



Valley Industries

Helping people to help themselves

Annual Report & Accounts 2018



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Valley Industries

Helping people to help themselves

WHO WE ARE AND WHAT WE DO

Valley Industries is a not-for-profit organisation with strong, robust links with our community, parents, carers and other service providers – ensuring we offer the highest quality services for people with disability.

The organisation opened its doors in 1971 to provide employment opportunities for people with disability – building 1000's of pallets and packaging 200,000 items per week for Bonds - and has been trusted by people with disability in the area for over 45 years.

Today, Valley Industries is the leading disability service provider in the area – delivering supports and employment opportunities to over 250 people in the Manning Valley every day.

OUR ORGANISATION IS MADE UP OF SERVICE PROVISION AND SOCIAL ENTERPRISE

SERVICE PROVISION



SOCIAL ENTERPRISES

9 BUSINESS UNITS – OFFERING WORK EXPERIENCE AND EMPLOYMENT OPPORTUNITIES TO SUIT THE NEEDS OF EACH INDIVIDUAL PARTICIPANT.



OUR VISION, MISSION AND VALUES

OUR VISION

Valley Industries will strive to ensure its Participants enjoy the same rights and understand the need to meet the same obligations as other members of society.

This vision is underpinned by our commitment to our values and will be achieved by:

Providing access to our services to all eligible people; regardless of race, ethnicity, religious beliefs, sexual preferences, disability or gender.

Ensuring services provided are of high quality and person-centred.

Promoting access to developmental and individualised, educational, training and employment opportunities within the broader community.

Fostering relationships and partnerships between Participants and the broader community. ensuring the VI environment encourages cooperation, commitment, teamwork and personal growth for everyone.

Encouraging participation in the planning and implementation of people's Individual Plans

OUR MISSION

Valley Industries' mission is to ensure everyone involved with our organisation does their utmost to encourage and facilitate the rights of people with disability to participate fully in our society.

OUR VALUES

The predominant values inherent in all activities at Valley Industries are:

Respect and dignity

Everyone endeavours to identify and nurture each person's abilities.

Everyone provides services which are person centred.

Everyone is always learning.

Independence and Interdependence

Everyone encourages and assists Service Users to be as independent as they possibly can.

Everyone encourages and nurtures an appropriate level of interdependence.

Community

Everyone works every day at building positive relationships with each other and the wider community.

Everyone understands that co-operation and courtesy is the key to a successful community.

Hospitality

Everyone respects each other and extends that respect to visitors.

Stewardship

Everyone takes care of each other and everything we use at Valley Industries.

WHAT WE'VE ACHIEVED THIS YEAR

24 STUDENTS ARE NOW RECEIVING WORK EXPERIENCE AND ON THE JOB TRAINING



VALLEY LINEN SERVICE RECEIVES FEDERAL GRANT TO INSTAL SOLAR PANELS, UPGRADE EQUIPMENT AND PROVIDE JOBS FOR MORE PARTICIPANTS



11 GROUP HOMES IN TAREE AND FORSTER — SAFE, SECURE ACCOMMODATION FOR PARTICIPANTS MAKING THE MOVE TO INDEPENDENT LIVING



NATURE'S CARE NURSERY WINS THE NURSERY & GARDEN INDUSTRIES AWARD FOR 'BEST CENTRAL COAST & HUNTER BUSINESS 2018'

VALLEY INDUSTRIES LAUNCHES 'ALL ABOUT THE LADIES' MONTHLY EVENTS DESIGNED SPECIALLY FOR OUR FEMALE PARTICIPANTS TO ENJOY



5 VALLEY COMPETITORS AT THE STATE TEN PIN CHAMPIONSHIPS. ALL 5 PLACED IN THE TOP 3 OF THEIR DIVISION — MEDALS FOR EVERYONE!



