



Year in Review 2025



Outlook
Christian
Living

Aim & Mission, Philosophy and Values

Aim & Mission

We display God's love by caring for the physical, emotional, spiritual, and social needs of our elderly, whilst providing a loving and caring Christian atmosphere where residents' rights and dignity are respected, and where residents are supported in living life to the full.

Philosophy

We believe that the Bible is the Word of God and therefore has life directions for us all; and that each person is a unique individual with their spiritual, physical, emotional, and social needs.

Values

We place a high value on:

- Treating all residents with love, compassion, and dignity.
- Operating as an effective and cohesive team.
- Delivering a consistently high standard of care.
- Supporting residents living as independently and safely as possible.
- Building relationships based on trust, integrity, and friendliness.

BOARD

Chair: Bram vander Jagt

Vice Chair: Harold Dykstra

Secretary: Corey Van Garderen

Treasurer: Joe Harmelink

Members: Nelleke Arnold, Nelly Foley, Bernard Keller, Abe Polderman, Fenna Schaddee van Dooren, Jon Vanderbom

BOARD COMMITTEES

Finance, Risk & Audit Committee:

Joe Harmelink (Chair), Jacques de la Porte, Lachlan Rogers, Corey Van Garderen

Quality & Safety Committee:

Jon Vanderbom (Chair), Elizabeth Adepoju, Jacques de la Porte, Jaskiran Kaur, Helen Van Garderen, Vijo Varghese

Pastoral Care Committee:

Harold Dykstra (Chair), Nelleke Arnold, Michael de Kretser, Jacques de la Porte, Belinda Waterhouse

EXECUTIVE

Chief Executive Officer:

Jacques de la Porte

Financial Controller:

Lachlan Rogers

Care Services Director:

Elizabeth Adepoju

SENIOR MANAGERS

Admissions Manager - Care Services:

Karen Edmonds

Clinical Care Manager - Aged Care:

Vijo Varghese

Clinical Care Manager - Home Care:

Lili Bekachvili

Maintenance & Construction Manager:

Greg Davenne

BOARD CHAIR MESSAGE



Bram vander Jagt

How quickly another year has run its course with the world around us in a constant state of uncertainty. We hear repeated and conflicting reports of persecution and war, and many countries are struggling with internal division in the face of changing populations and cultural upheavals. Our own government is barely coping with cultural change and interest groups of all types vying for voice and position.

The Biblical values and understandings that were a basis for the formation and operation of western society are now increasingly questioned for their relevance and often openly discredited as being phobic and divisive.

As a Christian organisation we are called not only to provide a loving and caring refuge for elderly people but also to demonstrate that we are committed to the truth of God's word as followers of the Lord of heaven and earth. Our actions are noticed and we are always to exhibit the grace, love and hope that underpins our lives.

Despite our individual weaknesses, God has not only allowed our organisation to prosper but also be recognised as excellent providers, with our CEO being asked to share insights regarding quality care achievement with other organisations. Our aged care home has achieved the highest possible occupancy ratings and the recent staff awards were a testament to the dedication and competency with which we are blessed.

The Board is sincerely thankful for the professional and enthusiastic way management and staff work together for the care of our residents. Our HR consultants have commended the genuinely caring and unified spirit among our staff compared with other organisations with whom they are involved.

The Board enjoys excellent reporting from management and sub committees, providing confidence to plan and approve expansions into new areas of Home Care and Specialised Dementia Care. Personally, I am sincerely thankful for the dedication and contribution of each Board member. We are blessed with a wonderful cohesive spirit and we look forward to expanding our organisation as opportunities arise.

Some of our Board members are retiring and I want to particularly commend and thank Mr Harold Dykstra who, with the valuable support of his wife, has given immense time and energy to the cause of Aged Care over many years. Harold has brought experience, skill and wisdom to the task of Board operation and has been a leader, example and mentor to many along the way. We thank the Lord for a man of genuine devotion to the task.

We are grateful to our residents for choosing Outlook Christian Living, and we are committed to care for you to the best of our ability. It is wonderful to care for each other on the basis that God in His grace cares for us.

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CEO MESSAGE

Jacques de la Porte

Reflecting on a Year of Growth and Renewal

Over the past year, Outlook Christian Living has continued to grow in strength and stability, guided by our mission to provide compassionate, Christ-centred care for all entrusted to us.

The aged care sector remains in a period of significant change, with the new Aged Care Act commencing in November 2025. I am pleased to say that we are well prepared for this important reform, and our teams are committed to ensuring a smooth transition that will further strengthen the quality and safety of the care we deliver.

I am very proud that we have consistently retained our five-star provider rating in our aged care home, a clear reflection of the dedication and professionalism of our staff. This achievement places us amongst the highest-performing aged care providers nationally and is something we never take for granted.

This year, we welcomed a new senior leadership team whose energy, expertise, and vision can already be felt across our organisation. Their contribution has enhanced our operations, strengthened our culture, and positioned us well for the future.

