



ANNUAL
REPORT
2015-2016

To provide a platform for
conversations, volunteering and
opportunities for our friends through
a free mobile laundry worldwide.



DOUG HOBART

Doug is a quiet fella who we met during our launch in Hobart.
He shared one of his poems with our team.

IT CAN HAPPEN TO YOU ALSO

You wake up in a bed
I wake up on the street
You have a family
I had a family

You walk down the street
I walk the street

You feel happy
I feel manic

You feel sad
I get depressed

You talk to someone
I talk to myself

You hear a familiar voice
I hear voices

You have a social drink
I get drunk

You said no to drugs
I said yes

You never gamble
I gambled the lot and lost

You have never been used by
someone

I was abused by someone

You look at the bridge
I walk half way across the
bridge and look down

You go out for the night
I vanish for the night.

Homeless



105,237
Homeless Australians

Out of every 10,000
people **49** are
Homeless

According to the 2011 Census there are currently 105,237 people in Australia who are homeless. The rate of homelessness (which takes into account population density) is 49 out of every 10,000 people (0.5% of the population).



INTRODUCTION

Every day, all over Australia, hundreds of Orange Sky Laundry volunteers put other parts of their life aside for a few hours to positively connect with our friends on the street. Yes, there's laundry to do, but more importantly, there's conversation to be had, connections to be made.

After two years of operation, our extraordinary volunteers have clocked up over 64,000 hours of genuine and non-judgemental conversation, creating a safe, positive and supportive community for friends on the street. The humble orange van and six orange chairs have broken down barriers in communities all over Australia. Powerful bonds have positively changed the lives of many people, some are friends on the street, some are our volunteers. There are many stories, some are heart-warming and empowering, others are surprising and confronting. Unfortunately, many stories are heart-wrenchingly sad. Some of these Orange Sky Stories will be shared in this report. The amazing stories happen each and every day on our six orange chairs and incredible impact is made. These stories are real and hence names and locations have been altered to protect identities.

MISSION AND VALUES

The following diagram depicts the Orange Sky philosophy which is all about addressing the disconnect within communities and the commitment we have to positively and genuinely reconnect our homeless friends, young people and anyone in crisis back to the community.

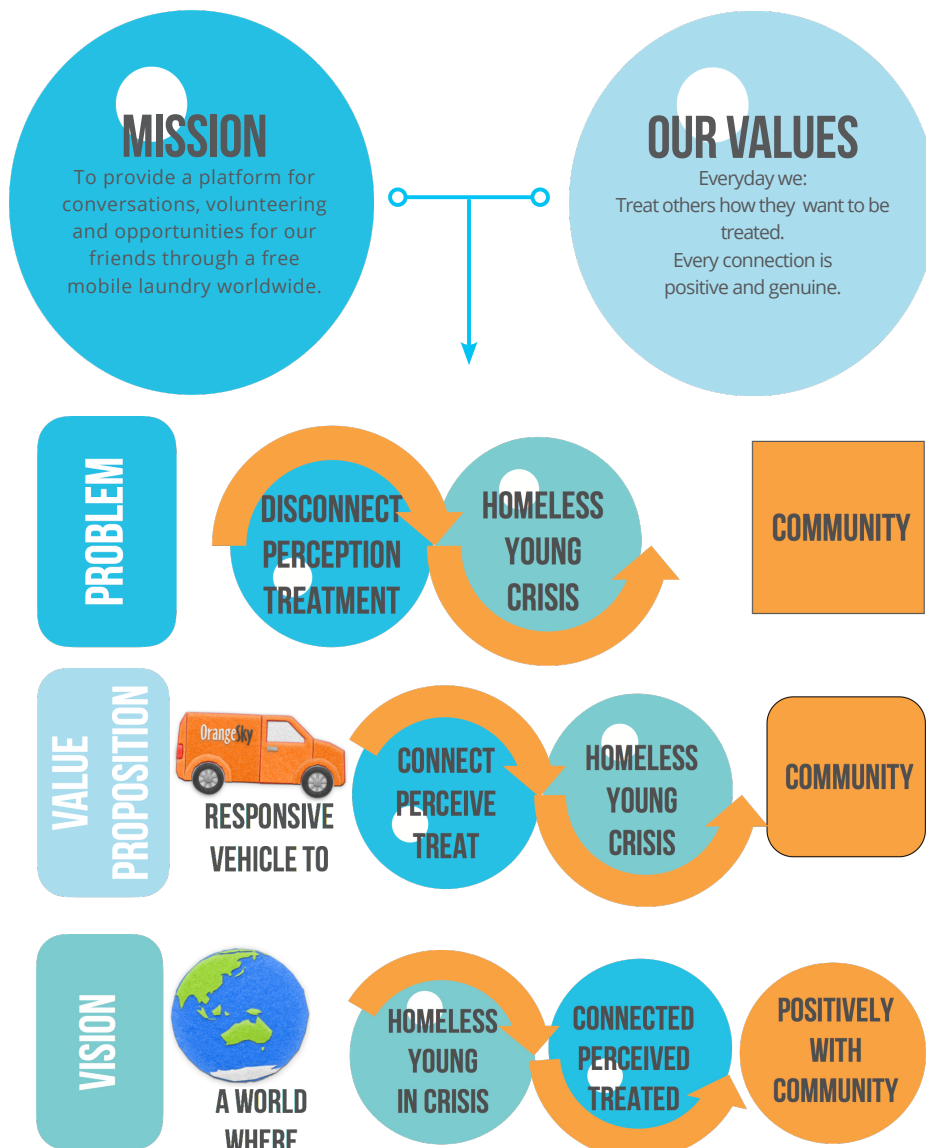


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Orange Sky Laundry
PO Box 3207 Newmarket 4051
info@orangeskylaundry.com.au



CO-FOUNDERS Summation

Early on, we realised that laundry actually takes time... it's not something you can just leave on the floor and it magically gets done (Well, not anymore!)

It takes **one hour to wash** and dry someone's clothes and during this time what is there to do? The absolute best thing to do we learned is to sit down and have a really **positive and genuine** chat. This is where Orange Sky Laundry now makes the biggest impact, by being a **catalyst for conversation**.

The most important thing in our van isn't the washing machines, driers, generator, water tanks or even bubble machines on the roof! But our **6 orange chairs** that we pull out at every location. These chairs are now symbolic of hours and hours of **conversation** between every day volunteers and every day friends on the street, **every single day**.



ORANGE SKY STORIES

At the end of a stinking hot March day, I started my volunteer work with the Orange Sky Laundry in Fremantle at Pioneer Park. The laundry van with its machines all ready to wash whatever was presented - was parked opposite the Fremantle train station.

We shared the lawns with the Street doctor, a lady in a van 'from somewhere' who laid out trestle tables with an assortment of clothes, hats, sunglasses and bread and more bread for the taking and later the food van operated by Red Cross.

Nearby were little groups of men, women and teenagers quietly passing the end of this hot, day on the lawns... contemplating an evening sleeping on the streets was my hunch. Whatever amber liquid that was in the water bottles they passed between them was maybe helping the appearance of soporific inaction. Looking over to the picnic table nearby I was taken by the draughts game two of them were engaged in. I was touched by the resourcefulness at play...bottle tops and pine cones and concentration. One of the players noticed me. She came over with her favourite AC/ DC singlet and quietly asked if we could wash this precious possession.