VALLEY INDUSTRIES OPENS NEW OFFICE IN FORSTER



VALLEY LINEN WINS THE AWARD FOR 'EXCELLENCE IN SOCIAL ENTERPRISE' AT THE NSW NORTH COAST BUSINESS AWARDS



10 PARTICIPANTS ACHIEVED THEIR GYM GOALS AND WILL BE CLIMBING THE SYDNEY HARBOUR BRIDGE IN NOVEMBER

LONG SERVICE AWARDS 2018

20 YEARS



Michelle Chicken



Peter Stemp



Shane Extrem



Marc Jeffress

LONG SERVICE AWARDS 2018

20 YEARS



Darren Wilson



Dearne Minett



Todd Minett

Jeremy Wing

LONG SERVICE AWARDS 2018

10 YEARS



Ashley Greenshields



Gavin Andersen



Dean Fera



Rebecca Crittenden



Stephen Lambert

Aaron Payne

LONG SERVICE AWARDS 2018

10 YEARS



Michael Bromley



Heather Lattimore



Ian Porter



Glynis Smith



Roxanne Steber



Michael O'Connor

Matthew Fraser

Tonia Hooke

CHAIRMAN'S REPORT

As Chairman I am pleased to present my Annual Report for the year ended 30 June 2018.

Once again, this past year has seen significant growth and development of services throughout the entire operation of Valley Industries.

Our indefatigable CEO Trent Jennison has again excelled in his leadership of Valley Industries. Trent's astute business acumen together with his sincere compassion for those with disability allows Valley Industries to achieve so much for so many deserving support in our community.

Valley's transition to the NDIS is almost complete. I am very proud to say that our Management and systems have embraced, incorporated and implemented all of the essential elements of the scheme to such a high level, we are now regarded as leaders in the field of Disability Services.

My congratulations to CEO Trent Jennison, CFO David Isbel, all Support Managers and Staff for their tireless efforts in ensuring Valley Industries honours that respect and recognition held by relevant Government Agencies and departments and fellow Industry Providers.

Expanded services in group home supported living in both Taree and Forster, Valley Linen and indeed across all business units has seen staff levels significantly increase this last year. We currently employ 146 people with disability, 240 abled bodied staff and continue to provide other valuable support services to over 100 people with disability from students to retirees. The considerable growth in services, programs and staff has required the Board and Management to re-assess our infrastructure capabilities.

With no significant building or site upgrades at our Whitbread Street Headquarters since the late 1970's basic amenities are now inadequate. However, thanks to generous Government Funding Grants from both David Gillespie, our Federal Member (\$125K) and Stephen Bromhead, our State Member (\$100K), we can now proceed to initiate a modest and staged improvement to our amenities and formal entry facade. As funding permits further improvements are planned.

At the recent 2018 Regional Business Awards held in Port Macquarie, Valley Industries Linen was recognised as winner of the category "Excellence in Social Enterprises". The "Valley Linen" team lead by our dedicated Robert Gander are to be congratulated on receiving this well-deserved award. Robert will now lead our nomination to the State Business Awards in Sydney next month.

My special thanks to fellow Directors of the Board for their commitment and valued input over the past year. Our Board welcomed two new Directors this year, Frances Barberie and Anne Gyde. Both Frances and Anne have extensive backgrounds in administration, health and social and community programs in the Manning Valley.

To all our Participants, Parents and Carers, we thank you for your loyalty and trust in Valley Industries.

We value that loyalty and trust and pledge our ongoing commitment to providing meaningful opportunities, new skills and essential social support for those with disability in our community.

We look forward with enthusiasm to the forthcoming year.

Yours sincerely

Mal Shultz
Chairman



CEO'S REPORT



The 2017/2018 year has been a very successful and fulfilling year for the whole organisation.

In achieving our mission of helping people help themselves there has been significant outcomes over the past 12 months. Example outcomes include:-

A minimum rise in wages to employees of 20%. This means all employees are now guaranteed a wage which is double what the organisation was paying 5 years ago.

A number of people have been successful in achieving their driver's licences. Special Olympics continues to grow with a number of people achieving success at national and state levels. Person centre programs which enable choice and control around what each individual wants to achieve through the goals that they have set.

The continued expansion of our drop in support and supported living homes over the past 12 months. These homes achieved many significant outcomes in changing the life outcomes for Participants.

These are just a few of the outcomes that have been achieved over the past 12 months.

In addition, the decision was made to expand into Forster with centre based supports and a number of supported living homes opening in the 2018/2019 year. We welcomed Laura Legg as the new Co-ordinator of this service.

On a more sombre note, we note that social housing availability is still a significant issue facing the disability sector. As an organisation we are advocating with the NSW Government to try and improve the living outcomes for some clients.

