



Annual Report & Accounts 2019



Contents

Our Purpose	4
Chairman's Report	5
CEO's Report	7
What we've achieved this year	8
Long Service Awards	9 - 11
Divisional Reports	12 - 31
 Our Services	12 - 22
 Our Businesses	23 - 30
 Our Admin Team	31

Financials



Valley Industries

Helping people to help themselves

OUR PURPOSE

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 – and has been trusted by people with disability in the area for nearly 50 years.

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

Over the last 12 months, Valley Industries has again seen significant growth – broadening our services to offer more opportunities to more people. We've opened more accommodation units, creating safe, happy homes with excellent support for emotional and physical wellbeing.

We've also grown our Supported Employment offer – with increased roles in some established businesses and new roles in new businesses – such as our recently opened Hair & Beauty Salon – offering training and skill development for a whole new audience.

We have guided people through the NDIS, offering quality services and support to ensure that Participants are accessing the supports they are entitled to under the new scheme. And we have vastly increased the number of social activities and custom designed solutions for Participants – to assist them achieve their goals and live the lives they want to live.

We are clear in our purpose - that everything we do is to help improve the lives of people with disability in some way. Every staff member has clear objectives to help us deliver our purpose - and has the right, and is encouraged, to propose new ideas and solutions towards achieving our overall goal.

Valley Industries - helping people to help themselves.

CHAIRMAN'S REPORT

It is with great pleasure I present my Chairman's Report for the year ended 30th June 2019.

Once again, the expansion and development of Disability Services at Valley Industries over the past year has been exceptional.

Every year, for many years, growth has exceeded that of the previous year.

Over the past 8 years, our revenue has grown by over 450% - allowing Valley Industries to reinvest significantly in our support and service programs.

Over the past 12 months, Valley Industries has employed over 100 additional Support Workers and now provides employment to over 430 people.

We now have 14 separate business units, all providing employment, support, incentives and opportunities for people with disabilities.

It is essential this rapidly growing enterprise we know as Valley Industries be conducted under the most strict and professional standards expected and demanded in our profession.

Therefore, it is indeed my pleasure to inform that Valley Industries has again achieved and holds ISO 9001 2018 Accreditation which is an internationally recognised Quality Management System that recognises that businesses are focused on, and are achieving, customer expectations, delivering customer satisfaction and complying with regulatory requirements.

Valley Industries are also regularly and independently audited and have again achieved 100% compliance with all NSW Disability Service Standards.

100% of our Participants have now completed their NDIS plans with many of them going into their 3rd year of NDIS funding.

So much has happened in the past year that in the pursuit of providing the opportunity for our Participants to enjoy an independent as possible lifestyle, Valley Industries has provided, by either lease or purchase, 18 Supported Independent Living homes in the Taree and Forster areas over the last 36 months.

Further exciting developments regarding Supported Independent Living will be announced in due course.

Our recent expansion into Forster/Tuncurry with the opening of 5 Supported Independent Living homes has been complimented with the opening of our new Day Services Centre in Rodmay Street, Tuncurry.

We have just finalised the purchase of these premises and I invite everyone to pay a visit and view this much needed facility.

Another exciting event was the recent purchase of 'Mal's Toy Shop' freehold in Chatham. We have since converted the upstairs residence into a spacious and comfortable Supported Independent Living home and have successfully relocated Valley Vintage Op Shop from Pulteney St to the ground floor. Congratulations to all involved.

Last year I reported that Valley Industries had received Government Funding Grants from both Federal and State Governments towards a much needed building and Participant amenities upgrade at our Whitbread St premises. It is pleasing to see those renovations and improvements currently underway with anticipated completion by Christmas 2019.

This significant growth, development and expansion of services doesn't happen by accident or by itself.



We all know and recognise that our exceptional CEO, Trent Jennison, is the driving force behind all these achievements.

Trent is unique in his style of management, ideas, ideals and compassion for those with a disability in our community.

At the recent 2019 Regional Business Awards held in port Macquarie, Trent was honoured and justly recognised with presentation of the award for 'Outstanding Business Leader of the year 2019'.

On the same night, Valley Industries also received the award for 'Excellence in Social Enterprise 2019'.

My congratulations go to Trent and all the staff and participants and a special thanks to staff member Jane Mackenzie for her wonderful compilation of both category submissions on behalf of Valley Industries.

Both these category nominations will now be presented for judging at the State Business Awards in November. Best of luck to everyone – what an achievement!

Behind every great leader is a great team. I would like to congratulate and thank CEO Trent and CFO David Isbel, all Support Managers and staff for their work ethic, dedication and commitment to ensuring Valley Industries is recognised, and functions, as the premier provider of Disability Services in our region.

It has been a privilege to be a member of our progressive Board of Directors.

I thank them for their valued commitment to the governance of Valley Industries.

To Deputy Chair, Don Phillips, I thank you for your support and sage advice.

The Board, I believe, has undertaken its role professionally and diligently and always aspires to provide support and encouragement to CEO Trent Jennison and his team in order they achieve the best social outcomes for our Participants.

In conclusion, I again genuinely thank all our Participants, Parents and Carers for your loyalty to, and trust in, Valley Industries. It is an honour and a privilege to serve and support you.

We look forward to another rewarding and successful year for all in 2020.