Our financial performance has also been strong, delivering a surplus of \$3.2 million, an operational surplus of \$1.3 million, and generating \$2.0 million in additional cash (before Capital expenditure). This stability enables us to continually improve our aged care home and retirement villages, ensuring our facilities remain safe, modern, and welcoming for our residents, their families and staff.

A significant milestone this year was our accreditation as a home care provider. This new service allows us to support residents in our retirement villages to remain healthy, independent, and connected for longer. We are also exploring ways to extend this service to our wider church communities, reflecting our commitment to caring for people wherever they are on their journey.

We continue to invest in upgrades and enhancements across our aged care home and villages, ensuring residents enjoy both comfort and dignity in their daily lives. These improvements reflect our ongoing promise to provide environments that foster well-being, belonging, and joy.

As we look to the future, we remain focused on strengthening our capacity to meet the evolving needs of those we serve.



One of our key upcoming projects is the refurbishment and expansion of the Outlook Gardens kitchen. This upgrade will include modern, state-of-the-art appliances and a larger, more efficient workspace. These improvements will enhance meal quality and variety for residents while creating a safer and more enjoyable working environment for our catering team.

We are also progressing plans to relocate our Support Office, to accommodate the development of a new, home-like specialist dementia care unit. This initiative will enable us to deliver an even higher level of personalised care for residents living with dementia and ensure we are well prepared to meet the growing demand for dementia-specific services in the years ahead.

In addition, we are exploring the future potential of supported living within our communities. I believe this will be an important step forward in meeting the changing expectations of older Australians, providing greater choice, independence, and flexibility in how and where people receive care and support.

None of this would be possible without our extraordinary staff and volunteers. Their tireless commitment, compassion, and faith in action are the heart of our mission. I also extend my sincere thanks to our Board for their wisdom, guidance, and support, which have been invaluable in helping us navigate both challenges and opportunities.

As we look to the future, we remain confident and optimistic. With God's grace, we will continue to build on our strong foundation, adapting to reforms, expanding our services, and ensuring Outlook Christian Living remains a place where residents, families, and staff feel supported, respected, and valued.

“We are guided by faith, united in purpose, and committed to providing exceptional, Christ-centred care”

RESIDENTIAL AGED CARE

Elizabeth Adepoju Care Services Director

It has been a privilege to lead and serve within our Residential Aged Care Home over the past year. Our home continues to be a place where life, care, and community flourish. During the year, we welcomed new residents into our community, while also farewelling dear friends who have passed away. We give thanks for their lives and for their part in our community.

Our work remains firmly grounded in Christian faith. This foundation shapes every aspect of care—physical, emotional, and spiritual—ensuring that residents are supported holistically in an environment that truly feels like home. Despite the ongoing challenges of a changing aged care sector, our commitment to dignity, compassion, and excellence has remained steadfast.

Our community of residents includes some from our retirement villages as well as others from the wider community and church networks. While the majority of our residents are permanent, we also continue to provide short-term respite care to support families and carers. This balance has enabled us to sustain both continuity of community and flexibility in meeting broader care needs. Occupancy has remained strong, with the home operating close to full capacity, a reflection of our reputation as a safe, welcoming, faith-based environment.

Our staff remain the heart of the home. This year we strengthened our workforce through targeted recruitment, training, and professional development. Registered Nurses, Enrolled Nurses, and Care Staff have continued to provide exceptional care, with care minutes delivered consistently above mandatory requirements. Their dedication and compassion remain the cornerstone of our service.

Together with our Quality & Compliance Manager, I have focused on preparing the home for the introduction of the New Aged Care Act (1 November 2025) and the Strengthened Quality Standards. Through regular audits and reviews, we have ensured strong compliance while also identifying opportunities for improvement.



A key initiative this year was consolidating hotel services (cleaning, laundry, and catering) under one provider, Catering Industries. This change has improved service quality and simplified management, resulting in a more seamless experience for residents and staff.

We reviewed all existing allied health services and formed partnerships with new physiotherapists, dietitians, and speech pathologists. These partnerships have enriched resident care, with many enjoying exercise classes and receiving more personalised clinical support.

While formal complaints were minimal, every piece of feedback is valued. The most common issues related to environment and timeliness of services, all of which were addressed promptly. Listening to residents and families remains central to our culture of continuous improvement.