The NDIS is still undergoing a rapid transition of implementing the system nationwide. Whilst we acknowledge that there are still some significant issues around housing and plan management, it still cannot be denied that for the majority of participants the NDIS has made significant changes in their lives and their acceptance within the community. It is wonderful to be part of working in the Mid North Coast area where people with a disability are accepted and involved in all aspects of their lives.

I would like to take this opportunity to thank all of the Staff and Participants within Valley Industries for making the organisation a place of compassion, understanding and inclusiveness for everyone.

Trent Jennison
Chief Executive Officer

VALLEY INDUSTRIES— YOUR NDIS PARTNER

Supported Independent Living

2018 has been a massive year for growth and opportunity within supported independent living. When we first opened our Supported Independent Living service, it was in request to some of the families of Participants that we already had a relationship with – either they came to Valley Skills for Life or worked in one of the business units. Since then, we have had over 22 external referrals for accommodation this year so far.

Valley Industries has been able to offer a number of people with a disability or mental health diagnosis the opportunity to live within a supported environment which offers independence, growth in living and social skills and the opportunity to showcase their home to their families, carers and friends.

We currently have 9 accommodations and 1 respite unit in Taree and 3 accommodations in Forster. It is our priority to discover the needs, wants and goals of the individuals and to match these with suitable accommodation, the necessary support workers and to ensure there is a good fit with the other Participants.

We establish routines for Participants within their home right from the start – they share the housework, they take turns to cook dinner for each other, they share takeaways, movie nights and footie nights. We organize social events and arrange transport at their requests.

Independent living opens up a whole new world for Participants. It offers them empowerment and opportunities and choice and control. It gives them a voice in determining what is right for them in their lives, the access to different people and experiences and the reality of having to take other people's needs into consideration is what helps them grow in to successful, independent adults. Whatever the challenges, the positive results make everything worthwhile!

It's an incredible experience to be a part of this process. We see such a variety of emotions and reactions from people making the transition to independent living. We have a great relationship with all the families – and see, speak to or hear from most families at least once a day. It is so rewarding to see the benefits to both Participants and their families as they experience living independent but still very much connected lives.

Day Services, Community Participation, Life Choices and Active Ageing

Valley Skills for Life is committed to providing a person-centred program that assists people with disability to develop the skills they require to increase their independence, to promote and encourage participation as valued active members of their community.

Participants

The end of year concerts continue to be popular with Participants, and they have been busily practising puppet shows, dance routines, singing, making costumes for the plays to entertain family and friends at the End of Year Spectacular. The Programs team have been working on major projects throughout the year and we are looking forward to seeing them all presented at the Spectacular.

Programs

Valley Skills for Life now runs hydrotherapy programs four days per week with personalised exercises that are implemented so Participants have opportunity to maintain health and wellbeing.

Programs such as Drama, Cooking, Ten Pin bowling, Information & Technology, Walking, Art + Craft, Movies, Music and Movement, Sensory Experiences, Reading, Literacy and Budgeting (just to name a few) are still very popular. We continue to have qualified trainers for our Gym Therapy sessions and this year we are excited to announce 10 Participants will be climbing Sydney Harbour Bridge after achieving some personal bests and health goals throughout the year.



Emma Lakeman



Amanda Varty

Staff Training and Rosters

Several Staff have completed the Certificate IV in Disability. A number of training sessions for Manual Handling, Medication, Fire Evacuation and use of Lifters have been completed during the year. More internal training for staff has been implemented through the National Disability Services NDS e-learning training. Staff now have access to modules of training in all sectors of disability to provide them with the information and resources to collectively initiate change, influence outcomes, support disability and diversity to ensure Valley Skills For Life deliver the best quality of care for our Participants.

Growth within our unit has seen a number of new staff employed - having a well skilled and adaptive workforce is vital to our success. NDS training also offers new staff quality, flexible and cost effective learning solutions from accredited and recognised providers. It is valuable in providing consistent processes for all new and potential employees entering the disability sector.

Rosters are an ever evolving process, affected constantly by the changes within the NDIS systems. This impacts and activates the changes in billing, ratios and how we provide the right supports to our participants, so is a vital part of the service we offer.

Crafts and Gifts

As a group we have been working on this year's major project 'Yarn Bombing' of the sensory garden at Valley Skills For Life. We have been knitting, sewing, crocheting and painting items to hang and decorate our sensory garden. The theme is Tranquility. This is a place service users will be able to use in a calming and gentle way to stimulate senses by colour, smells, sight and sound.