Yours sincerely,

Mal Shultz

Chairman

CEO'S REPORT



The 2018/2019 year has presented many challenges for our organisation. Our core values of "HELPING PEOPLE TO HELP THEMSELVES" has driven the expansion of services across the organisation. There have been considerable challenges to the overall organisation in our pursuit of delivering high quality services and achieving our organisational mission.

Our staff have continued to develop and deliver quality support services over the entire organisation. Our growth in staff number has been staggering with over 90 new staff members orientated since April 2018. This growth has only been made possible by our staff going that extra mile with some months seeing over 700 hours overtime.

Our Forster/Tuncurry service has continued to see growth and we have just finalised the sale process of our Head Office/Day Services Centre. This commitment by Valley Industries Board to support the provision of services in this area has been a significant contributing factor in the success of these operations. In the future we hope to provide more supported employment in this area to empower people with a disability the opportunity to work.

In forecasting the next twelve months at Valley, we are moving ahead to provide more supported independent living environments in both Forster and Taree. This expansion will result in additional jobs for support workers across the Mid Coast area with at least another 30-40 jobs becoming available. It is forecasted that our payroll which injects money back into the local economy will reach 18 million dollars by the June of 2020.

Our policy of shopping locally has resulted in over eighteen cars being purchased locally and provided more stimulation to the economy of the local area. We are proud to support local businesses where possible.

In September we opened our new Op Shop in Chatham in the recently renovated space which used to be Mal's Toy Shop.

In regards to the NDIS we are still experiencing some hiccups with inconsistent planning and failure to respond, however it continues to improve over time, with the overall scheme providing significant changes for many people's lives. We continue to engage at a Political level to ensure that the true purpose and values of the scheme remain intact.

In concluding what was a difficult but rewarding year I would like to thank Chairman Mal Shultz and the Board for their guidance and support over the past twelve months. The Board Members volunteer their time to help provide governance and direction to the organisation. In addition I would like to thank those who volunteer their time especially in areas such as our Op Shop. I would like to quote;

"Volunteers are not paid not because they are worthless but because they are priceless"

Finally I would like to personally thank all the staff from the managers through to the support workers for their support over the past twelve months and look forward to the twelve months ahead.

Trent Jennison

CEO

WHAT WE'VE ACHIEVED THIS YEAR

WITH THE HELP OF A FEDERAL GRANT, WE HAVE STARTED WORK ON UPGRADING THE ACCESS AND AMENITIES OF OUR WHITBREAD ST OFFICE



OUR SPECIAL OLYMPICS TEAMS HAD ANOTHER GREAT YEAR – WINNING MEDALS IN TENPIN AND SWIMMING AT THE STATE CHAMPIONSHIPS



VALLY INDUSTRIES WERE DOUBLE WINNERS AT THE NSWBC BUSINESS AWARDS. OUTSTANDING BUSINESS LEADER FOR TRENT JENNISON AND EXCELLENCE IN SOCIAL ENTERPRISE



VALLY VINTAGE MOVED TO NEW PREMISES – IN THE OLD 'MAL'S TOY SHOP' – GIVING US MUCH MORE SPACE TO OFFER MORE PRODUCTS!



LAUNCHED MAIN ST HAIR & BEAUTY TO OFFER TRAINING AND SKILL DEVELOPMENT TO PARTICIPANTS INTERESTED IN WORKING IN THIS SECTOR IN THE FUTURE



WE OPENED OUR NDIS SUPPORT OFFICE IN THE HEART OF THE CBD – TO IMPROVE ACCESS FOR OUR PARTICIPANTS AND THEIR FAMILIES



VALLY INDUSTRIES NOW HAS 440 EMPLOYEES!



VALLY INDUSTRIES OPENS NEW DAY CENTRE IN TUNCURRY

LONG SERVICE AWARDS 2019

20 YEARS



Sean Darcy



Cameron Holland

LONG SERVICE AWARDS 2019

10 YEARS



David Lambert



Jacob Atkins



Amanda Goodrich



Les Walsh

LONG SERVICE AWARDS 2018

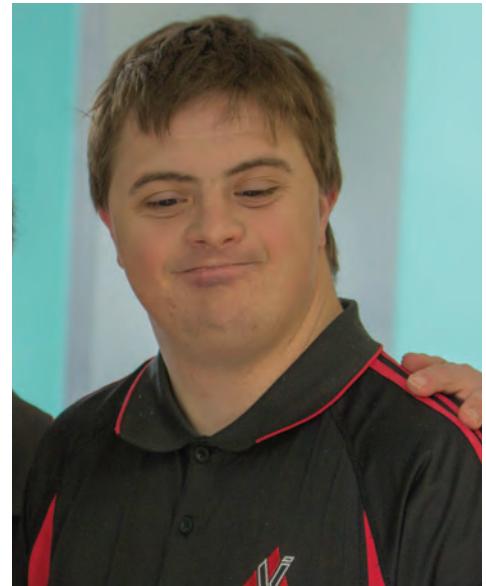
10 YEARS



Todd Green



Melissa Parker



Yanik Faugeras



Amber Butler



Sue Cassin



Colin Milligan



Valley Skills for Life has continued to grow and has seen many changes throughout 2019.

My role of disability service manager was introduced in February. My role supports, accommodation, respite, drop in supports for Taree and Forster, transport, and the Taree SKILLS and Tuncurry HUB programs centres.

