



Outlook

an inclusive society for all

School Leaver Guide

1300 137 140

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Registered NDIS Provider

Welcome to Outlook

Outlook Australia is a registered charity and social enterprise empowering individuals facing social disadvantage and barriers to employment, including people with disability. For over 50 years, we have supported communities across Victoria, New South Wales and Queensland.

Our Services

As an NDIS-registered provider, we deliver daily living support, day programs, community engagement and skill development programs to help participants build independence and enrich their lives.

Outlook's Approach

Our approach takes all the incredible services and opportunities Outlook has to offer, and creates a personal schedule to connect you to the things that matter most!

FLEXIBLE SCHEDULES

Support that unlocks the lifestyle you aspire to and the goals you dream to achieve



ENGAGED AND ACTIVE

Opening doors to local events and programs that foster genuine connection



YOUR SUPPORT YOUR WAY

Influencing your quality of life through tailored support that meets your needs



BUILD SKILLS FOR LIFE

Group-based programs to build skills and confidence and expand your independence



YOU AT THE CENTRE

We partner with your existing team or help you build a new one to ensure your supports drive holistic wellbeing



At Outlook, we support adults in all stages of life, from school leavers to seniors, to do things that are important to them. We will connect you to supports and opportunities that enable you to do the things that matter.

Meet Some of Our Amazing People!



Ellie - Fun and Engaging Days

Fresh from school, Ellie felt jumping straight into work wasn't right for her. She is thriving in our **Next Steps** program with peers her own age, learning through fun activities. Her favourite day is All-in Swim in the morning followed by Fun in The Kitchen where she prepares and enjoys a meal with friends.



James - Skills for Independence

James came to us straight from school, into **Next Steps**. With a sociable personality, he thrives in group programs with others. His week at Outlook is built around activities that he genuinely enjoys while also building important life skills. For James, this means growth and connection go hand-in-hand.

Our Team

Our support workers are people that show genuine care, honesty and have the skills to provide a high quality support.

They are **thoroughly trained through shadow shifts, core modules, and participant-specific training** in areas like behavioural support, PEG feeding and mealtime management. We keep our teams connected through regular meetings to make sure everyone is informed and engaged.

Just as we take time to get to know you, we do the same with our staff. We learn their skills, interests and values so we can **match the right people to you**. With the right support workers by your side, you'll feel safe, look forward to seeing them, and trust that your needs are truly being met.

JASON KENNEDY
People call him: Ja W C

ELLY HILL
People call her: Elly W C

NIKOLAS HOWE
People call him: Nik W C
Works at: Pakenham, Narre Warren and Clayton
Nik is CHILL, FRIENDLY and FUN!

JAYDEN HARRISON
Support Office Staff
People call him: Jay or Jayden W C
Works at: Pakenham, Narre Warren and Clayton
Jayden is AUTHENTIC, KIND and ADAPTABLE

Some things I am good at:
Creativity Building Support Encouraging Independence Problem Solving Being Calm and Patient Organisation & Structure Behavioural Support Communication Skills

FUN FACT:
Jayden loves to spend time with people and what is important to them. He knows a little bit about a lot of things and he loves to connect with people no matter what their interests are.

Outlook Next Steps

School Leaver Program For Young Adults

Leaving school can feel overwhelming. We understand that many people are still trying to figure out *what's next*? Outlook Next Steps is not a giant leap; it's a step in the right direction.



We bring young people together in a way that feels fun, social and engaging. Through exciting, practical, skill-based activities, participants stay active while building confidence and real-life skills.

When you choose **Outlook Next Steps**, you're choosing connection, growth and a group of young people figuring it out together.

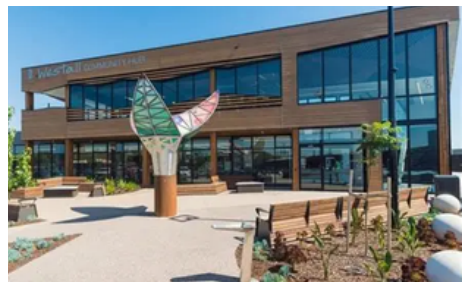
Outlook Community Centre

24 Toomuc Valley Rd, Pakenham



Westall Community Hub

35 Fairbank Rd, Clayton South



Supports to Fit Your Life

Support doesn't stop at the end of the day program. We can provide support at home, in the community, and across the social opportunities that matter to you.

Respite Services

For those who thrive at home and value their routine, in-home respite offers **familiar, consistent support** with a trusted staff member staying overnight to ensure care continues seamlessly without the disruption of an unfamiliar environment. This also includes **mini-holiday options**.



Morning Support

Morning support is about starting your day the right way.

We can help with:

- Getting out of bed and moving through your morning routine
- Showering, personal hygiene and getting dressed
- Preparing and eating a healthy breakfast
- Taking medications
- Getting ready and out the door to Outlook or wherever the day takes you

Afternoon and Evening Support

Afternoons are where things get exciting. With more time to explore, your support worker **can help with:**

- Getting home safely and winding down after a great day at Outlook
- Preparing meals for the week or learning new recipes to cook for the family
- Laundry, household tasks and building independence at home
- Connecting you to sport, social groups and community activities
- Attending appointments and getting to where you need to be
- Trying something new like a class, club or something you've always wanted

OUTLOOK DISABILITY SERVICES

2027 PLANNER VIC - SEMESTER 1

11 January to 26 June 2027

Example

NAME: _____ James Smith _____

DAY	PROGRAM	DETAILS
Monday	Everyday Skills and Art	Am - Numeracy & Literacy Pm - Art
Tuesday	Health & Wellbeing	Am - All-In Sport Pm - Fun in the Kitchen
Wednesday	IT & Hands on Skills	Am - Tech Trek Pm - Gardening
Thursday	Swimming & Life Skills	Am - All-In Swim Pm - Work & Life Success
Friday	Community Navigators	Fun day out in the community

Every Morning We:

- Meet in the same location
- We have a morning routine
- Go over the plan for the day
- Have a fun activity to get the day started

Every Afternoon We:

- Complete our journals about what we did for the day
- Clean up our space (life skills)
- Look at the plan for the next day

We want your input!

