



2015 Annual Report

Outlook's All Together Choir is an all inclusive choir formed in partnership with the School of Hard Knocks program.

Outlook[®]

President & CEO Report

The 2014/15 financial year had its share of successes and challenges, occasionally both at once. A major challenge, which resulted in a notable success, was Outlook Employment retaining its 3 Star rating under its Federal Disability Employment Services Contract.

Outlook Employment operates offices out of Pakenham, Narre Warren and Cranbourne, working with over 300 people with disability in education, support and finding employment. Through the efforts of Manager Michael Upston and his team leaders Sarah Ham, Heather Bulte and Carol Harrington, Outlook Employment achieved more than sufficient short and long term job placements to retain its rating.

A number of services were closed down as a result of previously losing its 3 Star rating and finding and retaining jobs in this tough economic climate is no mean feat.

The Steps to Employment program is another important initiative that requires recognition. Under the management of Julie Walton 'Steps' is overseen by Area Coordinator, Rachel Lee. There are currently nine young participants with disability who are all engaged in individualised work placement options in areas that suit them and their future career goals, and we are planning future growth.

Strong partnerships have been formed with City Edge in Narre Warren and Community College Gippsland (CCG) as well as a sound working relationship with three special schools. The current program is three days' formal education in Certificate 1 in Transitional Education with one day work experience and one day to focus on independent life skills and other life goals.

Outlook secured \$500k from the Department of Sustainability & Environment to assist in building an e-waste, metal recycling and nursery facility at the proposed Officer site. Our thanks to MP Brad Battin (Member for Gembrook) whose tireless lobbying on Outlook's behalf ensured funding was achieved.

Outlook now has a social media presence, including Twitter, LinkedIn and Facebook. Facebook is where the vast majority of our market "hang out", with some posts achieving a reach of over 1000.

We are pleased that Outlook also established a monthly staff and volunteer newsletter (internal) and quarterly stakeholder newsletter (external).

Outlook focussed on two major organisational goals this financial year:

1. The establishment of an NDIS Working Group.
2. Instilling a culture of safety throughout the organisation.

Outlook is aiming to be the preeminent service provider of the NDIS in Casey and Cardinia. We believe the Outlook model of inclusion has perfect synergy with the scheme.

The NDIS is centred on a person's needs so each package is individual and flexible. A person's needs may change over time so the package will also change to reflect the person's growing needs.

Outlook's NDIS Working Group is overseen by Outlook's DCEO, Anne McCormick. The group's terms of reference are to research all aspects of the NDIS, its models of service delivery and local demographics to prepare Outlook for the scheme's introduction to the Casey Cardinia region from 1 September 2018.

The safety and wellbeing of staff and clients is Outlook's CEO's highest priority. This year Outlook employed a fulltime safety officer Herb Sirca, whose first task was to audit the safety performance across the organisation.

Outlook has always had a good safety record but now we are building a culture that has buy in from all management and staff. Safety does start at the top but can only truly be successful if everyone has ownership for their own and others' wellbeing.

Outlook Community Centre has proven to be an unmitigated success with over 34,000 people coming through its doors in the first 12 months. Full credit goes to Alison Ryan and her team for this amazing outcome.

Outlook's Volunteer Co-ordinator, Sarah Kelly, was elected to chair the Casey & Cardinia Volunteer Managers Network. Well done Sarah who has also done a superb job coordinating Outlook's 80-plus volunteers.

To Outlook's volunteers, we extend our appreciation and admiration.

Outlook is very proud of the fact it has built its social enterprise through business, community and government partnerships. To Outlook's partner of 18 years SUEZ (formally SITA) a very special thank you to Kelvin Sargent and his team. Outlook is delighted to be entering into a new five-year contract.

As always, sincere thanks and gratitude to Outlook's Board, Senior Management Team and valued staff.

Edwin Hume
President

Tony Fitzgerald
CEO

The year that was 2014-2015

Grants and donations

Outlook extends sincere thanks for the contributions received during the year as listed below.

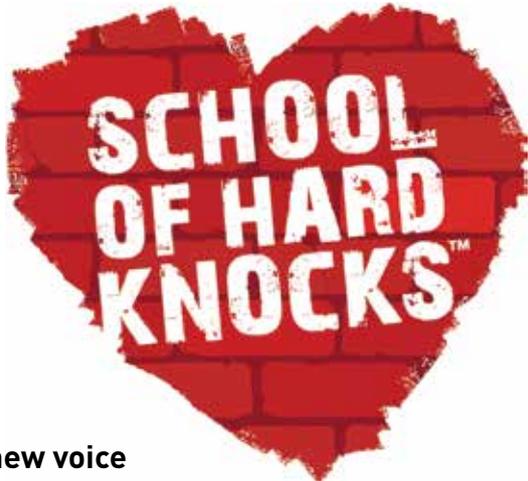
Donations

- Vincent Chiodo Foundation: \$10,000 for Outlook's All Together Choir.
- Cardinia Casey Foundation: \$5,000 for Outlook's All Together Choir.