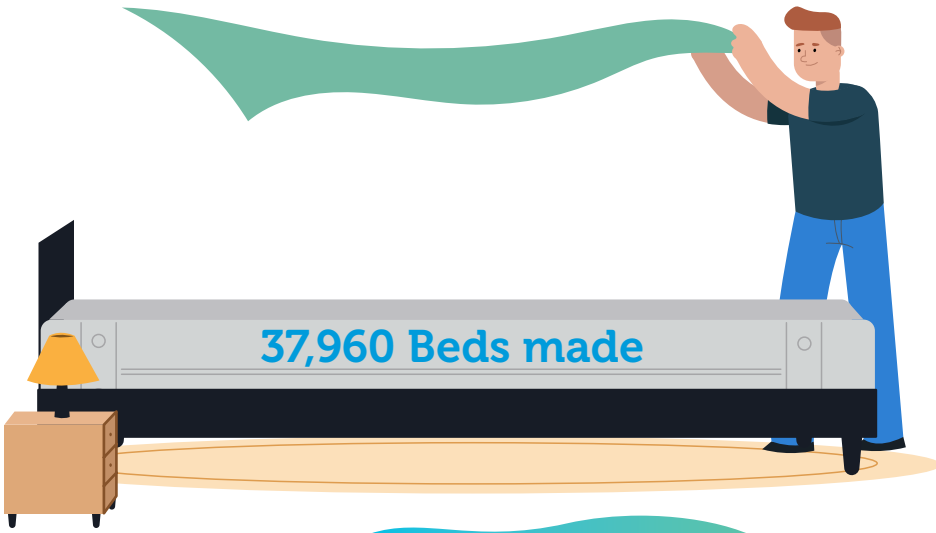
Beyond clinical care, we fostered community life through lifestyle programs, pastoral care, and special events. Residents enjoyed meaningful activities, family gatherings, and faith-based engagement, all of which strengthened wellbeing and belonging.

This year's key achievements include:

- Preparing for the new legislative reforms.
- Maintaining strong compliance and audit outcomes.
- Sustaining steady occupancy.
- Exceeding care-minute requirements.
- Enhancing hotel services and allied health provision.

Looking ahead, we are excited to expand into Home Care, extending services to our retirement village residents and the wider community. This marks an important milestone in our mission to deliver faith-based care beyond the walls of our Residential Home.

Our mission remains clear: to serve with faith, compassion, and excellence. With the dedication of our staff, the support of families, and the grace of God, Outlook Christian Living will continue to be a true home where residents are nurtured, valued, and loved.

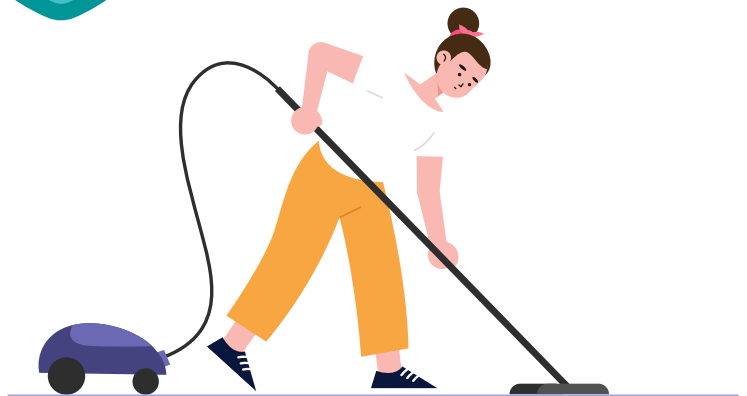


98%
Average occupancy



520 Residents/family members surveyed for feedback

45 Respite residents admitted



5,044 Hours of cleaning services

AGED CARE - Lifestyle

We love to assist our residents to continue to enjoy lifelong hobbies and interests, as well as develop new ones. Our Lifestyle team encourage everyone to participate according to their interests, and are enthusiastic about introducing new activities alongside established favourites. As well as group activities, residents also enjoy one-on-one interaction (such as manicures, and individual visits from staff and volunteers), as well as plenty of quiet spaces to relax, read, do a puzzle or just chat with others. Our quarterly newsletters always include lots of snapshots of residents enjoying daily life in our home.

This year, it has been wonderful to have our own Outlook Christian Living bus to enable our residents to get out and about without relying on the availability of a hire bus. Our most popular outings are the regular shopping trips, but we also enjoy trips to cafes and special events like Morning Melodies.