Help us shape programs and activities to suit your interests and goals by completing this quick 3 mins questionnaire.



Activities Shaped Around You

Personalisation

Every activity we offer is personalised to the individual. It is shaped around their interests, needs, abilities and goals. We don't take a one-size-fits-all approach. The support we provide fits the person, not the other way around.

An example in action - Numeracy and Literacy

This is one of our most popular programs where we help people learn real life skills for independence. This often means different things for different people.



Sam is working towards employment and greater independence. Everything in his program is built around getting him there.

Sam is currently focused on:

- Budgeting and managing money
- Writing and refining his resume
- Verbal communication and interview skills
- Telling time and planning his week
- Comprehension and understanding everyday information

Michael values time with others and learning alongside his friends. He wants to explore his independence and test his skills in real-life situations. His support worker follows his support plan and provides regular sensory breaks to ensure he gets the most out of his time in the program.

Michael is currently working towards:

- Reading
- Writing
- Understanding money and paying for items

Monday

Activity 1 - Numeracy & Literacy

Uses fun, group-based activities to develop essential numeracy and literacy skills, helping participants practice daily tasks and build confidence.



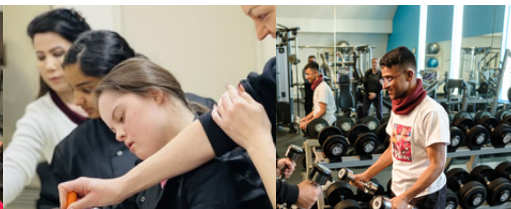
Activity 2 - Creative Ability

A structured but relaxed group atmosphere designed to support you to explore creativity, self-expression and wellbeing through art.

Tuesday

Activity 1 - All-In Sport

An inclusive and non-competitive sports skills program offering a fun and supportive environment where participants can try new sports or improve their skills.



Activity 2 - Fun in the Kitchen

For people who enjoy hands-on learning and good food. This program builds confidence, independence and daily living skills through the process of shopping, preparing, cooking, eating and cleaning up after a meal.

Wednesday

Activity 1 - Tech Trek

A computer program to help you learn essential digital skills, building confidence, competence and online safety in today's technology-driven world.

Activity 2 - Garden Explorers

Develop hands-on skills, engage in practical activities and connect with the local community through different opportunities, helping to create and maintain gardens and support others.

Thursday

Activity 1 - All-In Swim

An inclusive water-based program offering small group lessons with a qualified swimming instructor where participants can build confidence and skills in the water.



Activity 2 - Work & Life Success

Participants will develop personal and social skills through a program focused on self-discovery, growth and achieving meaningful accomplishments across all areas of life.



Friday

Community Navigators

Supporting participants to practice planning trips, navigating stations & stops, managing time and responding to changes while travelling in the community.



Add-ons

Breakfast Club

Join us in the mornings before group programs get started. Learn to prepare breakfast and ensure you start the day properly.

Transport Options

Have a trusted staff member **pick you up from home, or help teach you how to get to Outlook** with travel training.



Keeping our Young Adults and their Families Connected

Outlook have been providing high quality disability support for over 50 years. Although our programs have changed over the years, we find the number one thing both school leavers and their families are looking for has stayed the same: **People want to be connected.**

“I want to be with my friends”

“I want to stay connected with other families”

Outlook Next Steps for Parents

We want our parents to **feel connected and informed** about what supports their young adults are receiving and help us continue to shape supports in a way that meets everyone’s needs. We also want to ensure our parents have opportunities to connect and socialise with others.

What Opportunities Are There?

- Quartley catch-ups
- Come say Hi at our hubs and catch-up with other parents.
- Social events for families
- Sign up for programs at Outlook Community Centre and meet new people



How Do We Communicate With Our Families?

- **When it is important** - we call
- **For reminders** - we text
- **To give you all the details** - we email

Feel free to call, email or text - whatever works best for you!

We offer **communication diaries** for busy families that tend not to get much discussion from their young adults about their days at Outlook. This means you can write notes for staff, and staff can write some notes about the day.

Working with Your Team

Connected Teams

We don't work in isolation. We collaborate with allied health teams including occupational therapists, speech pathologists, and behavioural support practitioners to make sure the support we provide is aligned with each participant's broader goals and care plan.

“Repetition builds real confidence”

Following allied health recommendations and instructions everyday to help you achieve your goals

Occupational Therapists (OT)

We work with OTs to implement strategies that support participants in our day programs with daily living skills, sensory needs, and fine motor development, helping them engage more fully in community activities and everyday experiences.

Speech Pathologists

We follow the guidance of speech pathologists to support participants with communication while out in the community. This could include using AAC devices, following communication plans, or ensuring safe eating and drinking when we're out for meals or activities.

Behavioural Support Practitioners

We implement behaviour support plans (BSPs) in our day programs, ensuring strategies are applied consistently so participants can engage safely and confidently in community activities.

Physiotherapists

We work alongside physiotherapists to support participants with mobility and physical activity, ensuring they can participate in community outings and day programs safely and with the right equipment and supports in place.

Outlook

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Outlook (Aust) Ltd.

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