As we were putting it into the machine she looked me straight in the eye and gently claimed me as her teacher from many years ago. I was taken aback. 13 years ago she was in my High school class. She had been in the indigenous netball program. She was a gentle, quiet, unassuming teenager who made few demands upon me as a teacher. In fact, upon reflection, I suspect she made few demands upon anyone, least of all herself.



Did I ever think about where she might be going or what her life might be like beyond school? No. I was so busy managing - just getting by - as a teacher of those 'at risk' girls that I had little time to contemplate their future. I knew deeply that we had to do something different in terms of their education and I was struggling to do it... and what a struggle it was with over 20 of them in my class. Now here she was in front of me, washing her favourite shirt and claiming me as her teacher with genuine warmth and recognition. Now, this was something I was totally unprepared for, here in this Orange Sky experience. The sleepless night that followed did nothing to assist me to answer the question that I had posed to myself. I wanted to tell my friends in education - do not, do not, do not give up on ways to engage students and families that need support. This could be the relationship that makes the difference and you can't afford not to do it. You can't. If my little experience that

day at the Orange sky van had anything for me to take home it was - "we aren't winning with these young 'at risk' kids in schools... we aren't". Try something different! Keep trying and try it now!



TIME LINE OF THE YEAR



ORANGE SKY Board of Directors



Lucas Patchett
President

Lucas is mid way through a Mechanical Engineering and Commerce degrees at the University of Queensland. In 2012, he received an overall position of one (OP1) in Grade 12.

His passion and commitment to assisting people affected by misfortune is contagious.

He and fellow co-founder Nic have a positivity and determination which can overcome any obstacles that they are confronted with.



Nicholas Marchesi
Vice President

22 year old entrepreneur, Nic has been a visionary in the implementation of OSL.

After leaving school in 2011 Nic was until recently employed by Channel 7 as a Camera Operator and Editor before moving into consulting for fast growing start ups in Europe and the US.

Nic and Lucas present jointly to interest groups, media, schools and clubs to raise awareness of the plight of their homeless friends and encourage action.



Jo Westh
CEO

Experienced General Manager of a professional management consulting firm in the mining sector.

Previously Jo was senior partner of an international Consulting Firm.

She is also a Director of a NFP interested in the education of the children of Cambodia. Jo took the reins of the Acting CEO role for OSL in June, 2016 and was voted as full time CEO in September.

She brings a wealth of experience in business, people management and safety; all crucial to the further growth of OSL.



David Tubb
Treasurer

David is a key member of the Orange Sky team, having been responsible for the recruitment, training and ongoing support and management of the growing volunteer network.

David is a qualified civil engineer, teacher and incredible asset to our team. We are excited to announce David's involvement with OSL will be full time from December 2016 as General Manager Operations and continue to have a huge impact on OSL.



Katie Durkin joined the Board initially as our treasurer and was instrumental in setting up good processes to ensure our financial accountability and good governance. We thank Katie for her assistance in the OSL journey and wish her and Tim well with the first OSL Baby, Oliver!





Claire Marchesi
Secretary

Experienced social policy and program manager specialising in the housing and homelessness sector. Claire brings a wealth of experience to the Orange Sky team including 30 years' experience in the housing and homelessness sector, a deep understanding of funding application processes and government requirements around funded services.

Claire has been on the OSL Board as Secretary since our inception and is responsible for all our regulatory compliance and board documentation.



Carolyn Kirk

Carolyn's career with Richard Jay, a family owned company spans over 25 years. She became a director in the mid 90's and Managing Director in 2000.

Under her leadership the company has grown to now boast a nationwide presence.

Carolyn has developed relationships with some of the world's leading machinery manufacturers.

She brings expert industry and general business experience to Orange Sky and has successfully negotiated the ongoing donations of machines.



Brandon Naber

US born but soon to be Australian native Brandon has worked with fast growing tech start-ups including LinkedIn, Twitter and Dropbox.

Brandon has been building world class teams for a number of years. Brandon also spent 7 months as a Team Leader for Thursday night shifts in Sydney.

His foresight for OSL's continued and sustainable growth, his experience in recruiting, and career planning staff is incredibly important for OSL's continued success.

He has also given 1.5 hours a month to mentoring our co-founders.



Rob Tully

Rob is a result-oriented and self-motivated Business Professional with more than 20 years' experience in fast-paced, highly demanding Manufacturing, Health Care, Hospitality and Cleaning Industries.

With a proven record in sales and operations management, as well as product development. Rob is a key part of the Orange Sky Laundry team.

He shares the organisation's ethics and values, his experience and contacts in the industry coupled with his sales and technical skills help Orange Sky into the future.



Friends have moved off the streets, volunteers have become staff members and people have continued to believe in what we do here at Orange Sky Laundry.

PRESIDENT'S & VICE PRESIDENT'S Report

I could talk about how far we have come in a very mathematical way, a number of vans, volunteers, kilos of washing, but I'd much rather share 2 awesome stories...One of my most memorable times this year was an evening with Tubbsy - our van in Sydney. This was an unusual Tuesday night as were lucky enough to be doing some filming with the City NSW Rugby League team in Woolloomooloo.

When heading to the shift, we asked the footy players who wanted to drive the van and handed the keys over.

As they pulled into the regular Tuesday night spot, a few friends circled around the van. The boys put the window down and one of our friends exclaimed, "You're not Jess and Maz! Where are our volunteers?" Our friends didn't care that these were famous footy players, only interested in seeing their regular Tuesday night volunteers.

The second example was Saturday night in Perth. We were privileged to see Team Leader Phil who is the captain that everyone looks towards on a Saturday night and knows EVERYONE.

His musings after a shift are highlights for our management team and his own team are blown away by his observations every week. "Conversation range from

humanistic beliefs, Catholicism, finally getting a house, age of volunteers, seeing the street doctor, bush turkeys, general banter, jokes and Jellyfish's impeccable performance.

I must admit, though, the jokes for the evening were pretty poor, so we wait with anticipation the return of Fred our regular jokester friend who we have not seen for a few weeks."



Thesetwonightshighlight to me, more than any graph, P&L statements or balance sheets what Orange Sky is all about. The relationships that have formed in these last 12 months are transformative. The magic really happens.

These shifts are but 2 examples of 71 that occur every single week, all with their own incredible special and unique stories. As I flick through the pages of last year's Annual report, I reflect on the amazing growth in just twelve months. Friends have moved off the streets, volunteers have become staff members and more and more people believe in what we do at Orange Sky Laundry.

Lucas Patchett, President &

Nic Marchesi, Vice President



ORANGE SKY STORIES

A friend opened up to me about why he had become homeless. He told me that he had been in a relationship for many years, he'd had 8 children, all girls and that their lives were pretty normal, he was not well off but they were OK.

He told me how 16 years earlier he had been the victim of a hit and run car accident. The guy who hit him stopped, saw that he was not dead, then got back into his car and fled. My friend was badly hurt, sustained multiple breaks, head injury and brain damage. His injuries were so severe that he was not able to work again.

I was devastated by the story of C. She arrived on our shift towards the end of the two hours. Her car was full of possessions and it was obvious she was living in the car. One of our volunteers went to the car when she pulled up to ask if she had any washing. She said she did and as she emerged from her tiny set of wheels I noticed she was very pregnant. She proceeded to remove a small baby boy from the backseat. We hadn't seen him when she drove in because the car was so full.

She stayed and chatted. We played with the baby and she told us of the issues that had seen her living in the car. As with most of our friends it was a combination of bad luck, poor decisions and inability to navigate the welfare system efficiently. I was devastated for her and her beautiful baby boy. We gave her some contact details for a housing organisation. We also washed everything we could get our hands on in the car, including the car seat cover and the baby's bedding.