Grants

- Victorian Department of Sustainability & Environment: \$500k for Officer project.
- Metropolitan Waste and Resource Recovery Group: \$52.8k for concrete transfer slabs at Darebin.
- Metropolitan Waste and Resource Recovery Group: \$27.2k for Darebin - retaining wall heavy inert installation and green waste setup.
- Darebin City Council: \$31.8k contribution for retaining wall heavy inert installation and green waste setup.



A new voice

Outlook has partnered with Dr Jonathon Welch's School of Hard Knocks program to establish the All Together Choir, which commenced in September last year. The aim was to set up a choir that would act as a social bridge to allow people of all abilities and ages to enjoy excellent performance opportunities.

"There are no barriers at all, it's all inclusive, we come here, enjoy ourselves and sing. It's a way of socialising," says member Gweneth Lengersdorf.

Levi McGrath, director of the All Together Choir, describes the benefit of the choir as "the joy it brings." A choir, he says has the "power to change your life and outlook on problems you are going through."

The choir program has also achieved a strong level of community support. Around nine community

volunteers have become regularly involved in the program. Volunteers prepare a sit down lunch for choir members to have at the end of each session. The meals use ingredients donated by the local community, and in particular, the 4Cs, a local cooperative of church groups.

Outlook has received funding from the Cardinia Foundation, the Vincent Chiodo Foundation, Country Women's Association (Pakenham branch), Councillor Kate Lempriere's Ward Funds at Cardinia Shire Council, and a further personal donation from Councillor Lempriere, towards the establishment of the choir.

New employment program focuses on individual goals

Outlook's Steps to Employment Program is a new program started by our disability support services. It is a work transition program that aims to assist participants to achieve their personal employment goals.

The five day-a-week program offers a Certificate I in Transition Education, work placements and pathways to a traineeship, volunteering or employment.

To develop specific work skills we have placed our participants in a variety of workplaces that suit their individual aspirations. These include a primary school, Montague Orchards, Puffing Billy, database management at the City of Casey Toy Library, volunteering at an aged care facility, Casey Radio and even a painting pre-apprenticeship.



Nick at Casey Radio.

The year that was 2014-2015

Outlook receives an Australia Day award

On Australia Day 2015, Outlook was honoured to be awarded the Cardinia Shire's Community Organisation of the Year Australia Day Award. Outlook thanks Cardinia Shire Council for the honour and acknowledges all Outlook's staff, volunteers and supporters who make our work possible.



Outlook wins Social Enterprise Award

Outlook was honoured with the Social Enterprise Award at the Casey Cardinia Business Awards for 2014. The awards were announced at a special dinner held on Thursday 9 October. The City of Casey and Cardinia Shire Council run the awards.



James Wynne, Manager Darebin Resource Recovery Centre, and Ross Cheesewright, Manager Outlook Environmental, with the Social Enterprise Award.

Treasurer's Award

Congratulations to Peter Link, Outlook's Treasurer and Board member who was recognised with a Commonwealth Bank Treasurer's Award. The awards recognise the immense contribution that treasurers make to community groups.



From left: Ian Law, Anne McCormick, Peter Link, Adam Sadizqai, Lisa O'Sullivan and Tony Fitzgerald.



Outlook CEO named Star News Group's Person of the Year

In January, the Star News Group's Pakenham Gazette named Outlook CEO Tony Fitzgerald 2014's Person of the Year, in recognition of a "life dedicated to

empowering people." The Gazette described him as: "One of the 'fearless' advocates of Outlook; builders of expectation, nurturers of empowerment, creators of opportunity." Tony says the award is really a recognition of the hard work and contributions of all Outlook staff and volunteers

Volunteers were award finalists

A group of 21 Outlook volunteers were recognised as finalists in the 2015 Victorian Disability Sector Awards held on Tuesday 21 July 2015.

"Our volunteers make a very meaningful difference to the people in their communities and these awards recognise their huge and varied contributions," said Sarah Kelly, Outlook's volunteer coordinator. The team Outlook nominated included Jason, who assists in Outlook's plant nursery; Alison, who volunteers in an op shop; Penny, who has presented educational workshops and is helping to set up a mental health support group; and Michelle, who volunteers with the Uniting Church in Pakenham.



Michelle and Alison were two of Outlook's 21 volunteers who were award finalists.