720

Walking Group participants

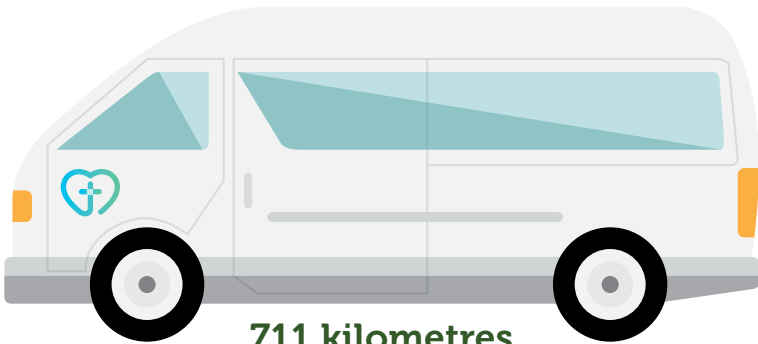


13,296 Visitors to the home



624 Pages coloured

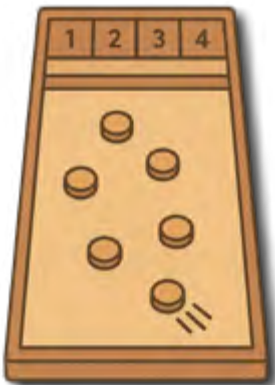
16 Stalls at the Christmas Market



711 kilometres travelled in our new bus



304 Pastoral care visits



40,716 Points scored in sjoelen



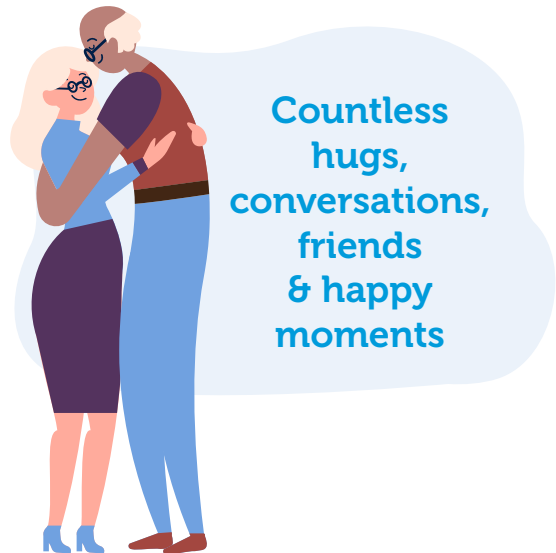
50 Days of work experience for secondary students



936 Drinks served at Happy Hour



13 Celebrations of varied cultures



Countless hugs, conversations, friends & happy moments



Enjoying life together in our aged care home

OUTLOOK CHRISTIAN LIVING HOME CARE

Extending Our Mission Beyond Aged Care

This year has been an exciting one for Outlook Christian Living as we officially launched our new Home Care service. A great deal of preparation went into this milestone. We spent time developing the right systems and processes, building a dedicated team, and ensuring we had the training and resources in place to deliver care of the highest standard. Every decision was guided by the same principles that have long shaped our Retirement Villages and Residential Aged Care home; compassion, professionalism, and a Christ-centred commitment to serve.

Our vision for Home Care is clear: to bring the same excellent care that our residents experience at Outlook Gardens into their own homes. By supporting residents living in our retirement villages, we are helping them remain independent, confident, and connected, while still receiving the care they need. This service is not just about meeting practical needs, but about nurturing dignity, comfort, and peace of mind for both clients and their families.

As Home Care grows, we aim to extend this support beyond our villages, serving the wider church community and also the local neighbourhoods. We believe this new service gives us a unique opportunity to reach more people, meeting them where they are, and offering the same quality of care and love that has always defined our mission.

We look forward to seeing Home Care become a vital part of our ministry; enriching lives, strengthening connections, and continuing our commitment to care with excellence and compassion, grounded in our Christian faith.



Lessenor Ackermann
Home Care Case Manager



RETIREMENT LIVING UPDATE



Relocating to a retirement village offers the safety and friendship of a supportive community. Although retirement living is private and independent, residents can also access home care services for a little extra help when the need arises. Residents who can no longer safely live in their unit have the option to relocate to our aged care home, remaining within the comfort and familiarity of the Outlook Christian Living community. Couples sometimes choose for one partner to relocate to aged care, while the other remains nearby in a retirement village unit.



Outlook Christian Living's three retirement villages each have a unique culture and identity, but the shared values and sense of community is evident when residents come together at joint outings and events. New residents are warmly embraced into village life, including regular social events.



Maintenance and updates continue in each village, with improvements including footpath resurfacing at Ebenezer, a new BBQ area and kitchen updates at Olive Gardens, and roof recapping at Outlook Gardens. This is in addition to units being freshened up or renovated as they become available. Onsite gardeners at each village also keep the gardens and lawns in beautiful condition.



EBENEZER



As we review the year that was, a spirit of hope, gratitude, and answer to prayer, Lord willing we'll see three vacant units occupied, welcoming new faces who will soon call Ebenezer village home.

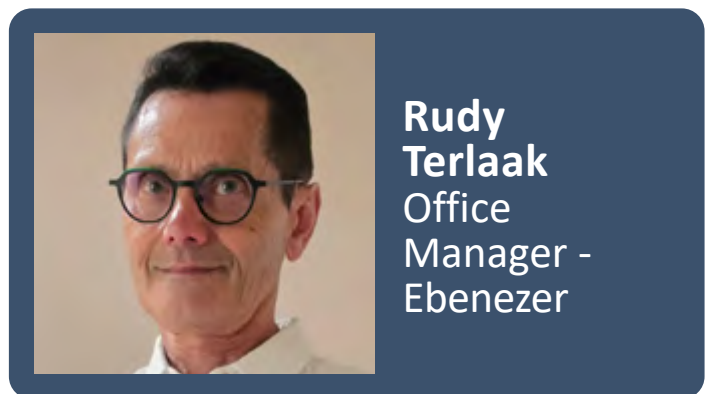
Welcoming is never a formality, but a chance to extend our hands in friendship and share the story of our community.