His wife told him she had to leave to find someone else to help her look after their children. He has been on the streets ever since.

He sleeps rough and is ill-treated. The extraordinary thing about him is that he is not judgmental or bitter, just philosophical about the cards he has been dealt. He is well-liked in the group of homeless friends and provides a sense of fun and liveliness at each shift. He is trying to get to one of his daughter's weddings next month. He told me he has been asked to "give her away". The irony of that tradition is not lost on him.

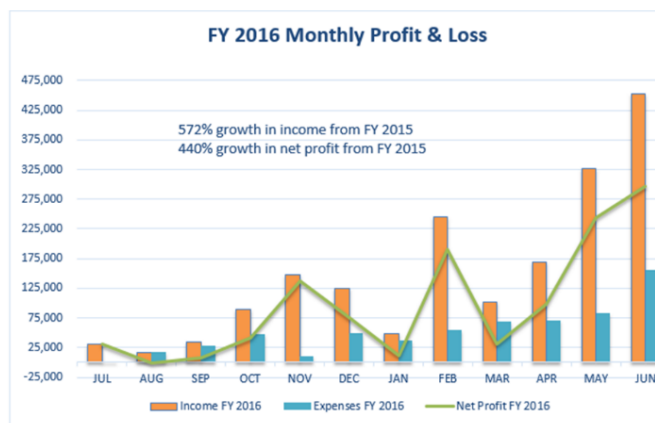
As she left I asked her if there was anything else we could do for her. She looked me in the eye and said "find me somewhere to live and someone to help". I must have looked distraught because she quickly added that she was only joking. I knew she wasn't. I cried that day on the way home. I cried for her.

I cried for her two babies and I cried for me because I felt powerless in the face of their suffering. I heard, on the grapevine, that she had found some pretty inappropriate accommodation but she had shelter. I think about her a lot. I hope she is happy, healthy and has found some help... I wish I could be more confident.

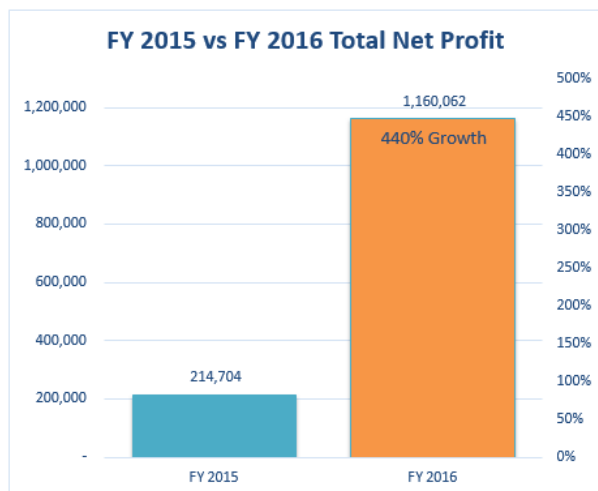


CEO'S REPORT

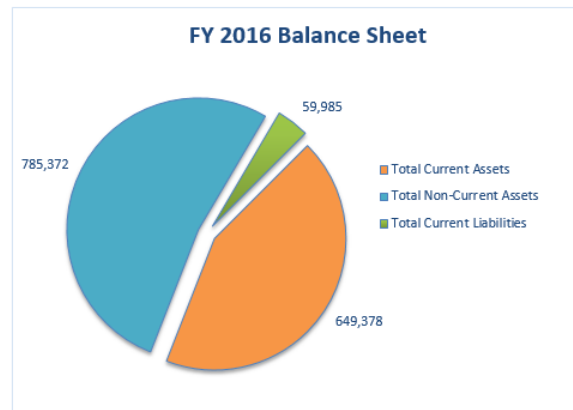
The year has been massive, an explosive growth in numbers of vans, volunteers, sponsors, donors, supporters, employees and most importantly friends on the street who have been helped by our service. Our financial statements for the year have recently been audited and key results are shown in the following graphs:



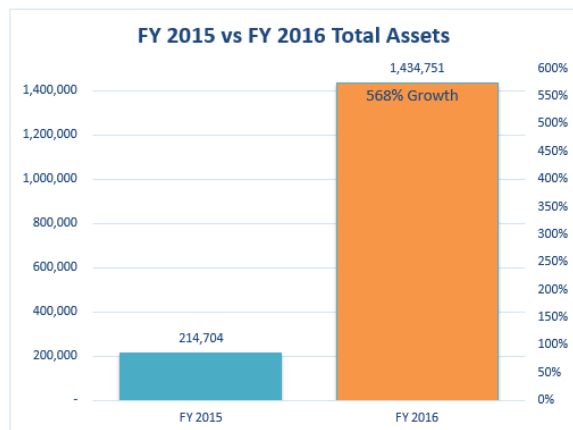
Monthly income fluctuates considerably because of sporadic funding corresponding to van builds. Our challenge next year will be to build a more predictable income stream to enable better forecasting and business planning. However, total income for FY 2016 was \$1,785,027 an increase of 572% over the previous financial year.



Profit for FY2016 \$1,160,062 an increase of 440% over the previous financial year. Assets \$1,434,751 an increase 568% over the previous financial year.



The interest in our service seems to come from a diverse range of people and organisations. The simplicity of what Orange Sky is doing resonates



with a large number of people throughout Australia and indeed other parts of the world.

Clearly the recognition of Nic and Lucas's efforts as Young Australians of the Year has put homelessness on the national agenda and has attracted donors and sponsors who are keen to help us expand. There is no sign of this slowing down.

Recent interest in Orange Sky Showers will see increase in the number of these vans throughout the country in the months to come. Our research into how Orange Sky can better respond to people impacted by temporary homelessness due to natural disasters continues.



CEO'S REPORT

We anticipate having vehicles available at short notice with volunteers trained in emergency response procedures in 2017. Interest in helping our homeless friends in regional and rural communities will see orange vans pop up in many of these locations. Other vehicle designs and configurations will be explored to ensure we have cost effective solutions for some of these areas.

Our determination to provide a world class service drives us to attract and retain volunteers who can help reconnect our friends. Training our volunteers to support a person addicted to ice, or alcohol may help overcome addictions; training volunteers to help aggressive people to use non-aggressive tactics may reduce injuries; training volunteers to get help for people contemplating suicide may save lives.

Providing friends with additional skills and some employment opportunities has been an exciting step forward this year. Providing clean laundry and conversation has established many trusting relationships and restored many people's self-respect and sense of purpose. We see that the provision of skills and employment opportunities is the next step in the journey towards reconnection.

With many people this takes a long time, the process of establishing trust in others and restoring personal confidence is not as quick as one wash cycle. Continuing to be patient, positive and non-judgemental is the key.

We are excited about the development of our Employment and Training model. The t-shirts and hoodies we provide to our volunteers and sell to the general public are all made by Neville, who trains and supervises school children, corporate volunteers and many friends from the street in the art of screen printing.



We wash volunteer aprons from the Lady Cilento hospital on a commercial basis. Additionally, we have secured the contracts with several small restaurants and sporting clubs. Most recently we have commenced washing and drying the training and match day uniforms for the Brisbane Roar Soccer Club. All of these contracts are executed by a number of our friends on the street, supervised by Neville.

Although only a small revenue stream, these activities are providing training and employment opportunities in a model which we believe is scalable to all locations where our Orange Sky vans operate.