It has been a fast paced and rewarding experience. I am privileged to have a fantastic and dynamic team who are always looking for new ways to enhance the lives of our Participants. I build capacity and empower those they are supporting.

Since my arrival in February Valley Industries have taken ownership of Edinburgh House, opened a house in Forster and two houses in Taree. This takes Valley's Accommodation to 18 houses supporting 37 participants.

The accommodation team in Taree saw a change of leadership with Emma Lakeman moving in to a new role and the arrival of Katrina Fletcher. Katrina hit the floor running and has been a great asset to the team.

Katrina came from a NDIS background and her knowledge has been fundamental in assisting accommodation to move forward and be productive in supporting our participants. It is important to the accommodation team for Taree and Forster that we spend time in assessing each participant to make sure we are providing them with a capacity building, supported and encouraging home environment. Katrina and Laura Legg from our Forster team, work closely with families and carers to assure them that the transition and ongoing experience is smooth and full filling expectations. We have an extensive list of future SIL participants that moving into 2020 will see the accommodation grow even more.



Leanne Northam

Part of my role includes overseeing Drop in services. Drop in servicers has experienced huge growth throughout the year. The team of Amanda Varty and Jackson Wall leading this have been dynamic in organising supports to assist participants to have the strength and belief in their own capacity to live their lives and be a part of the community.

To support our teams and participants, Deb and Steve McMurtry joined Valley Industries this year. They are both registered nurses and have extensive mental health knowledge and skills. They have been empowering staff with education to assist in the delivery of supports for participants. Deb also spends time with participants to assist with behaviours or emotions they may be struggling with. Both Deb and Steve have recently completed the 'train the trainer' course for mental health first aid. They both now are accredited to provide mental health first aid training. Following this all staff are being encouraged to complete the course which is fully supported by Valley Industries. The aim is to have all staff completing their mental health first aid within the next year.

Internal training for staff has remained a priority with ongoing support to staff to complete the National Disability Services NDS e-learning training. Staff 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. During the year a large number of new staff have been recruited. 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.

Our rosters and transport team has also seen many changes and growth. The introduction of Geoff Northam to take the lead in organising and maintaining the fleet has been one. Geoff's role sees him organising the transport necessary for all supports and social activities. Whilst in his role, he has made changes to processes that have resulted in seen smoother pick up and drop offs of our participants and vehicle allocation structure for Taree and Forster. Our roster team of Jackson, Kacee and Tracey have a difficult job of allocating supports to participants whilst also being mindful of work place and family mix with our staff. It is a crucial part of our ever evolving service and they are professional and thoughtful to participant's ongoing support needs.

Moving forward into 2020 we will continue to see steady growth in all areas. We as a team will be enhancing the quality of services supplied. Our aim is to continue to provide a person centred approach to services, promoting individual development, encouraging commitment and personal growth with both participants and our team.

FORSTER

2019 has been an exciting year for Valley Industries. As we have expanded our services into the Forster and Tuncurry area.

2019 has seen us opening up 5 houses in Forster and 1 drop in support unit. We also have provided many participants with respite in a variety of different settings.

We have provided many participants with accommodation opportunities that they were unable to access through other options, we are extremely proud of this. We are dedicated to providing the best outcomes for all.

Deciding to move into supported living is a difficult time for a person with a disability and their family/informal supports. It takes a lot of courage and it can be an emotional time. We strive to involve family and friends as much as possible during the transition into supported living. Connection and open communication is very important to us.

We pride ourselves in how we support our participants in their own home, we use active support in our practice – this includes directly supporting participants to do their own washing, cooking, daily living tasks. We support our participants to do as much for themselves as they can. We empower our participants to make their own choices in what they want to achieve. We guide, mentor and encourage our participants to make informed choices based on their likes, passions and aspirations.



Laura Legg

We have had many successful outcomes for people in our supported accommodations. One gentleman had spent the previous 6 years in a nursing home in a shared room with another. Now he is in his own unit, with his own bathroom facilities and access to a beautiful modern house which he co-tenants with a young lady.

One lovely lady has now re-located into our service from Sydney, she is now closer to her parents and manages to spend time with them whilst exploring the beautiful scenes of Forster.

We have more vibrant and exciting plans for the future ahead and we can't wait to share them with you as we go. Stay tuned!

DAY SERVICES, COMMUNITY PARTICIPATION, LIFE CHOICES AND ACTIVE AGEING – TAREE

Our programs are designed to foster inclusion, support independence + interdependence and find genuine connection within the diverse communities by crafting original, transformative activities and adventures for those willing to participate to explore and discover their vital essence.

Experience has shown that through these opportunities participants have the greatest chance to grow and to become more person centred. Providing our different learning environments also allows the participants to scaffold their learning and new experiences in a range of contexts.



Amanda Varty

Programs

Well thought out and structured supports include targeted programs to meet specific needs. To promote participation in Day Centre activities and community access programs.

Programs such as Drama, Cooking, Ten Pin bowling, Information & Technology, Walking, Art + Craft, Movies, Music and movement, Sensory Experiences, Reading, Literacy and Budgeting continue into 2020 with the addition of new programs such as - orienteering, upcycling, the methodology of cooking and, to add some fun, creativity and laughter we are looking at LEGO, hip hop and Dance groups.

Staff Training and Rosters

We have continued to support training and education by utilising the National Disability Services NDS e-learning training. Staff continue to study and have supported access to modules of training in all sectors of disability to provide them with the information and resources to ensure we 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. It is valuable in providing consistent processes for all new and potential employees entering the disability sector.