Yet even as these units find new residents, we remain mindful that three units still await their future occupants.

Our social committee has engaged a variety of guest speakers throughout the year on topics that are relevant, informative and engaging, and our social events continue to be appealing and well-attended. Among these, the recent Winter Wonderland Dinner Dance stands out as a highlight, and Mother's Day is always hugely popular just to mention a few.

Central to everything we do is our Aim and Mission statement that is far more than a collection of words. It's a living guide, shaping our choices, inspiring our actions, and reminding us of our shared purpose. Over the past year, this statement has taken centre stage in our quarterly newsletter, in a deliberate choice to emphasise its importance. The themes that have been covered are, "Living Life to the Full", "Dignity", "Displaying God's love", and "Caring for physical, emotional, spiritual and social needs."

It serves as a source of inspiration for all who live and work here and throughout Outlook Christian Living, and encourages us to live out our values in real ways.



Rudy Terlaak
Office
Manager -
Ebenezer



OLIVE GARDENS

Olive Gardens is a supportive and caring community, and residents truly do look out for one another, keeping in touch when someone is unwell and providing company and practical assistance where possible.

It has been lovely to welcome new residents to Olive Gardens over the past year, with each person bringing new energy to our community. The maintenance team have been kept busy with updates and renovations to units in preparation for new residents, as well as general maintenance matters across the whole site.

Our Community Hall is looking great, with the addition of a servery window from the kitchen directly into a new undercover outdoor area which will be perfect for BBQs. Together with a new oven, cooktop and sink in the kitchen, we are well-placed for another busy year of social events and gatherings.

We enjoy getting together regularly for Happy Hour, as well as Bible studies, morning teas and special events. Our Social Committee works diligently to organise events, outings and fundraising activities to which all residents are invited.



OUTLOOK GARDENS

Outlook Gardens Village is a safe and welcoming community of active retirees. Pedestrians in the village are greeted with a friendly wave and warm conversation with neighbours. Some of our residents have lived in the village for over 20 years, with others arriving in the past few months.

Residents enjoy gathering for weekly morning coffee (including purchases of Dutch treats from the kiosk), as well as participating in social events, outings, exercise classes and informal gatherings. The Residents' Committee is very active in organising regular social events, including film nights, meals and celebrating special events. One highlight this year was a moving outdoor ANZAC Day service underneath a new flagpole.

The past year has seen the arrival of several new residents, often after the completion of full renovations to update one of our older units. Gardening and maintenance is also completed regularly throughout the village, keeping all grounds and buildings comfortable and safe.

The proximity of the village to our aged care home enables many village residents to maintain friendships when neighbours relocate to aged care next door, with several village residents attending special events or assisting with activities within the aged care home.



STAFF AWARDS

It was wonderful to gather our staff, Board and volunteers together for our annual Staff Awards on Aged Care Employee Day in August, with attendees mingling over afternoon tea before the formalities commenced. Throughout the afternoon, we acknowledged and thanked our amazing team of aged care volunteers with a small gift, as well as celebrating staff who achieved a milestone length of service.

The highlight of the afternoon was the recognition of a number of exceptional staff through special awards. Several months prior, all staff were invited to nominate a peer and share how their colleague demonstrates our organisational values. Six of our Staff Award recipients were selected from these nominations, with the others being chosen by the Executive Team. This year, all nominees received a letter of commendation, which included the positive feedback received from their peers.

Award Winners:

- CEO Award **Ashleigh Phillips**
- Above & Beyond Award **Lisa O’Callaghan & Jackie Xavier**
- Team Player **Trish Davenne & Dilek Boydak**
- Attitude & Enthusiasm **Lucky Herath & Aziz Bano**
- Rising Star **Masi Patau**
- Excellence in Care **Amy Kruizinga**
- Clinical Excellence **Mark Sepra**

Length of Service Recipients:

5 Year

Elena Bogdanov
Nabraj Gautam
Sanjana Kalia
Mandeep Kaur
Christine Malbas

7 Year

Greg Davenne
Trish Davenne
Titima Duangjit
Lisa O’Callaghan
Sonia Rani

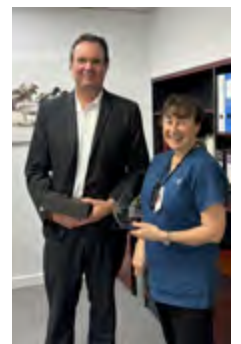
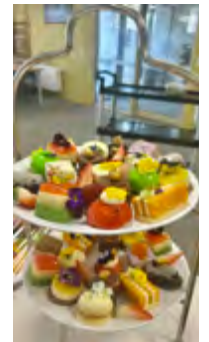
10 Year

Edenyl (Den) Bruan
Valentina Iacob

15 Year

Dilek Boydak





PASTORAL CARE

Caring for people physically, emotionally, and spiritually is not only our core business but also our delight. We model our care and love for one another on our Lord's love for us in this, that while we were still sinners, God sent His Son Jesus to die for our sins.