Our National Doing Good Partner, the Good Guys have also asked for us to conduct a special commercial contract in Perth from beginning of November to the week before Christmas as part of the Jamie Oliver Ministry of Food promotion. We will wash aprons and tea towels every day for 42 days at the Good Guys store in Belmont, with a volunteer and a friend on shift every day.

These commercial operations have also included a number of charity bicycle rides, the largest of which from Brisbane to Sydney over 10 days and just recently from Orange to Parramatta.

2017 will see the further expansion of new ways to skill and employ our friends.

Jo Westh
CEO



ORANGE SKY STORIES

Nick is our Hobart Service Manager, who every weeks commits significant time to Orange Sky Laundry in running the service in Hobart. After recently finishing up work, Nick has been looking for a way to give back and Orange Sky Laundry has afforded him that chance. "The moment I read that post, that they were coming to Tassy, I just went absolutely nuts!"

Nick, Hobart Service Manager

"I thought I would share with you where I have been volunteering for the past 10 months. A pretty cool bunch of friends. Daniel, Sue & Lucy are the core group of volunteers. Dave has been a regular since I started. He is down on his luck and loves coming to visit us each week. He is first in line and always stays until we are ready to go home. We also have Herb who is great for a laugh and always makes us chuckle, especially on a cold rainy night. These are just two of our regulars."

Robert, SE Melbourne

Jack was new to the coast so we just sat and talked. I told him about the coast like where our van operates from and where he can get meals. He told me about his life in Darwin where he worked at a mango farm for many years ago.

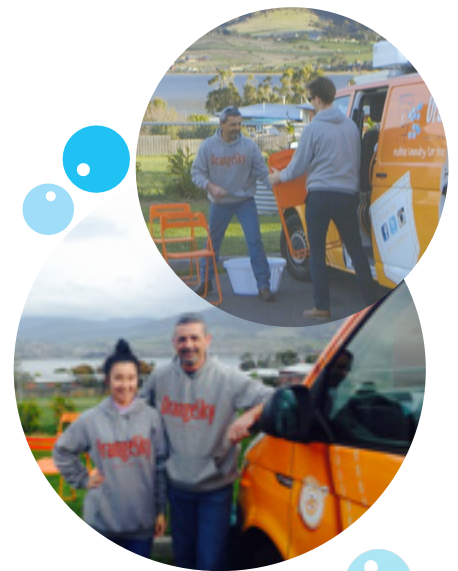
very special because they helped people who needed help. When he was leaving he said "I don't know why I just told you all this. Maybe it was because you took the time to just sit and listen." Jack is still in our community and I see him each fortnight where we catch up and have another chat.

Anonymous

A friend told our group of his story: 10 years ago he brought his family to the Gold Coast for a family holiday. While here, his wife was murdered and he has never gotten over the grief of it. I would love to say he is happy but the reality is he is a devastated man and cannot come to terms with the pain he feels.

Anonymous

So many of us take for granted the simple things like clean clothes, a safe place to sleep and human connection. The impact of genuine conversations with our families and our friends, no matter where or how they live, can never be underestimated



TREASURER'S Report

When Nic and Lucas asked me to join the board way back in September 2014 I never imagined that Orange Sky Laundry could grow into what it is today.

I have been privileged enough to wear a number of different 'hats' during my time with Orange Sky, most recently taking on the role of Treasurer. Throughout all of the planning discussions and time spent on shifts with my friends on the street and volunteers, I have felt a genuine sense of metanoia as a result of being involved in this world-class organisation. Orange Sky Laundry had a turnover of more than \$1,700,000 in the 2015/16 Financial Year.

Throughout the year we have built a partnership model which will continue to sustainably fund the organisation on a national and location specific level. One of the privileges of being Treasurer is that I am able to witness first-hand the number of people in the community that generously donate to Orange Sky Laundry.

I continue to be humbled by the generosity of people who donate \$6 a week. It's always easy for me to get excited about numbers, but I get most excited when I think about \$6 because I think about my friend George from Thursday morning in Brisbane. George often tells me how essential our service is, not only because of the laundry, but in his words "I feel a part of the Orange Sky family". For every \$6 that we receive, we are able to positively connect our homeless friends, like George, to the community through clean clothes and conversation.

Thank you to all our donors for believing in us and allowing us to achieve our dream.

While our turnover has increased, our costs have also! Since hiring our first full-time employee in March our HQ team has grown to a thriving community of 10. With their outstanding productivity also comes increased payroll costs as

does our operations and maintenance costs with our ever expanding fleet of vans. Our 12 vans currently serving the Australian community have helped to significantly grow our net assets in the past financial year to over \$1,400,000.

We are a far more financially robust and rigorous organisation than we were 12 months ago. Much of the credit for this belongs to Emma (Finance Manager), who for the majority of the year volunteered her skills to improve our processes.

The humbling and continued public interest and support of Orange Sky means that we are able to pivot and respond to the needs of the community rapidly. I am personally excited to dream of how many vehicles we will have on the road this time next year. The stability of our finance team as well as growing partnerships and consistent funding mean that Orange Sky continues to be in a sound financial position; allowing us to positively connect as many people as we can imagine.

David Tubb
Treasurer
Orange Sky Laundry



ORANGE SKY STORIES

We've experienced countless times from our friends whose washing machine in their accommodation has broken down and they have had to choose between milk and bread or a load of laundry. They've been able to choose the milk and bread because we've been there to help them out. Hearing their appreciation and the ability to save what little they do have constantly inspires me.

Victoria, Sydney

I took my dog to a service one day and an older man who was clearly quite unwell was eating a sandwich provided by the food van working alongside Orange Sky.

He kept himself quite separate from the rest of the group but was obviously fascinated by my dog. I walked over to him and he bent down and started patting the dog, reaching into his sandwich to remove some of the meat.

When he started feeding the dog I protested saying that he should eat the sandwich himself. He cried and said he never saw any animals. He needed the physical warmth of the dog and proceeded to caress and feed him. I tried to engage him in conversation about his obvious love of animals. He was extremely emotional and could not hold back the tears.

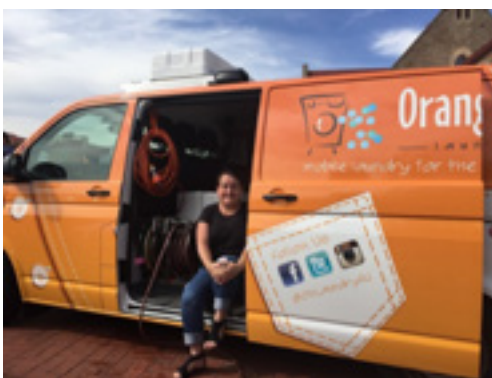


He said he needed someone to hold, someone to look after, someone to look after him. It was extremely difficult to watch and not be able to do anything about. He kept reaching into his bag to take pieces of toilet paper from a roll. He'd wipe his nose which was continually running and then would tear the paper into tiny pieces.

He said that everyone in his life had let him down. The only thing that hadn't let him down was heroin. I suppose this exchange lasted over 30 minutes, he then said he needed to get going, picked up his bag and left.

I felt completely useless, I had let him talk and hold my dog, but beyond that I did nothing. I've not seen him since and have been haunted by his image and this conversation ever since, wishing I'd had the skills to help him more.

Anonymous

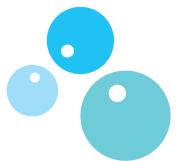


"The reason I joined OSL is firstly because I love to chat and meet new people, but also because I have a 21-year-old disabled son.