The crafters are also working on individual craft items for the placement in Valley Cafe including some papier Mache, hand painted art, scented linen bags and decorated gift boxes and mosaic items. Our range of saleable items include shopping bags, decoupage tissue boxes and mirrors, fridge magnets, sun catchers, lace coat hangers and earrings.

We have enjoyed having day service Participants join us during the week for their supported craft programme.

All in all we enjoy every day in a positive environment in which we all work to help and encourage each other as we create.

NDIS Support Coordination

There have been many changes in the NDIS initiatives over the last year and this provides great opportunities for us to advocate and support Participants with NDIS plans to grow and move on with their goals in the community. Many participants have benefited and improved with interactive supports designed to meet their day-to-day needs.

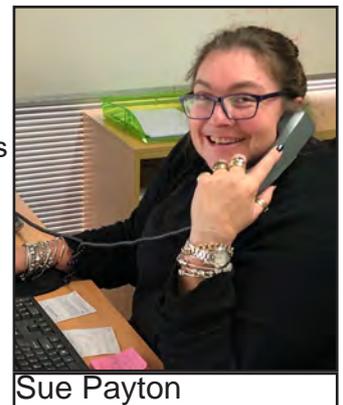
Participant numbers have increased from 87 to 101 with many people in the community coming to Valley Skills for Life to receive a variety of different supports.

Support Coordination can support Participants in implementing all parts of their NDIS plan including informal, mainstream, community and funded supports.

Our service has been able to assist with:

- Housing
- Occupational Therapy assessments
- Speech therapy
- Education
- Health
- Accommodation requests
- Home modifications

It has been a great opportunity over the last twelve months to be involved in this process and watch people achieve the goals they set for themselves.



Sue Payton

Social Saturdays 2018

There have been many fun days away this year - from simple fishing and movie days to weekends away in the Hunter Valley checking out the Snow Festival and Hunter Zoo.



David at Rosie's Vinyard



Hunter Snow Festival



Paul At Rusty Iron Rally



Rhonda Annesley

Special Olympics 2018

Our team has travelled extensively throughout the year from Coffs Harbour to Campbelltown and some new athletes have joined the team.

Greg Hile and Brooke Ross have joined the Ten Pin Team

Theresa Owen joined the Swim Squad.

Gavin Andersen competed at the National games in Adelaide

There were five Valley Industries competitors in the State Ten Pin Championship in Campbelltown and all five were placed in the top three of their individual division. There were medals for everyone.



We are always looking for new members to join the team and can guarantee we always have fun while we compete!

Intalink Therapy Solutions

Intalink Therapy Solutions has had an exciting year!

Throughout the past twelve months Intalink has experienced many changes and positive enhancements that will promote and sustain further growth of our practice, and provide a high quality of professional services to our valued clients and community into the future.



Sarah Green

We have said some sad goodbyes to team members that have embarked on new adventures, and have welcomed new team members that will be an asset to our professional allied health team.

Intalink Therapy Solutions would like to take this opportunity to introduce our new team members.

Speech Therapist, Ashleigh Lambert, and Exercise Physiologist Tony Kiehne.

We have also Professor Garry Walters, Psychiatrist, through our impressive Telehealth System!

Intalink Therapy Solutions Team of professionals continue to provide a wide variety of allied health supports to the Mid North Coast and surrounding areas. These services include; Psychology; Social Work; Speech Therapy; Occupational Therapy; Dietician and Exercise Physiology.

We are also the home for Taree Physiotherapy and the Mid North Coast Sleep Clinic.

We have highly experienced consultant specialists within the practice Dr Dylan Wesley, Paediatrician, and Professor Garry Walter, Psychiatrist, who complete our dedicated team.

Our wonderful administration team at Intalink continue to provide a professional and personal face to our practice. Greeting clients with a genuine smile, and a joke, building strong rapport, and continually working together to provide our clients with a positive and memorable experience at Intalink Therapy Solutions.

We thank everyone for their support, and look forward to what the next year may bring.

NDIS SUPPORT ACTIVITIES



Graeme Shultz

This is my first annual report on the supports and activities that take place at Valley Industries every day since the launch of the NDIS.

