our next report.

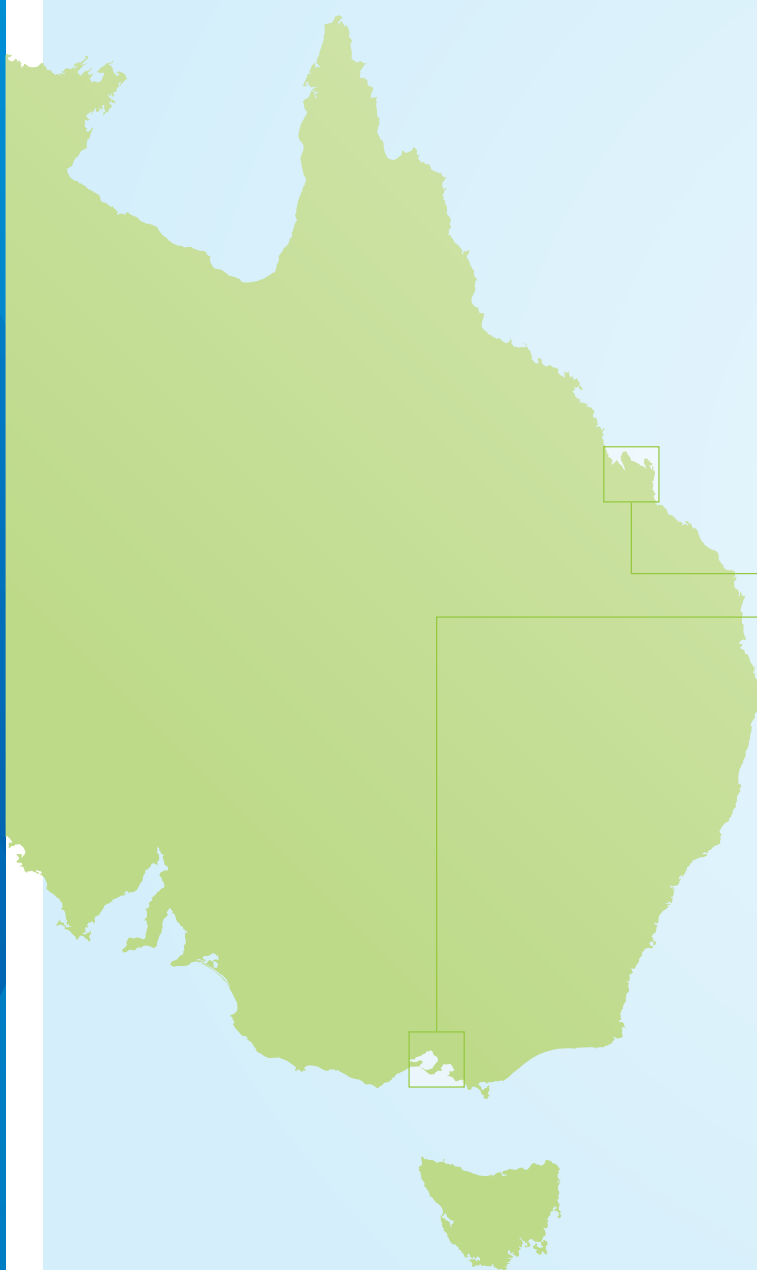
Utilising co-design principles, the project has been designed by people with disability. TIMP represents a collaboration between Outlook, Tricia Malowney OAM and Impact Co.



Utilising co-design principles, the project has been designed by people with disability.



Our Locations



Queensland

01

Byfield

02

Cawarral

03

The Caves

04

Emu Park

05

Marlborough

06

Yeppoon

Victoria

01

Bunyip

02

Cheltenham

03

Cranbourne

04

Darebin

05

Emerald

06

Hampton Park

07

Koo Wee Rup

08

Mornington

09

Melton

10

Narre Warren

11

Officer

12

Pakenham

13

Rye

14

Tyabb

15

West Melbourne



Grants and Donations

Outlook would like to extend our sincere thanks for the generous contributions we have received during the year from the following organisations...

Good Things Foundation

Be Connected Grant

To support older Australians to gain digital skills with *Get Online Week* online programs.

Cardinia Shire Council

Community Health & Wellbeing Grant

Healthy Mind, Healthy Body

Outlook (Aust.) Ltd

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ACN 628 283 536

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Outlook
an inclusive society for all



Registered NDIS Provider