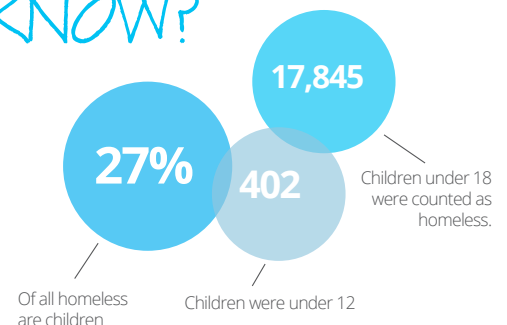
He has been given SO much care throughout his life that I always knew I'd give back in some way. I thought I may just give back and donate

blood, but when I saw Nic and Lucas on Sunrise, I knew that's what I wanted to do."

Racheal, Adelaide



DID YOU KNOW?



NATIONAL Partners

The incredible growth and ability to help more and more homeless friends all over Australia wouldn't be possible without the support of countless people all over Australia and the world. Our National Partners are listed below.



**NATIONAL
"DOING GOOD"
PARTNER**

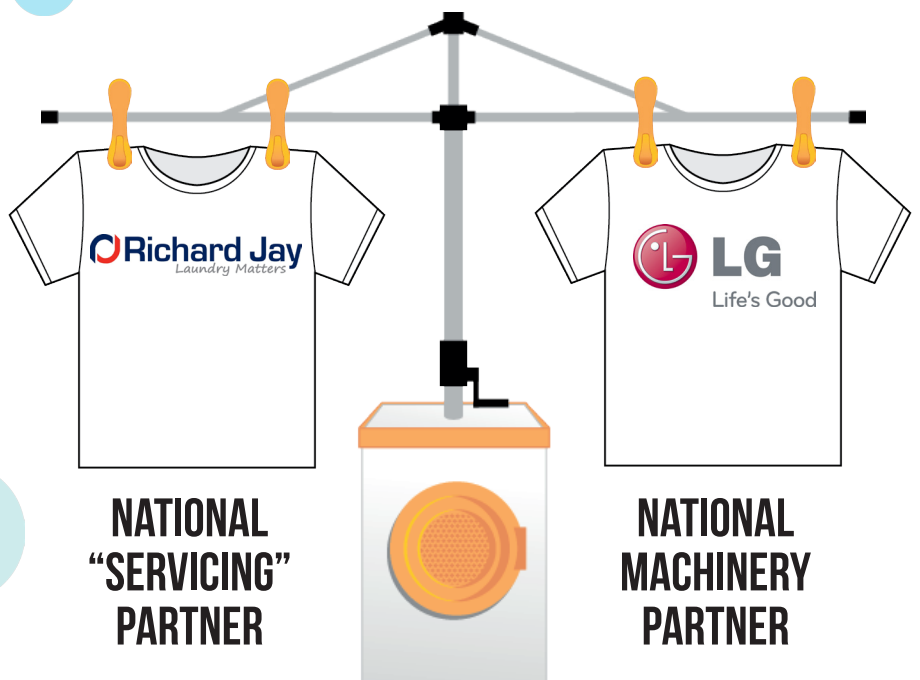
**NATIONAL
TRAINING
PARTNER**



We thank each of these six groups for their continued support of Orange Sky to allow us to continue to assist more people nationwide.



Ashurst is a leading international law firm which provides pro bono legal support to Orange Sky Nationwide.



**NATIONAL
"SERVICING"
PARTNER**

**NATIONAL
MACHINERY
PARTNER**



MEET THE TEAM



Jo Westh
CEO

I've had the absolute privilege to be involved in Orange Sky from its inception in 2014 as a Board Member.

As a mother of 4, I have cranked up a few loads of washing in my time. I have figured out a few things along the way, about business, about people and about life. But I think I've learned more in the last 12 months about decency and selflessness than I've ever experienced.

Those two young men have inspired thousands, me included, to try harder, do better, be better. It's an extraordinary organisation to be a part of, and I am humbled by simple acts of kindness that we witness every day by everyday Australians who genuinely and deeply care.

We have a wonderful team, full of dedicated passionate people united by a keenness to help people.



Emily Fraser
Manager
People and
Culture

I came on board with Orange Sky just over 18 months ago when I made the move to Brisbane from Newcastle to continue pursuing my goal of becoming a registered psychologist; a dream that will come to fruition mid 2017 (pending my ability to juggle many bubbles!). As we discuss the endless possibilities of Orange Sky, I can also see that what we're doing here isn't just connecting our friends on the street.

We're also helping 622 every day volunteers connect with a real issue that often gets forgotten in Australia. In facilitating Mental Health First Aid training I've been able to see the views of many volunteers change dramatically and I truly believe that our education about homelessness and mental health problems is helping to shape the way we view homelessness in Australia.



Mark Vuurman
Manager
Vehicle
Operations

My time at Orange Sky has been very rewarding and an eye opener. I really enjoy working with the team at HQ and admire their dedication to OSL and our friends.

I have met and had wonderful conversations with many of our volunteers and friends, which has been great. My role as the National Vehicle Manager has been pretty hectic and there is still a lot to do going forward.

My goal is to create a safe and efficient fleet of vehicles that our volunteers and friends can rely on.



Alek Jacoby
Manager
Service
Operations

479 days ago I took a chance at an opportunity to learn more about myself, my community and Orange Sky Laundry. I have seen friends come and go, leaks in vans and enough dirty clothes to fill Suncorp Stadium.

What I didn't expect was how much Orange Sky would change my life. I started 479 days ago as a General Volunteer, that led to a Team Leader role, to a Service Manager, to the Rollout Coordinator and finally to the present Manager of Service Operations.

I have been privileged enough to build five of our services and meet countless friends experience our service for the first time.

In 479 days with OSL I already have a long list of incredible memories and I can't wait to add to that list in the future!



Rhys May
Technical
Development
Officer

Never have I experienced so much personal, but most importantly community impact as a result of an organization and team that I am a part of.

Every day I am blown away and inspired by the dedication of the entire OSL family and their commitment to connecting the community by providing not only fresh clean laundry, but a platform for positive and genuine conversations.

I look forward to the future and seeing the positive impact we can continue to make on thousands of friends not only here in Australia, but all over the world. Bring on 2017!





Maureen Kilmartin
Office Manager

My favourite memories of OSL have been team events and through OSL I've met a lot of amazing people and shared incredible stories.

I've particularly felt privileged to know Nev, who through his story, has shown me how easily someone could become homeless through choices made by others. In the next 3 months, I hope to help OSL to transition smoothly into our new office, setting up great facilities that support our team in their role.

I'm excited to see what we can achieve in 2017!



Megan Groundwater
Assistant to the Co-founders

I feel so lucky to have been given the opportunity to work at Orange Sky Laundry and to give back to the community in some small way.

One of my favourite OSL memories so far was being at the launch of the Shower Van. A friend used our service for the first time and she told me afterwards that her shower was 'beautiful'.

I could see how appreciative she was, and it made me realise the impact that our service can have – how a small thing like having clean laundry or a shower can make such a difference to a person's life.

I am both proud and excited to be part of the OSL journey.



Emma Young
Manager Finance

Like a lot of Orange Sky employees I started out as a volunteer, put my hand up for more jobs and eventually never left!

The Finance Manager role at OSL is perfect for me because I'm not the stereotypical serious accountant.