The end of year concerts continue to be popular with participants. This year we anticipate the day to be filled with new dance routines, singing and storytelling along with some stand-up comedy to entertain family and friends.

To all our Families, carers and friends. We would like to take this opportunity to thank our participants and their families, carers and all those who contribute. Thank you for another fabulous year.

Valley Skills for Life - Crafts and Gifts

What an exciting and productive time this year has been.

Our room has transformed opening up to a well-organised and functional space to accommodate new projects.

We have been busily working on craft projects during 2019 accessing online research, following trends and listening to what it is consumers are interested in buying in the '100% handmade' space.

Sensory cushions, bath salts, hair clips and jewellery of high quality have been produced. We have a health and well-being break during the day getting up and getting active. This is a highlight also.

The team are currently working on upcycling tiles into coasters sets using a specialised technique using ink.

Our range of saleable items are available at Valley Vintage.

DAY SERVICES AND COMMUNITY PARTICIPATION – TUNCURRY

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 and to promote and encourage participation as valued active members of their community.

Valley Skills for Life day program services expanded into Forster/Tuncurry earlier this year when we moved into our new premises in Rodmay St, Tuncurry - where we continue to have steady growth in participant numbers.



Kylee Chate

Programs

Valley Skills for Life Tuncurry day programs include Golf, Fishing, Tennis, MasterChef program, Restore furniture projects, Art + Craft, Movies, Photography, Money Matters, Library, Gardening, Sewing group and Picnic day. Our Restore furniture program has been popular with the addition of Tom and Jerry - our lovely pet rabbits! Our participants upcycled a donated fish tank into a great rabbit hutch!

Our gardening program has been a great success where our participant have been learning to grow their own vegetables, harvest and cook their produce. Kale chips have been a real hit. We have had a seed bank donated to us which our participants will learn more about in the New Year.

We continue to discuss day program options with our participants so that everyone gets a chance to bring an idea to the table.

We will be opening a gym and sensory room in the New Year

Staff Training

Some of our staff have already completed mental health first aid training, medication, Manual Handling, and use of Lifters and most staff have now completed National Disability Services NDS e-learning training and NDIS modules. Staff now have supported 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.

Community Access

Community Access is growing in Forster/Tuncurry and is giving our participants more choice in individual supports to meet their NDIS goals.

Respite

Respite is growing in Forster /uncurry and we will be signing the lease on our respite house shortly.

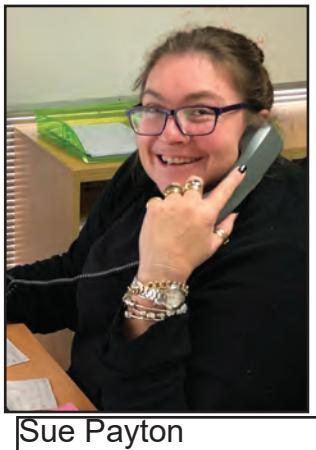
It has been an absolute pleasure spending 2019 working with our participants and Valley Industries Our growth is our success and our commitment to providing a person-centred program that assists people with disability to develop the skills they require to increase their independence. To promote and encourage participation as valued active members of their community is what sets us apart.

NDIS SUPPORT COORDINATION

2019 has seen enormous growth in Coordination of Supports for Participants with NDIS plans. Participants are becoming more familiar with the NDIS system and what it can do for them. Participants are engaging more and expanding their goals within the community. Many more participants have benefited and their living standards have improved with interactive supports designed to meet their day-to-day needs.



Glynis Smith



Sue Payton

Support Coordination can support Participants in implementing all parts of their NDIS plan.

Valley Industries now has an office in the Taree CBD to cater for inquiries regarding access to the NDIS as well as assisting with their Coordination of Supports. Valley Industries liaises with NDIS Planners and Local Area Coordinators and all Service Providers in the MidCoast Council LGA. If you or anyone you know needs assistance we are located at 23 Pulteney Street, Taree, 6552 8866.

Overall Participant numbers have increased with many people in the community coming to Valley Industries to receive a variety of different supports.

Our service has been able to assist with:

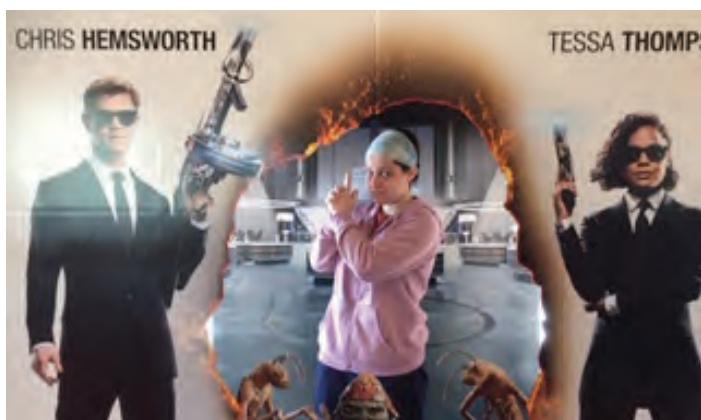
- Day programs
- Individual capacity building
- Employment – Australian Disability Enterprise supported employment
- Children services
- Allied Health, e.g., Occupational Therapy assessments, speech therapy, exercise physiology, counselling, etc.
- Housing, e.g., supported independent living as well as securing private rentals within the community.
- Accommodation requests, e.g., short term accommodation, home drop in support
- Home modifications
- AT equipment
- Yard Maintenance & Cleaning

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.