We continue to care, support, and empathise with our residents one-on-one, as well as conducting regular Christian activities in each of our villages and our aged care home.

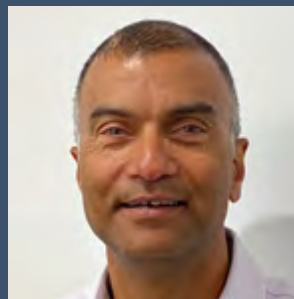
A highlight at all sites each year are our Christmas and Easter services, where residents gather to celebrate and worship on these important events. Weekly Sunday worship is also livestreamed from the Dandenong Christian Reformed Church to the aged care home and Outlook Gardens village residents' TVs enabling them to worship and grow in Christlikeness.

In addition to leading these activities and services, Rev Michael de Kretser, our Pastoral Care Coordinator ensures that confidential care is available to residents during the challenges, difficulties, and celebrations of life. A small team of volunteers support Michael in his role, including providing one-on-one support and prayer when requested. A small team of volunteers support Michael in his role, including providing

one-on-one support and prayer when requested. Belinda Waterhouse also assists with pastoral care visits and support in the aged care home.

Within our aged care home, Pastor Michael also leads an annual remembrance service to honour residents who have passed in the previous year. This is a meaningful time for residents and staff to join together to acknowledge and remember those who are no longer with us.

In keeping with our commitment to demonstrate God's love and provide wholistic care, our pastoral care is integral to supporting our residents' spiritual and emotional needs, regardless of the person's cultural or spiritual background.



**Michael
de Kretser**
Pastoral Care
Coordinator





OUR PEOPLE

Each member of our team brings their heart, skills and passion to their role. Whether providing personal or clinical care, organising activities, maintaining buildings or grounds, administering finances, providing domestic assistance in a resident’s home, answering calls or a myriad of other responsibilities, each team member contributes something unique. Our team continued to grow throughout the year, with the recruitment of more clinical and care staff in our aged care home, and the addition of home care staff in recent months.

Our staff are committed to continuous learning and ensuring that they are contributing their very best. All staff complete regular online education, as well as in-person group training. Formal and informal feedback also provides encouragement and coaching for staff to continue to improve their skills.

Many of our team have a long association with Outlook Christian Living, both through long-term service and also through family and community links with past and present residents. This is demonstrated in the friendship, love and genuine care that is evident between staff and residents.

MAINTENANCE MANAGER

Since our last update, the team have been extremely busy with maintenance jobs and room refurbishments in our home. In addition, this year we have also installed the hardware for a Wi-Fi upgrade, as well as constructed a new resident room in Lavender (utilising an unused area). As a result, our aged care home has expanded slightly to 96 rooms.

One of our biggest projects this year was the replacement of the old lift in our aged care home with a new, larger one. This was a major logistical task, with all residents, visitors and staff required to use the rear lift for several months. We thank everyone for being so cooperative. Our next major project in the aged care home is to upgrade the commercial kitchen and install a new walk-in coolroom and freezer.

Renovations and refurbishments continue in our retirement villages. This year in Outlook Gardens village, we completed two major unit renovations plus some minor refurbishments. Olive Gardens received two major unit renovations alongside Community Hall works – with a new pergola outside as well as updates to the kitchen, including the addition of a servery window. Unit renovations are currently underway at Ebenezer village, with four units due to be handed over to new residents at the end of 2025. In addition, one third of the Ebenezer footpaths have been resurfaced, and security cameras have been installed in the Community Centre.

Maintaining all of our properties is a big task but it is a pleasure to work with the maintenance team, including our wonderful gardeners who keep our villages looking beautiful throughout each season.



Greg Davenne
Construction &
Maintenance
Manager

FINANCIAL OVERVIEW

Lachlan Rogers
Financial Controller



Consistently robust results were a financial feature of FY25. Leading on from promising indications toward the end of last year, surpluses from everyday operations were achieved in each of the twelve months thereafter as Outlook Christian Living continued to provide care and accommodation to residents in aged care and retirement living.



Overall financial performance was impacted by two major non-operational items this year. Property values increased by \$2.8m, while retirement village refund liabilities increased by \$866,500. The result was an audited bottom line figure of \$3.2m in the financial statements.



CARING FOR MORE PEOPLE

Building upon a reputation as an aged care provider of choice, a total of 33,989 days of care were provided over FY25 – up from 31,015 days in the prior year. This meant that our aged care home was at near capacity the entire year, with the average occupancy of 97.9% being markedly higher than the sector-wide average. That being the case, prospective residents are encouraged to contact our aged care home early regarding availability.