As much as I love spreadsheets, I also care about people, and everything that Orange Sky stands for. Not only do I believe OSL improves our friends lives, but it has also changed mine by being a part of it. I can't wait to see what the future holds.



Anna McLean
Special Projects Officer

There were a lot of little things along the way that contributed to a change in character that saw me wanting to step outside my comfort zone, do something different and do something that would benefit someone else rather than just myself.

My experience with Orange Sky has transitioned me from volunteering to now working full time with the HQ team! I find myself waking up in the morning and wanting to be at work, not complaining (much) if I need to work extra hours, and I've still refused to give up my regular Friday morning laundry shift at Ivory St.



Neville Owen
Warehouse Foreman

I started off about a year ago with Orange Sky, just helping around the warehouse and doing a few odd jobs. Then I learned how to do the screen printing and really enjoyed it.

There's always a lot on and I love to keep busy. I have been on a couple of trips, once to Melbourne with Alek to the Good Guys, printing t-shirts.

I also went to the Tour de Cure with Rob and the new van Daisy. We washed all the clothes for the 140 cyclists each day of the ride. I'm now a full-time Warehouse Foreman and also co-ordinate the washing contracts for the hospital and sporting clubs.

In my spare time I love to run.

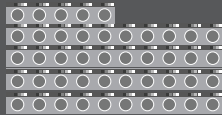


FACTS To Date

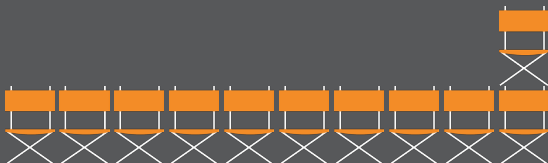
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FOUR VANS



**45,000KG OF WASHING
260 VOLUNTEERS**

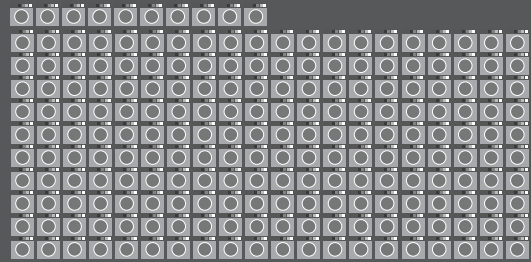


11,260 CONVERSATION HOURS

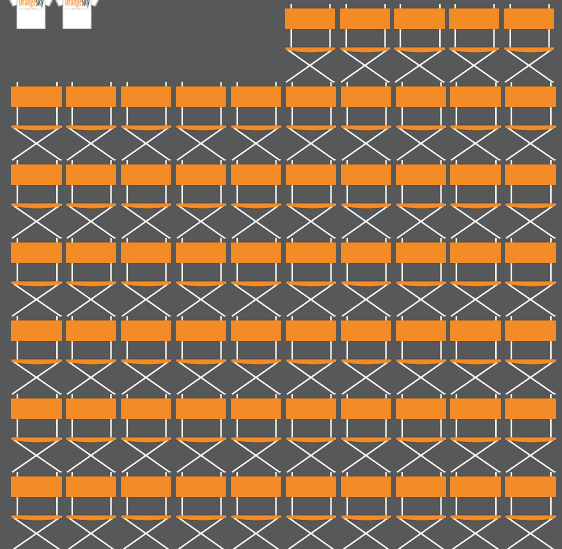
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TEN VANS



**254,000KG OF WASHING
622 VOLUNTEERS**



64,800 CONVERSATION HOURS



NEVILLE

Warehouse Foreman

"My first memory of Orange Sky was seeing the van at Wickham Park (Brisbane) one morning. I guess I wasn't sure what to think at the start. The group of guys I hang out with started to talk to you guys and the other volunteers, and told me about the service. I got to know the people first, actually one of the first things I used was a fresh pair of donated socks, and then maybe 3 weeks later I did my first wash.

I think the hardest part about living on the streets is being safe. Knowing where to sleep, and always thinking about avoiding conflict, avoiding aggressive people - it can be difficult. A lot has happened in the last two years, the van is more accessible in Brisbane, it goes to a lot more locations. I've met all of the volunteers, some of the volunteers have moved on, I wonder how they are going?

One of the first volunteers to talk to me, Jess became pregnant and couldn't volunteer anymore. I was so glad when you told me that her and husband's baby was happy and healthy. Because of you guys, I joined one of the volunteers' running groups and learnt how to run again. Running helps me take my mind off things.

Doing the Bridge to Brisbane (*Fun Run*) last year was a great experience (*Neville recorded a time in the 10km event which put him in the top 1% of participants*). I've become a lot more focused on my running and eating well. Running builds character, it has taught me to persevere and challenge myself. I'm probably the fittest I've ever been right now" (*In 2016, Neville completed the Gold Coast marathon and has said he has many more in his legs!*) I've been volunteering with Orange Sky for more than a year now. I started by learning how to screen print the t-shirts.



I've probably made a few thousand shirts since then, but have learnt plenty of tricks along the way; like that you have to do one more pass with the orange ink because it is thicker than the black ink. I still make some mistakes, but I've learnt the individual processes and make sure that each part is done properly by using a method.

I like teaching other people how to screen print, it's nice to see how surprised they are when they do a good job. Rhys (*Technical Development Officer*) has been patient with me. He's taught me how to use Excel and Word, I've got a better understanding and can make a contribution to Orange Sky now. I know where all the parts live in the van, and what they do. I help out by doing the washing on a Wednesday, I like to make sure there is a quick turnaround for people.

It makes me feel good to be doing different things. One of my favourite things is when you bring Muppet and Steezy (*dogs*) in and I can play with them. It's hard to pick a favourite memory. There have been lots of little things along the way, learning things, meeting people.

I'm getting better at knowing names! I've realised it's easy to have a chat with new people, and I feel like I've achieved a lot and am still learning. Orange Sky is socially really good; I can catch up with people I've met. I have a lot more friends now. Meeting new people is another way of taking my mind off being on the street, just like running. I don't move quickly, so I hope to be here for a few more years.

"This has given me peace and a joy, I still have my struggles but I feel like I'm free from all the bad things in the world."

In August, 2016 Neville joined the Orange Sky team full time as our Warehouse Foreman.



NATURAL DISASTERS

This year, like most, was not exempt from our fair share of natural disasters. Bushfires in Victoria along the Great Ocean Road, flooding in various parts of Victoria and South Australia and damaging storm cells tearing through a number of other towns and cities across Australia. This year, Orange Sky was able to respond to the Great Ocean Road bushfires as well as to the recent flooding in the Adelaide Hills. As we continue to grow and scale across Australia, we



will be more readily available to assist in natural disasters, hopefully with a dedicated van we can use so existing services are not interrupted. One of our newest additions to our fleet to particularly assist with natural disasters is "Soap Box" (pictured below). Soap Box is a ten foot shipping container fitted with three washers and three dryers. Soap Box can turn over a larger amount of laundry than our vans and can also be mobilised relatively quickly to assist in disaster situations.

Thanks to Aurizon and Ben Gardiner and his family for making soap box come to life.



MEET MONTY

Orange Sky Showers

Thanks to the support of the Melbourne based Shine On Foundation we welcomed a brand new addition to our fleet – Monty. Monty signifies our first foray outside of laundry – and the inauguration of Orange Sky Showers. He is a slightly larger van with two showers, two basins, instant hot water and enough supplies to provide 3 hours of safe, hot showers for our homeless friends.