SOCIAL OUTINGS

Every Saturday of every month we organise outings for Participants to get out into the community, experience something new and have fun with their friends. Over the last year we've trekked through rainforests, been to festivals, seen vintage cars, motorbikes and aeroplanes, played golf gone fishing, visited zoos, seen whales and dolphins, visited local tourist attractions, taken part in contemporary art projects and much, much more!

Wow where has the last 12 months gone? Time certainly does fly when you are busy and having fun!



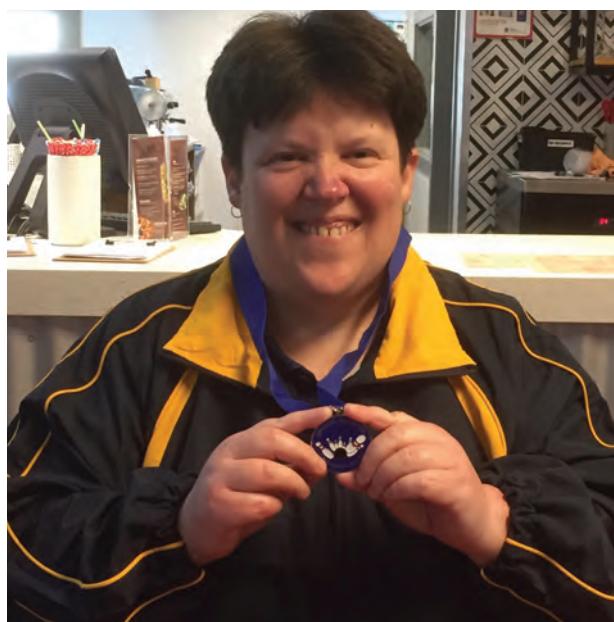
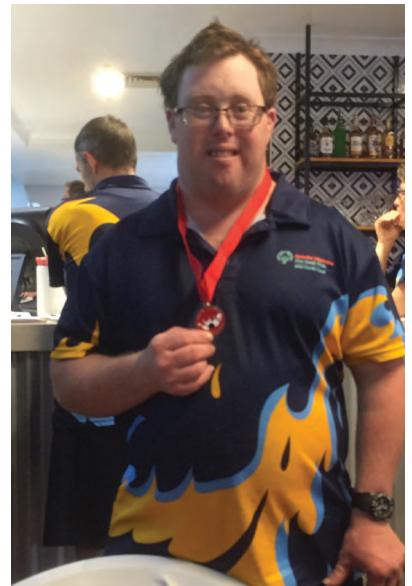
SPECIAL OLYMPICS

It has been a fun filled year for the team who have competed all over NSW. We had five new athletes join the team - which brings us up to 19 athletes that continue to compete at both regional and state level.

Gwen Webster, Rebecca Lloyd, Sophie Powick and Dylan James joined the Ten Pin team and Julie Townsend joined the swim squad.

We've had our fair share of winners over the year - with medals for swimming and tenpin in State Championships.

If anyone is interested in joining the team and coming away to compete and have fun - please call Rhonda on 0427 512 605





Sarah Green

Intalink continues to grow and provide a vast array of allied health and specialist services to clients of the Mid North Coast. Our team has experienced some changes in the past 12 months. We have welcomed new team members that have strengthened our professional hub and enabled Intalink to increase ability to accommodate new referrals. We are currently advertising for suitable Speech Therapists, Physiotherapists and an additional Occupational Therapist to join our team to allow our practice to support the demands of the referrals that we are receiving. This is particularly prominent within providing services to our increasing numbers of NDIS clients that now have the means to seek therapies that they require. Introducing our team.....

Dr Memory Sendah-Clinical Psychologist

Melanie Kuhn-Clinical Psychologist

Michael Scarlett-Clinical Psychologist

Dylan Wesley- Consultant Paediatrician

Elizabeth Cunningham-Occupational Therapist

Courtney Knight-Speech Therapist

Cynthia Coombe-Social Worker

Anne Maxwell-Social Worker

Tracey Grisold-Physiotherapist

Tony Kiehne-Exercise Physiologist

Judith Fox-Dietician

Tracey Lawson-Behaviour Specialist

Emma Lakeman- Behaviour Specialist

Jenny Kent and Ann Russell-Mid North Coast Sleep Clinic

Naomi Richards-Midcoast Hearing

News at a glance.....

- Courtney Knight has returned to part time work after the birth of baby James. We are very excited to have Courtney back and working 2 days a week.
- Midcoast Hearing, providing hearing assessments and hearing aids to Adults and Children.
- Tony Kiehne, Exercise Physiologist and Personal Trainer is running free sessions for Valley Industries Employees. Time for Fitness and Fun!

Our experienced administration team pride themselves on their commitment to our clients' needs and providing a welcoming and friendly environment. Intalink Therapy Solutions is very lucky to have such a great team. Bring on 2020!

NDIS SUPPORT ACTIVITIES



Graeme Shultz

We continue to supply supports daily through the NDIS program and it is pleasing that our Participants are now coming into the office to add their names to lists or suggest things they would like to do. Participants are getting involved in a huge range of activities that may have previously been beyond their reach and, the more they become used to the concept, the more they embrace it.