NDIS funding has enabled Participants to get involved in a huge range of activities that may have previously been beyond their reach. Support funding means that Participants can follow their dreams - to learn new skills, take part in community events and sporting activities, attend a wide variety of life skills classes and have support to help them live more independent lives. We run regular trips to local markets and events and just this last weekend took several groups to the very popular Akoostik event in Wingham.

We provide support for Participants who are learning to drive and get their L's and P's – we have had a great success rate and has given an increased level of independence to many Participants.

In addition to supporting Participants to attend this huge array of social activities, we also provide more serious support for Participants in any issues that arise in their lives – this includes providing help with any court cases and police matters, providing assistance with the Community & Justice and Housing departments and attending Drs and Hospital appointments where necessary.

As the amount of support has increased, so has the team, and we were happy to welcome Kim, Alan, Lee and Paul to Valley Industries to provide extra support.

It is very rewarding to see Participants increase in confidence and broaden their horizons – we have organised outings to a variety of events including the V8 Supercars in Newcastle, The Sydney Royal Easter Show, the Golden Slipper races – and we are now members of the Newcastle Knights Rugby League and Jets Soccer and we have seats to attend all the home games.

We are going on our first cruise on the P&O Pacific Explorer in early February – we are running this as a trial and hope that we will be going ahead with more trips over the year.

We are just about to launch a Twilight Cricket team in the local Tuesday Comp – we'll be keeping you updated with our progress up the ladder on that one!

I am always open to new ideas and opportunities – so if there's something you think we should be adding to our list of supports – let me know!

Thanks,

Graeme





Renee Gilbert
Corporate Services Manager



Rod Beckingham

Valley Industries Transition to Work (TTW/SLES) program currently has 14 participants.

The TTW Group do a variety of training under the NDIS SLES Program - these include:

- Strategies to increase work aspirations and working life style (life skills and general fitness)
- Building social and communication skills (taking instructions)
- Travel training (taxi, bus and train)
- Money Handling
- Work skills training - in various areas of Valley Industries - gaining experience and confidence in their abilities

When Participants first join the TTW program, they are often very far away from being work ready - either due to anxiety or lack of confidence. It takes a great deal of time to gain confidence on so many different levels before contemplating undertaking open employment training.

Our TTW Participants are working towards their identified employment/life goals and have worked extremely hard to participate in activities and job tasks in the various business units. The Business Unit Managers have all been very pleased with the way these trainees have integrated into the teams.

Some of the TTW Participants are currently attending Tafe in Taree on a Tuesday, Wednesday and Friday - taking their Cert 2 in kitchen operations. This will not only give them a qualification to work in an industry they have identified as an employment goal, but also transfer over as an important life skill at home.

Several Participants have identified obtaining a driving learners permit as a goal and have been successful in getting their P's.

Our School Work Experience program was extremely popular, with 24 students attending over the year. Students attended for 3 hours over 3 days and experienced a selection of the training that the TTW program offers. Many of these students have indicated that they would like to join Valley Industries at the end of their schooling.





Nigel Powell

It has been a busy and challenging year at Valley Bees.

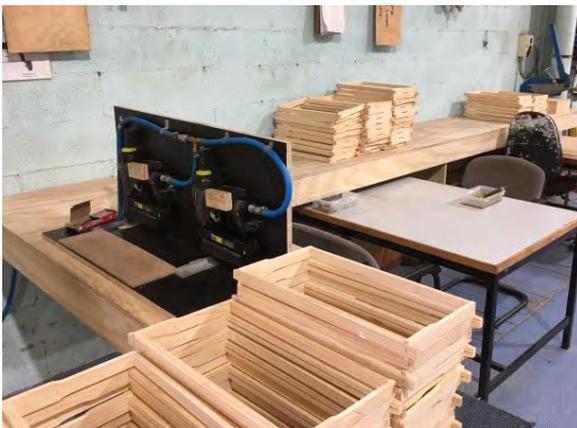
A priority was to re-organise the bee products manufacturing section. This was approached in two ways; to identify and remove rubbish and to install, re-design and renew several important jigs and other equipment:

The main benefits of the improvements have been to improve production and quality. More importantly, in doing so, our employees have been able to learn more skills and do a much higher quality job.

The shop also received a well-needed makeover. Everything was re-organised and the price lists was revised, renewed and made available for email.

Overall, optimism over the past year has been generally very high in Valley Bees, with all participants enjoying their work and making noticeable improvements in carpentry & joinery knowledge and skills, retail knowledge and other life skills, including self-confidence and general leadership.