Monty is currently undergoing trials in Brisbane thanks to the support of Queensland Urban Utilities and will eventually make his way to Melbourne to work alongside Jelley Baby (Laundry Van) in Melbourne. The first person to jump in the shower was a good homeless friend of ours. When asked about the shower he said it was bloody awesome!" and "It was hotter than Taylor Swift!"

A lady jumped in for her first shower in the van. When she emerged she said "In the last 6 years of living rough I have never felt more alone than in the last 15 minutes while in the van". She explained that on the streets she has no privacy, and needs to remain vigilant to ensure her safety. This completely blew us away that something we all take for granted, like a simple shower could have such an impact on someone's life.

"I smiled and introduced myself. My friend was a little hesitant at first, and hung back, so I asked if she'd seen the showers before. She said no. I went on to tell her about the towels and the toiletries, and she said that the towels looked so fluffy and new.

We chatted for a bit longer about what she'd been up to, and she eventually gave me her name. I said I'd stand in front of the shower van door to make sure no one would open it,

THE
SHINE 
FOUNDATION

if it meant she could have a shower and use one of the towels? She said yes, OK, as long as I promised not to move! When she came out she looked completely different! She smiled and asked if we'd always have the towels with the showers? I said yes, and she said that she'd be back next week."

Anonymous

Following the media launch we saw over 300 volunteer applications overnight from Brisbane alone - people - excited to join the team at Orange Sky!



VANS

Partners and Locations

As well as our generous van partners who assist in getting our vans on the road, these organisations have supported Orange Sky with sponsorship of our six orange chairs all across Australia.



PEGGY

Location: Adelaide

Van Partners: RACV Salary Solutions, The Good Guys, Tingari Silverton Foundation



JELLEY FISH

Location: Perth

Van Partners: Jelley Family Foundation, SAGE Foundation



JELLEY BABY

Location: Melbourne CBD

Van Partners: Jelley Family Foundation



JELLEY

Location: Melbourne SE

Van Partners: Jelley Family Foundation



SPLASHER

Location: Hobart

Van Partners: Anonymous Donor





 **SUDSY**
Location: Sunshine Coast

 **CATHY**
Location: Brisbane
Van Partners: Brisbane Catholic Education

 **BUBBLES**
Location: Gold Coast
Van Partners: Good Guys, Bennelong Foundation, Calvert-Jones Foundation

 **Brisbane Catholic Education**
 teaching • challenging • transforming

 **TUBBSY**
Location: Sydney
Van Partners: NSW Government, Family and Community Services, The Good Guys

 **Family & Community Services**

 **DASHER**
Location: Canberra
Van Partners: Dyson Family Bequest, Beyond Bank





SERVICE PROVIDERS



Orange Sky aims to reduce the strain on resources and do so with many other like minded service providers. We are not politically or religiously associated, just everyday people in the community. Our one purpose is to positively connect the community

We work alongside a range of incredible service providers in 71 service locations across Australia and annexe to the amazing services that they offer.

Why?

Jointly we can provide multiple services to our friends in places where they feel safe and less vulnerable. We believe to have the biggest impact we must collaboratively work together to help our homeless friends. What Orange Sky Laundry can do all day, every day is provide clean clothes and conversations. Our volunteers are not there to fix anything, sell anything or preach anything but purely provide a platform to reconnect people with the community.

Who?

These service providers range from large charities, school groups, small community service providers and everyone in between.

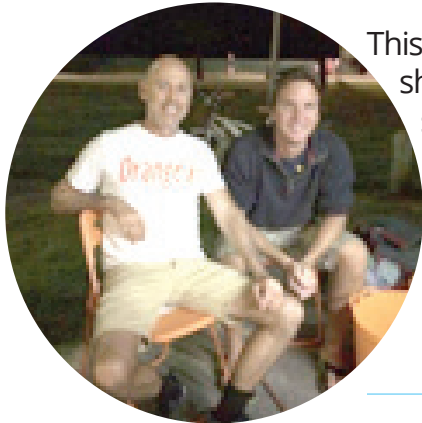
All of these groups are critical to the success of Orange Sky but more so in achieving our mission of positively connecting people who are homeless.



ORANGE SKY STORIES

A friend told our group of his story: 10 years ago he brought his family to the Gold Coast for a family holiday. While here, his wife was murdered and he has never gotten over the grief of it. I would love to say he is happy but the reality is he is a devastated man and cannot come to terms with the pain he feels.

Anonymous



This is my friend T. He is keen to find work after losing his job because he had shoulder surgery. He touches my heart because he is the same age as my sons. He has parents and siblings, but is not in contact with any of his family. I have shed a few tears over him, but I know he enjoys our conversations. He often comes to a shift without any washing just for a chat.

Paul, Gold Coast

Jack was new to the coast so we just sat and talked. I told him about the coast like where our van operates from and where he can get meals. He told me about his life in Darwin where he worked at a mango farm for many years ago. He was paid big money that he blew on grog when he had time off. He made some wrong choices and found himself out of a job. He told me about his family and how he was living in his car. He also told me that the Sunshine Coast community was very special because they helped people who needed help. When he was leaving he said "I don't know why I just told you all this. Maybe it was because you took the time to just sit and listen." Jack is still in our community and I see him each fortnight where we catch up and have another chat.

Anonymous

"My sister lost her fiancé almost three years ago under tragic circumstances. Knowing just a few hours of my time could ensure those in need have clean clothes and possibly prevent friends from ever feeling alone or disconnected from society is something close to my heart".

Sarah, Melbourne



Rob is our ever passionate and ever patient Vehicle Manager at the Sunshine Coast. For 5 long months this year Rob had the "privilege" to look after "Sudsy" our first ever van that has its fair share of "character" (breakdowns). Rob patiently cares and looks after Sudsy until a new van (hopefully) make's its way to the Sunny Coast!



ORANGE SKY Summit

MARCH

This year also saw our first ever “Orange Summit” weekend. This involved bringing all of our incredible volunteer service managers to Brisbane to bring them up to speed with lots of things happening at Orange Sky Laundry! This coincided with the weekend before our first two staff members (Rhys and Alek) commenced work. It was an amazing opportunity to thank our brilliant service managers for everything they do.



Above (from left to right) Andrew (Perth), Mia (Melbourne), Steve (SE Melbourne), Emma (Sydney), Alek (Brisbane) and Claudia (Gold Coast)

AUGUST



Above (from left to right)- Our amazing national team of volunteer managers who make Orange Sky magic every single week

Our second Orange Summit involved an extra 4 service managers (Adelaide, Sunshine Coast, Canberra and Hobart) a couple of Assistant Service Managers and “Appbassadors” from every service. “Appbassadors” are the on the ground tech support for the Orange Sky Laundry App. Rhys (Tech Guru) ran an amazing weekend with this team to equip them with the skills and excitement (about data) to go along with it. This weekend saw the combined efforts of our entire team and showed the world class resources we are building and delivering all around Australia.

Thank you Service Managers for the impact you and your teams make to our friends on the street every day and night across Australia. Orange Sky Laundry simply couldn't exist without you!