We run regular trips at weekends to enable Participants to enjoy activities they previously could not access. L's and P's driving continues to be in demand. We got our first P plater this year – Well done Cody! And we expect to get at least another 3 in the next few months.

We also provide any help with court cases and police matters, providing assistance with the Community & Justice and Housing Departments and attending Doctors and Hospital appointments where necessary. This is all part of the services we offer. I would like to welcome Jamie-Lee with her wealth of experience in these areas who already has taken on a number of Participants that her experience will benefit.

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 and we will continue our membership of the Newcastle Knights Rugby League and Jets Soccer – we have seats to attend all the home games. These are very popular as is the V8's in Newcastle.

Our first cruise on the P&O Explorer was in early February and it was a great success. We had another at the end of September and will look at another in March 2020.

Again we are nominating a Twilight Cricket team in the local Tuesday Competition. Last year it was a great success and as a result we have been playing Twilight Lawn Bowls also. We have also entered a touch football side as well.

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

Graeme



Valley TRANSITION TO WORK & TRAINING



Renee Gilbert

It has been an exciting and busy year in Corporate Services and Transition to Work and Training.

We have rolled out new procedures and training to increase the support provided to Valley's managers and staff across all levels of the Organisation.

We have undertaken a complete review of our Human Resources, Training and Quality initiatives in preparation for the NDIS Quality and Safeguards Commission certification.

2019 has also seen the addition of Main Street Hair and Beauty. We are providing personalised 1:1 skills development training for participants to learn the skills required to be a salon assistant. Our participants have been greeting customers, learning to blow-dry hair, assisting with colour and tints, shampooing and putting together visual displays for our products on offer for sale.

142
NEW STAFF
IN 2018/19

STAFF SUCCESSFULLY COMPLETED
AUSTRALIAN QUALIFICATION IN
COMMUNITY AND INDIVIDUAL
SUPPORT
IN DISABILITY

11

2 School
based Traineeships
completing Community &
Individual Support

4 Traineeships in
Community &
Individual support

6 PARTICIPANTS COMPLETED
CERTIFICATE II QUALIFICATION

Our Transition to Work and Training program has seen another busy year in their personalised work readiness support programs to ensure they are reaching their goals of employment.

We have been providing person centred supports in either a group situation or tailored 1:1 supports. We get to know our participants and their barriers but also their strengths, skills and interests.

As the year draws to an end we will be seeing a few of our participants transition to supported employment being their identified goal under the NDIS plans. We wish our participants all the best in their paid meaningful employment.

Each year we see our participants identify getting their driver's licence as an important goal and step towards independence. Our objective is to make driving an enjoyable and stress-free experience to help build confidence behind the wheel. We have many successful participants achieved the L's and even participant's achieve the P's.

We are so very proud of their achievements.



Our relationships with the local High Schools continue to grow with our services to the schools now seeing 15 students attend each week to learn skills in the workplace.

We are very proud of our relationships with the local schools seeing so many students learning a wide range of work skills in readiness for life after school.



VALLEY INDUSTRIES ADE'S



Tim Welsh
ADE Manager

This year has again seen significant growth across the organisation which has kept everyone on their toes.

Natures Care Nursery has continued to grow over the past 12 months even with the drought conditions in the local area. This is all down to the dedicated staff that continue to change and evolve the nursery which entices customers back time and time again. Well done to Josh, Maria, Kaye and Adam and all the Participants who have made this possible.

Timber Products has had a tough year with a drop in sales. There have been a number of factors that have seen the sales fall, including the down turn in the economy, the drought and the way construction work is now done with GPS location systems, replacing the use of hardwood stakes to set out construction areas.

As a result, we have moved more of our business to the horticulture sector, which has now become the major part of the business - supplying wholesalers, garden centres and commercial growers. Over the year, we have relied on a lot of casual labour in this unit that has then been able to fill in in other business units as needed. They have done a great job wherever required. Well done to Todd and all the crew for their efforts and willingness to adapt and help out wherever needed.

Our Secure Document Services unit has remained steady over the past 12 months, although the price of shredded paper and cardboard have dropped significantly over the past 18 months due to China shutting down the imports of recycled paper. Valley Hire is now part of the SDS unit, with cool rooms and portable toilets for event hire. This is seasonal business but we will continue to grow this business into the future. Well done to Jess, Dean and all the crew.

Complete Grounds Care has had a great year again considering the weather conditions. They have continued to grow the lawn and garden maintenance sides of the business during the dry times. However, it is likely to be a challenging year ahead as some of their contract work on the highway comes to an end. Great job Ben and all the crews on the outstanding efforts this year.

Bee Supplies have also had a good year considering the drought conditions in most areas of the state. They have continued to put ready to go stock on the shelves just waiting for the magic ingredient - rain - to kick start Spring. We are in the planning stages of updating our online shop and also promoting the business by attending field days. Good job to Nigel, George and all their Participants.

Valley Linen and Valley Vintage have gone through significant changes over the past 12 months. The laundry has been totally upgraded to cope with the ever increasing work load and we have been able to create new jobs for Participants and Support Workers.

Valley Vintage has recently moved to new premises in the old 'Mal's Toy Shop' in Chatham, which has given us more space to create an improved shopping space and an extra furniture warehouse at the rear of the shop.