We all look forward to continuing this trend of modernisation and personal growth during the course of next year.





Ben Walsh

I'd like to start by thanking our Participants and their support workers - they continue to be our biggest asset and continue to show resilience and dedication through what at times can be complicated workloads – this all helps our business to grow.

Growth of the NDIS scheme has provided us with many new customers - Biripi Aged Care has provided us with another 3 days extra mowing a fortnight, we have signed on for another 3 years with Telstra and we are in a solid position with all our customers. Now it has rained we are expecting an extremely busy spring and summer.

2017/2018 was quite challenging, with very dry conditions and some ageing machinery. However, Valley Industries has invested in some new machines and vehicles in the last 12 months and this has already improved our efficiency and has cut our down time. We are very grateful for this support.

I'm proud to be part of a team that is very community minded - this year we created a grassed area for children with disability at Chatham High School – that received special mention in State Parliament from our local member. We also helped move the local community gardens to their new site – our team really worked hard on this task and I'm proud of their achievements. We also sponsored a local junior footy team that reformed after 4 years by supplying their team jumpers.

We look forward to support the community again in 2018/2019.

Last but not least, thanks to everyone that has supported Complete Grounds Care in 2017/2018 - we really appreciate it!





Josh Duncan

Natures care has been busier than ever this year. Our retail nursery is welcoming more customers than ever before. We won the Nursery and Garden Industry award for 'Best Central Coast Hunter Business 2018'. Congratulations to our staff for all the hard work -without this dedicated team we wouldn't have the nursery we have today!

We have extended the Nursery to create a better customer experience - on the left hand side we now have an area for our large pot range and more room for our ever growing range of natives; on the other side we have introduced a concrete path that guides you through our advanced deciduous trees and loops round to the back of Nursery.

Our Wholesale division has been going through some changes as well. We are now focusing our time on growing more advanced stock as it is less labour intensive. Soils and mixes are undergoing changes expanding and our soil bays now have more bins than ever before to cope with the demand.

We have many new faces in the Nursery team this year and I'd like to welcome and thank these new employees - we look forward to working with you in the future.

Thanks also to our fantastic loyal customers!





Todd Minett

The Timber Products Unit has seen another busy year with ongoing production orders from our large base of customers.

All work crews in the unit have worked hard to ensure these orders have been filled and delivered. We continue to supply our range of products to companies Australia wide. With the high demand for our products we have employed an extra 10 casual employees to help us to keep up.

We have redesigned some of our processes to help streamline the work and have also again upgraded machinery as needed.

We are still decanting aluminium slugs from Jamestrong and this has seen us some weeks decant up to 120 – 140 tonnes of slugs a week.

The Temp Fencing side of our business continues to grow and the past year has seen us take on some rather large jobs. At stages through this year we have had up to 3.5km of fencing out.

We have again carried out work for AHH drilling and painting Crossarms which have been sent to New Zealand and Fiji.

I would like to congratulate all who have been involved with working with this work unit over the past year and also a very big thank you to you all.





Jess Corkill

A busy yet fulfilling year in the Secure Documents Division. We have continued to grow the business as well as our skills – a big congratulations to all involved - you should be proud of your achievements this year and you have all adapted extremely well to the several changes that have been made out of our control.

Since the 1st January 2018, China put a hold on importing all recycled materials and this had a follow-on affect to us in that we have had to re-source a customer willing to buy our paper and cardboard bales. This was achieved and we continue to build a great relationship with APS Recycling. We also now have a requirement to separate our paper from cardboard to ensure we are sending a premium quality product to our new friends in Sydney. Having said that, we have cancelled the collection of all newspapers and magazines from local newsagents which was disappointing but necessary.

We upgraded one of our shredding machines to a cross-cut blade. This opens doors for our business to grow as the level of security for this new shredder is of a higher standard.

In August we implemented our 3 monthly Shredding Bin rotation. This enables us to create a more steady work flow and it gives us a more accurate projection of our growth as we can forecast our collection process and income in advance.

Its been a very busy 12 months for our Shredding team and we look forward to the years ahead working hard, learning new skills, making friends and most of all, having fun.



Rob Gander



Damon Minett

Valley Linen Service has had another amazing year with considerable growth in number of customers, number of staff and turnover.