ORANGE SKY STORIES

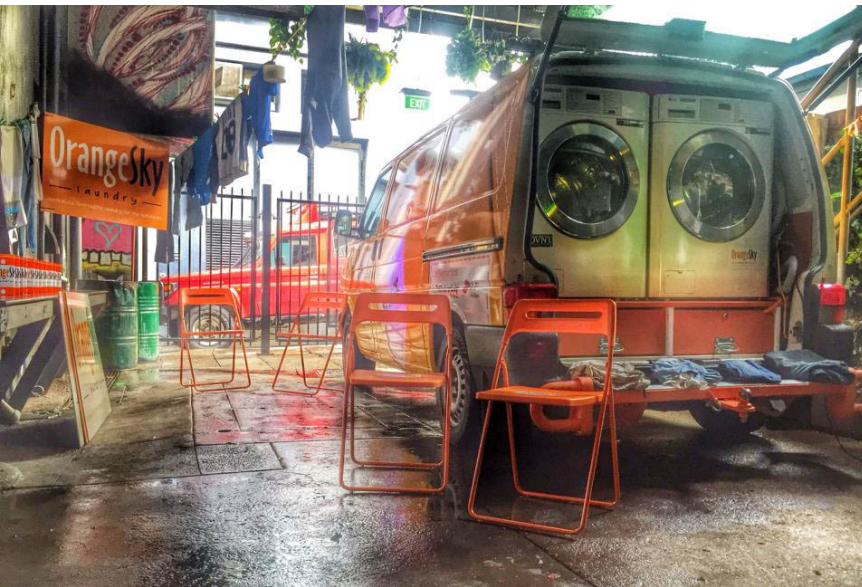
I was talking to a friend about his family history and he told me that he'd come to Australia 20 years ago after his son was killed in a motorbike accident. He just couldn't stand to be there anymore, because the rest of his family blamed him for letting him buy a motor bike. He quit his job and bought a one way ticket to Brisbane. He had construction work on and off for years all around Australia, but he never really fit in anywhere, and he'd been fired a few times because he turned up to work drunk.

He'd been on and off the streets for the last 5 years because he couldn't get any more work. "I'm not proud of it", he kept saying. "My heart was broken, that's all. I just wanted him back. I just wanted to go back so I could say get a car instead, ya know? Just get a car. If he'd been in a car, he'd probably still be alive. And we'd still be together. I miss him every day."

Anonymous

It was my first shift!! I was so nervous and Steve made me feel so welcome and comfortable. Before I knew it, I was sharing giggles and making so many friends. It felt instantaneously like a home away from home.

Kira, SE Melb



"Even if they don't know me very well, Friends will often tell me about other friends and what they've been going through. Some of the stories are so sad. It's difficult for friends to deal with their own issues, so being there for others in their community who are going through similar or worse must be extra hard to deal with at times. Our friends live in a very emotionally challenging environment. I can understand how the presence of 6 orange chairs can be so alluring to some. They just want to let it all out and not be judged. We all need people to talk to."

Anonymous



"A big part of the work I do for Orange Sky Laundry is getting out and about visiting schools and raising awareness in the community. A highlight was the visit a little school at Clear Island Waters. The students had purchased OSL t-shirts as part of their fundraising efforts. Everywhere we looked there were pint sized versions of our volunteers. This remarkable little school had raised over \$11,000 for Orange Sky Laundry and we were very grateful for the opportunity to thank them.

Jenni, Gold Coast



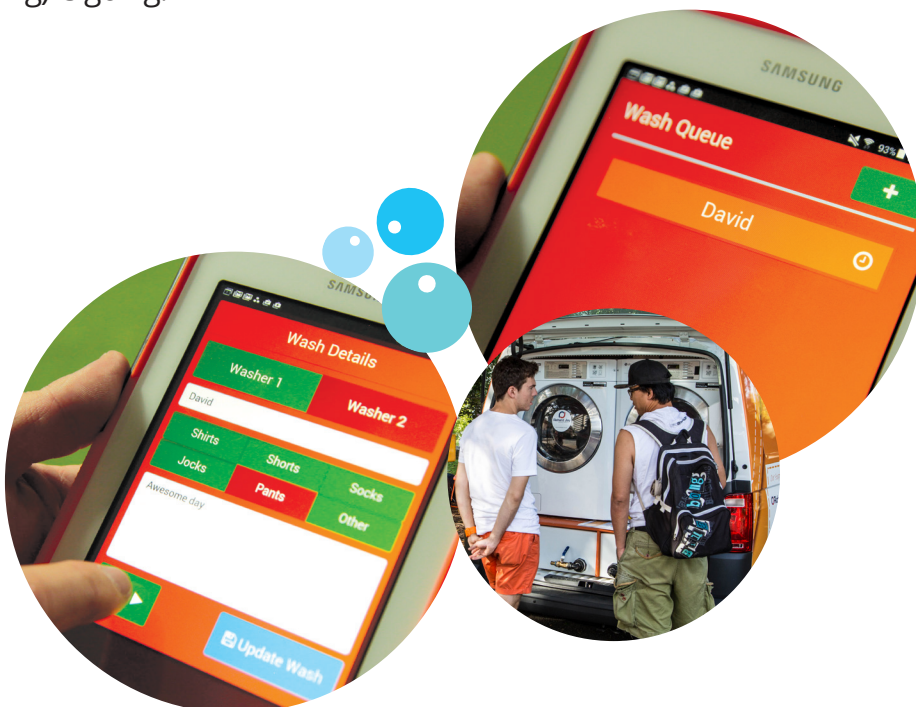
INNOVATION



This year also saw the build and rollout of the Orange Sky App. A special App just for our volunteers, that controls everything in our vans – tanks, pumps, lights, bubble machines on the roof but most importantly the washing machines. As is depicted on many of the pages in this report, behind every kilogram of washing is an incredibly special story. The purpose of the App is to share these stories with our amazing donors from all around the world. This App “Closes the loop” on our donations and provides a tangible link between people generously supporting us and where their \$6 donation (one load of washing) is going.



This App has been built from the ground up with our in house tech guru - Rhys and refined with countless volunteers input. The App truly lives out one of our key pillars of innovation and creativity. To assist with the rollout and smooth transition from manual operations to “operations” Rhys and the team have recruited an amazing group of ten “appassadors”. These volunteers range from long time volunteers with Orange Sky to brand new volunteers. They are the on the ground, local tech support for our teams all over the country and essential to the app’s ongoing success.



BUSHY HOPE

Bushy is one of the many friends that we help all around Australia. He has been doing it tough for a number of years and now frequents our laundry and shower van in Brisbane. Bushy is a swagman who has hitchhiked all around Australia and is also an incredible poet. He has a book in which he writes all of his poetry, musings, jokes and anything that pops into his head whilst he is sleeping rough around Brisbane.

When asked about Orange Sky Laundry and what it means to him, Bushy said,

"It's about knowing that someone cares. It's all about hope. We get through the night, we get up in the morning and we are looking for whatever hope we can."

Here at Orange Sky, what we **hope** is that when people like Bushy wake up in the morning, in Brisbane or anywhere else in the world, they know that there is a community out there who genuinely and deeply care. We **hope** that every single one of our volunteers know that each and every day they deliver hope through the power of a conversation and spending time.

Lastly, what we **hope** is that every single story listed on these pages, be it volunteer, friend on the street or service provider know that they all contribute to delivering hope to our homeless friends every single day.



Orange Sky would like to acknowledge Gavan Bright-Daley for the creative design work and compilation of this Annual Report. Gav is a Communications Design expert with two degrees and a vast background in television, media and design. We met Gavan three months ago when he first used our services in Brisbane. He had experienced some difficult times himself and we were delighted to offer him the opportunity to work with us. The fact that Gav has experienced homelessness has enabled him to bring insight and emotion into this document which in our opinion makes it extremely powerful. Thanks Gav, we are all proud to call you our friend.





I love being around
Orange Sky people ...
They make me feel like I can
paint the world!

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