Valley Café has gone through a restructure and we've seen a change in personnel in this unit. The Café continues to be a popular meeting place for customers and we provide catering for local businesses.

Again, Rob and all the staff and Participants have done an outstanding job - well done.

I would like to thank Trent and all the Staff and Participants that make Valley Industries the great place to work that it is!

Thanks, Tim.



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

The drought has affected Bees and honey production across Australia and we are all working hard to look after our Bees for the future.

A group of our Participants got involved in an unusual project this year – building a purpose designed sales counter for our new Valley Vintage store.

George Lawson used his shopfitting skills to direct the team and create a beautiful piece of furniture for the front of the shop.

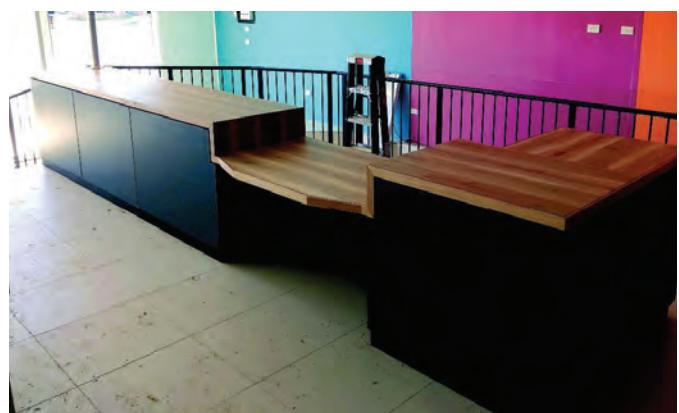
Nigel Powell



We also had an exciting trip in the early part of the year. A group of us went down to Sydney to deliver a bee hive and related equipment to the Governor of NSW who is a very keen Apiarist. Trent, Mal, Paul, Jackson and I were given a guided tour of the house and gardens at Government House by The Honourable David Hurley and his wife. It was a very memorable occasion.

We continue to modernise our retail shop at Whitbread St and are now working on the launch of the Valley Bees online shop for 2020.

Thanks to all the Staff, Participants and Customers for their support over 2018/19.





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 .

This financial year has seen us expand our relationship with Telstra adding a further 12 sites and now covering as far south as Bulahdelah. Also we've taken on another 7 police stations heading as far north as Kempsey.

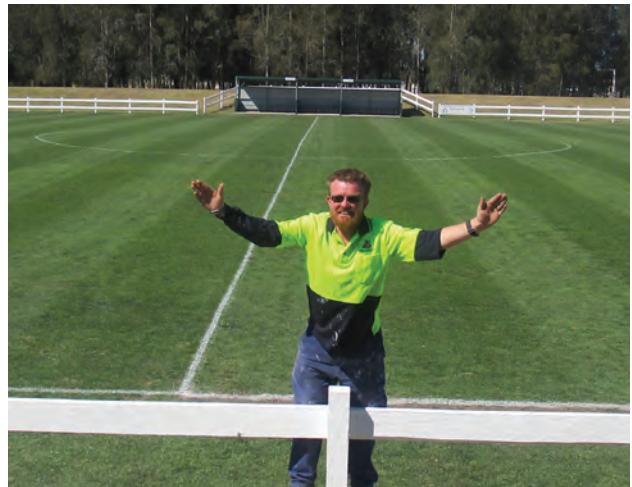
2018/2019 was quite challenging, with very dry conditions and some ageing machinery. However, Valley Industries has invested in some new machines and vehicles in the last 12 months and this has already improved our efficiency and has cut our down time.

We are very grateful for this support.

This year we have completed our contract with Lendlease and we thank them for their business

We look forward to the challenges 2019-2020 will bring and hope in the near future a significant rain event will occur helping to ensure continued growth within the business.

We look forward to support from the community again in 2019/2020.





2019 has been another great year we have continued to make improvements for a better customer experience.

We now have a lot more car parks located outside the nursery to support our ever growing retail customers.



Josh Duncan

The bulk mulches have been moved so that all the landscape supply bins are all together.

We continue to supply the Sydney market with our wholesale plants new ranges have helped maintain our sales.

I would like to thank all of the clients and volunteers that work so hard to keep the wholesale and retail nursery a work place to be proud of.

We welcome new faces throughout the year and would like to thank them for working so well within our nursery team.

To all the staff that put so much effort and passion into the nursery well done, looking forward to a new year of opportunities.

Thanks again to our amazing customers that support our products and services .





The Timber Products work crews have seen another very busy year with all types of work being carried out.

The Jamestrong Slug decanting line team has lifted production to meet the demands of Jamestrong customers; this has seen the crew working hard each day and has been a great effort by our workers.

We have now purchased the Temp Fencing from 1300Tempfence and this work has been building nicely with large amounts of fencing being installed for many customers.

Our Pegs and Stakes have kept the mill lines busy with orders being sent all over Australia. We have been supplying Sure Gro in Victoria with full truckloads of stakes. We continue to supply Blackwoods Australia wide and also filling large orders for Garden City Plastics.

Pallet and Crate orders have been filled on an ongoing basis and we also continue our work on drilling, end plating and painting Crossarms for AHH Wood. This work has seen this product being shipped to area such as New Zealand and Fiji.

All the work crews in the Timber Products unit have worked hard to ensure we have met our wide range of customers' needs throughout the past year and I would like to say thank you for your hard work and dedication.