Treasurer's Report

Outlook recorded a surplus of \$254,539 this year, but as in other recent years, it was boosted by a capital grant – this time for \$223,474 – to assist in the establishment of our e-waste recycling facility, and this is counted as income. Therefore, our regular trading surplus was really only \$31,065. This was a big reduction on the previous year's comparable trading surplus of \$703,700. Operating revenue excluding the e-waste grant was up 2.5% to \$11,334,680, whereas expenses increased by 9.1% to \$11,313,615.

The breakdown of revenue for 2015 shows Outlook Environmental is our largest revenue stream (63%), followed by government funding (32%). The break down of expenses categories for the same period shows that labour remains our main expense item, at 58% of all annual expenses.

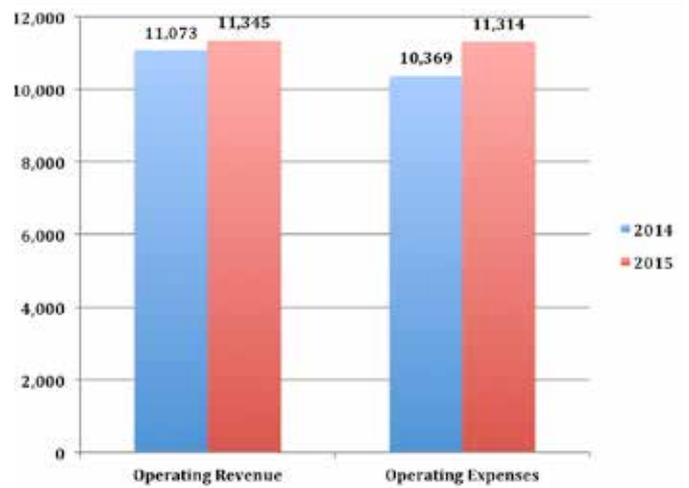
Our reduced surplus this year was a result of many factors, including the low price for ferrous metal received in our recycling operations, difficulties in obtaining preferred volume of e-waste products for our fledgling e-waste recycling project, restructuring of our Hampton Park recycling operations and as noted above, a general increase in our overall wages bill.

The summary of Outlook's Statement of Financial Position as at 30 June 2015 shows overall net assets rose to \$8.46 million (up from \$8.21 million). The 2015 financial results meant that Outlook further consolidated its strong financial position.

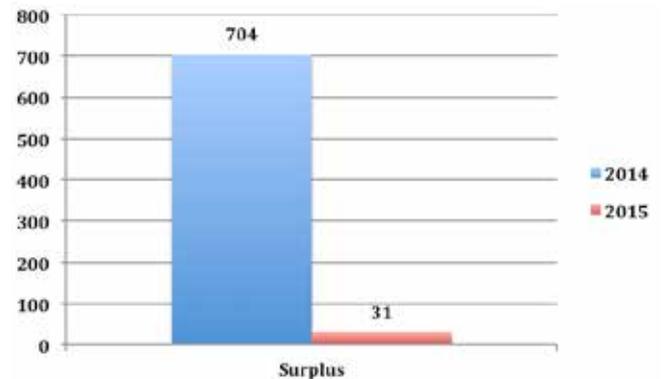
Peter Link, Hon. Treasurer

Following is a summary of the financial position of Outlook Vic (Inc) as at 30 June 2015. Full audited accounts are available from 24 Toomuc Valley Road, Pakenham, for members who would like to inspect them.

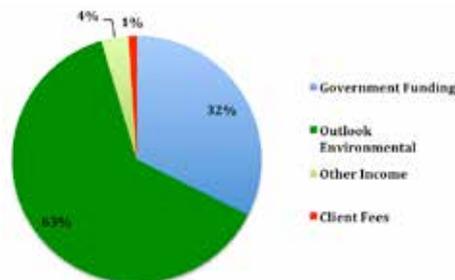
Revenue and Expenses 2015 compared to 2014 (\$'000)



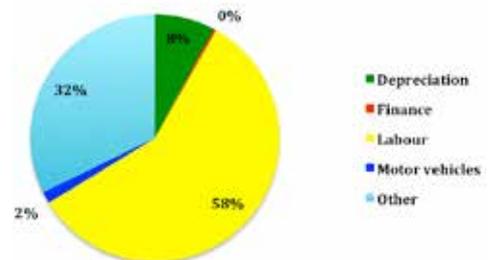
Operating Surplus 2015 compared to 2014 (\$'000)



Breakdown of Revenue Streams 2015



Breakdown of Expenses Categories 2015



Abbreviated Statement of Financial Position as at 30 June 2015





Outlook's guiding principles

Mission:

Outlook's social enterprises will grow to promote and advocate, realising an inclusive community

Vision:

Inspiring inclusive communities, diversity and opportunity, valuing all people

Outlook[®]

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