From our humble beginnings in the tiny laundry in Albert St carpark, the Linen business in Elizabeth Avenue now employs 22 people with disability, 4 support employees and processes 22 tonnes of linen every week.

In February 2018 we were fortunate enough to receive a Federal Grant under the 'Regional Jobs and Investment Packages' scheme – to purchase additional machinery to address our capacity constraints.

Valley Industries matched \$ for \$ the investment from the Federal Grant and facilitated doubling power capacity; purchasing an additional steam boiler to enable a 33% increase in productivity; purchasing an automatic towel folder to increase production by 50%; purchasing an additional air compressor to enable new machinery to operate more effectively and purchasing new linen to service more clients.

As part of our plan to become a more sustainable business, solar panels have been installed on the roof of the laundry with a 60KW system, generating 1MwH/week that is used to run the laundry before resorting to use power from the grid.

The most rewarding result of this increase in business is the increase in jobs for people with disability. For every job created the positive impact in the area is magnified with Participants taking part in social activities, spending wages in local businesses and becoming active and involved members of the community.

We were very proud and honoured to win the NSW Business Chamber Regional Award for 'Excellence in Social Enterprise' in September and we head off to the State finals in November! Congratulations to all!





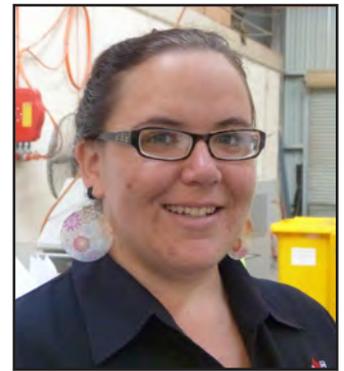
Monique Cahill

Valley Café, situated in the heart of Taree, is ideally located to promote Valley Industries and showcase the abilities of Valley Industries employees to the community. The Café is a popular location for shoppers and business people to take a break during the day – for breakfast, lunch or afternoon tea.

Valley Café serves a wide range of tasty food and quality coffee at a reasonable price, and includes a wide selection of gluten free meals. Customer service is always friendly and everyone is welcomed with a smile!

The Café is a popular business for student work experience, our Transition to Work team and our young Participants. Many of the Participants attend TAFE to take their Cert 3 in Hospitality and progress to make a full time career in catering.

Valley Café offers an ever changing menu with weekly specials, all prepared by our happy cooks. Workplace, business and small function catering is also available.



Racheal Allen

Valley Vintage continues to experience strong sales growth and community support. The number of customers passing through our doors continues to increase, as does the quantity of donations being received from the community.

Excellent customer service and competitive pricing has remained the main focus of employees over the past 12 months. Supervisors Racheal and Glenda along with staff and volunteers have worked tirelessly to make this happen. Our hardworking group of volunteers help to keep the donated items flowing onto the shelves, assist with the supervision of our supported employees, maintain the vibrant shop displays and provide sales support to customers as required.

Due to the increase in donations and customer flow, Valley Vintage will be moving to a larger location in early 2019 – taking over the space in Chatham that housed the popular 'Mal's Toy Shop' for so many years. The larger space will allow us to present more large items such as furniture and homewares, and the adjacent car park means it will be easy for customers to drop off their donations and pick up their purchases.

Valley Vintage continues to offer employees with a disability ever expanding opportunities and training to learn new skills, meet new people and be an involved part of the community.



David Isbel

The Administration team are proud to have been the support behind another great year for Valley Industries. The business has grown a lot during the year which has kept us very busy.

We are missing our long-time Chief Financial Officer, Gary Jeffress, who started a well-earned retirement this year. This meant a new boss, and some changes to the way we do things, particularly with the administrative demands of the NDIS.

Glenys, Roxanne, Karen and Dennis continue to be supported by Bron, Michelle and Jess in part-time roles. This year, we also welcomed Zee Nyathi as a new Accounts Payable Clerk. Our trainee, Lucy Chant, has graduated from her Certificate III course and is now using her skills to support Valley Skills for Life.

In the canteen, Peter and Rebecca are now selling healthy products produced by Valley Café to keep our workforce fed and happy.

Jane MacKenzie has been joined by Elizabeth Kempers in the marketing team and they are looking to produce a lot of 'digital content' to communicate what a great job Valley Industries does for people with a disability.

We are all looking forward to another year of supporting a great organisation.