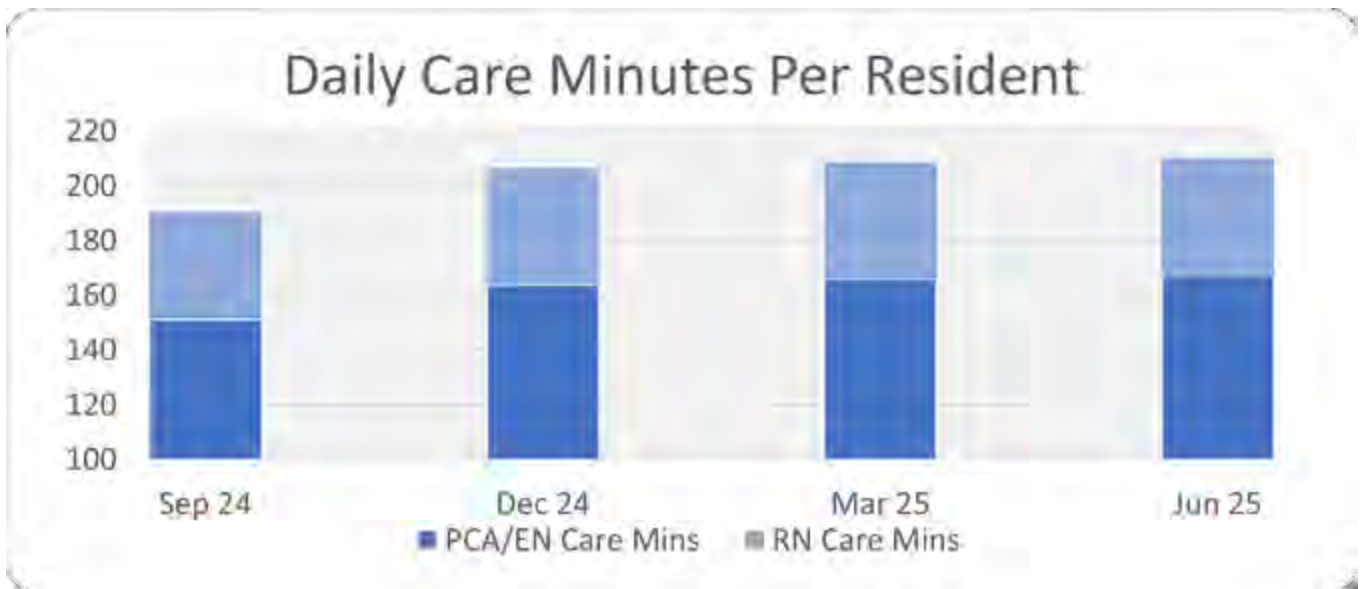
The correlation between occupancy and revenues was observed over the course of the year – particularly after funding changes were implemented from October 2024.



MATCHING STAFFING TO CARE NEEDS

Closer alignment of funding to the staff levels required to provide care was achieved throughout FY25. This meant the aged care home gained greater capacity to allocate care staff as required.

The commitment to improving care through the provision of pay incentives to aged care workers was combined with a 7.5% increase in average care minute responsibilities. The transition from a standard 200 to 215 daily care minutes per resident was incorporated into our funding, enabling Outlook Gardens Aged Care to deliver on the increased care required for resident care needs.



IMPROVEMENTS IN THE RETIREMENT VILLAGES

Prospective residents were keen to enter our three villages over the last year, with enquiries remaining strong, and deposits being received for ten units previously vacated.

Incoming residents were warmly received into 12 of our retirement village units during FY25, with four unit handovers each at Outlook Gardens, Ebenezer Village, and Olive Gardens. Substantial preparatory work was undertaken on most of these units before new residents moved in, with several residents seeking above-standard refurbishments and additional items for their added comfort and convenience.

Capital expenditure in the retirement villages totalled \$1.3m during the last financial year. While this amount was primarily spent to enhance the quality of units, more than \$170,000 directly related to improving resident safety.

REFLECTIONS AND FUTURE PLANS

Outlook Christian Living has been abundantly blessed over the past year thanks to God’s gracious hand of provision in so many areas. From the residents for whom we care, to the staff providing care, and the facilities within which services are provided, it is a privilege to see God working through the organisation.

As we consider how we can best care for residents in the days ahead, we are focused on aligning our plans with His plans, and ensuring that our ways are His ways, so that His name might be glorified in all things.