Todd Minett





It's been a busy year in Secure Documents Services. We have continued to grow the business with both new Participants and also new customers – a big congratulations to all involved - you should be proud of your achievements this year.

We have had the 3 monthly rotation system in place for 12 months and it has proven to be effective as we have created a steady workflow for the Participants in addition to generating positive growth for the future.

We have purchased a new shredding van as the old one had certainly done its mileage. The new van comes with a state-of-the-art tail gate lifter which will make the job a lot easier for our drivers and their assistants.

Our team has grown significantly in numbers and we welcome the newest Participants into our crew with smiles and friendliness and look forward to working with each of them in the future.



Valley Hire also continues to grow as it commences its second year as a part of the Valley Industries Group.

Bookings are increasing and we are often booked out with all 5 cool rooms out on hire over most of the summer weekends. The portable toilets are also creating some interest within the community as well.

Some of the Participants have learnt some new skills testing the trailer lights with our new machine as well as getting some customer service experience helping to serve customers hiring our products.

Its been a very busy 12 months for our business unit and we look forward to next year - working hard, learning new skills, making friends and most of all, having fun.



Valley Linen Service has had another amazing year with the highlight being receiving the trophy as the winner of the NSW Business Chamber, Regional Business Awards – Best Social Enterprise. This was followed up by receiving a Highly Commended award and coming runner up –Best Social Enterprise at the State Business Awards in November 2018. Participants and staff from Valley Linen enjoyed a Black Tie gala evening at Luna Park ballroom hosted by channel 7 star Andrew O'Keefe. Participants were also treated to a weekend in Sydney which included a harbour cruise, visit to the opera house, and ferry ride to Manly for Sunday Lunch.

During 2019 Valley Linen service has again undergone considerable growth in the number of customers, number of staff and annual turnover. Monthly production of linen now averages over 110 Tonnes per month.

To facilitate the increase in production, Valley Linen has installed more new and second hand equipment. In May 2019 a second ironer, folder and stacker was installed at a cost of \$70,000. In August 2019 a brand new feeder was installed at a cost of \$150,000. The introduction of these new machines allows us to iron 3000 sheets per day and 4000 pillowslips per day if required.

10 extra motels and resorts also means lots of extra deliveries so an additional purpose built laundry delivery pantec truck was purchased in September 2019, taking the fleet to 5 delivery vehicles on the road daily.

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.



Rob Gander



Damon Minett





Valley Café has had another great year delivering delicious drinks and meals to the people of Taree. There have been several staff changes over the year but the quality of service has remained welcoming and friendly throughout!

We've had a large number of Transition to Work and Work Placement Participants take part in our hospitality training – giving them invaluable skills to help them in their search for future open or supported employment.

Valley Café was once again open on Christmas Day in 2018 – providing breakfast, company and gifts for those who might otherwise spend Christmas morning alone.

It was a very happy morning, with over 100 guests and volunteer staff enjoying Christmas breakfast together.

And we'll be doing it again this year!



Valley Vintage has had a very exciting year with our move into our lovely new shop!

What was the old 'Mal's Toy Shop' on Chatham Avenue has been converted into a bright and spacious shop with plenty of room for lots of great merchandise.

There is also a separate Furniture Warehouse at the rear of the building enabling us to stock a greater selection of furniture. And there is plenty of customer parking right outside the store.

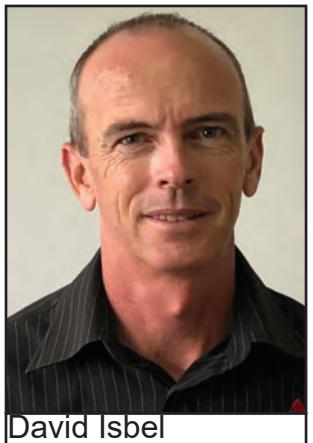


Racheal Allen

The new premises also have a much better working environment for our Staff and Participants – with air conditioning to keep everybody cool during Summer, a large area for processing deliveries of new stock, new disabled access toilets and a light, bright staffroom. We also have improved OHS with a rear loading dock.

I would like to thank all the Staff and Participants for their excellent customer service over the year – and for managing the move to our new premises smoothly, efficiently and in good spirits!





The Administration team are proud to have been the support behind another great year for Valley Industries.

David Isbel

During the year, our employee numbers have increased by 80 to a huge 440!

All these new employees mean more orientation, training, vehicles, uniforms, computers ... the list goes on. This is a challenge we work hard on every day. We want a great workforce delivering great support to people with a disability, so we do our best to support them by paying everyone correctly, and making sure they have all the tools they need to do their job!

In the office Glenys, Roxanne, Karen, Zee and Dennis continue to be supported by Bron and Lucy. In the canteen, Peter and Rebecca do a wonderful job keeping everyone fed and up beat! Thanks to the Café for providing the wonderful lunches we enjoy each day.

Jane keeps everyone informed about happenings and events through our monthly magazines, 'Valley Vibes' and 'Team Talk', and Elizabeth Kempers has been supported by Scott McAdam to produce interesting videos highlighting the work Valley does.

We are currently in the midst of a lot of disruption while the building refurbishments at Whitbread St take place, and we are really looking forward to the improved office and facilities we should be in by Christmas.

We are all looking forward to another year of working with all of our businesses and staff to support the great job you all do.