FINANCIAL RESULTS

Where the money comes from and goes...	FY25	FY24
Aged Care Home	15,275,339	13,464,759
Independent Living Units	2,149,813	1,713,821
Other Income	120,782	169,635
Revenue	17,545,934	15,348,215
Staff Costs and Benefits	(9,715,599)	(9,057,016)
Care, Catering and Consumables	(1,983,560)	(1,836,795)
Property Expenses	(2,566,591)	(2,360,993)
Finance Costs	(43,760)	(47,066)
Other Charges	(1,933,686)	(1,458,929)
Expenses	(16,243,196)	(14,760,799)
Net Surplus	1,302,738	587,416

With adjustments not impacting the everyday...	FY25	FY24
Net Surplus	1,302,738	587,416
Revaluation Gain on Land/Buildings	2,793,554	0
Capital Gains Provision	(866,500)	(444,556)
Financial Performance	3,229,792	142,860

Our Assets	FY25	FY24
Cash and Financial Assets	18,573,076	14,221,187
Receivables and Other Assets	417,627	366,364
Property, Plant and Equipment	61,143,832	58,127,839
Total Assets	80,134,535	72,715,390

Our Liabilities	FY25	FY24
Payables and Accruals	626,483	668,099
Provisions for Employee Benefits	1,751,590	1,536,273
Refundable Accommodation Deposits/Bonds	17,362,415	15,243,668
Refundable ILU Licence Fees (Net)	25,296,850	23,399,945
Total Liabilities	45,037,338	40,847,985

Note: Members will be able to obtain copies of our audited financial statements at the AGM. To obtain a copy prior to the meeting, please email admin@outlookcl.com.au

VOLUNTEERS

Volunteers are a vital part of the Outlook Christian Living community, and we are very grateful for their contribution in so many ways. Many of our volunteers have existing personal connections with our community, while others have simply arrived and rolled up their sleeves to help. Some of the ways in which our volunteers contribute include:

- Members of Resident and Social Committees at each of our retirement villages
- Providing pastoral care at Ebenezer, Olive Gardens and Outlook Gardens Retirement Villages
- Visiting with residents at Outlook Gardens Aged Care
- Driving the Outlook Christian Living bus for outings or events
- Assisting with Aged Care activities, including set up/pack up and compiling resources
- Participating or leading pastoral care programs at Outlook Gardens Aged Care
- Serving tea/coffee/refreshments at Retirement Village events
- Greeting guests at Outlook Gardens Aged Care
- Running the kiosk at Outlook Gardens Retirement Village
- Resident support and administration at Olive Gardens
- Serving as a Board member
- Organising social events at one of our retirement villages

In addition, our village residents contribute informally to community life, through helping at social events, looking after common areas, and checking in on neighbours. Each village has its own unique community, strengthened by the collective contribution of our residents.

Our aged care home also provides volunteer placements for secondary or tertiary students. These students bring their own energy and enthusiasm to our community, and it is wonderful to watch them learn and grow in their skills and confidence. We are grateful for each student who chooses Outlook Gardens Aged Care for their placement, and thank them for their contribution to our community while they are with us.

If you would like to explore volunteering opportunities, please let us know.

BEQUESTS/DONATIONS

Since our small beginnings, God has been faithful in providing for our daily needs at Outlook Christian Living. We are grateful to receive government funding and subsidies to cover the majority of the cost of providing daily care in our aged care home. Home care fees are carefully considered so that clients can make the most of their government-funded package. Outlook Christian Living residents also contribute to daily running costs through our fee structure – either through village maintenance fees or aged care fees. We aim to hold all fees as low as possible to keep our villages, home care services and aged care home affordable to everyone.

While these provisions are enough to cover our daily running costs, as a not-for-profit organisation we rely on donations and bequests to complete improvement projects.

Would you consider supporting the work and ministry of Outlook Christian Living by making a donation and/or including a gift to Outlook Christian Living in your will? As a registered not-for-profit organisation, any financial gifts are fully tax deductible.

THANK YOU!

Over the past two years, we invited you to join us in raising funds to purchase a small customised bus. In early 2025, we took possession of a 10 seater Toyota bus, which has been put to very good use enabling our residents to get out and about regularly.

Thank you so much to those who donated, arranged fundraising events, encouraged and prayed for the project – we are very grateful for the generosity of our community!

MEMBERSHIP

The Association for Christian Senior Citizens' Homes Inc has a wonderful history of providing loving Christian care to the elderly for over 50 years. Our Association members have the privilege and responsibility of ensuring the continuation of our work, through electing a Board of Directors and being involved in decision-making at our yearly meetings. You are encouraged to join our Association and become an active part of Outlook Christian Living. Membership is open to anyone for a small fee (currently \$10 per person annually).

Please contact admin@outlookcl.com.au for further information and/or a membership application form.

Site locations:

Ebenezer

10 Warrandyte Road, Langwarrin 3910

Olive Gardens

35 Olive Road, Eumemmerring 3177

Outlook Gardens

237-253 Outlook Drive, Dandenong North 3175

Outlook Gardens Aged Care Home

504 Police Road, Dandenong North 3175



03 9795 7566 | admin@outlookcl.com.au | outlookcl.com.au
504 Police Road, Dandenong North 3175

