



**Valley Industries**  
*Helping people to help themselves*

# Annual Report & Accounts 2020





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## **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 500 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 plastic recycling business – 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 pleasure I present my Chairperson's Report for the year ended 2020.

The expansion & development of disability services and programs at Valley Industries Ltd over the past year has again been exceptional. Once again, we have seen substantial growth in revenue, services provided and employment with approximately 500 staff now engaged at Valley Industries. Not only has Valley Industries Ltd established itself as the major provider of disability services in the Manning Valley it also makes a significant economic contribution to our region. This past financial year, over \$25 million in staff salary payments and benefits have flowed into the Manning Valley economy. This will no doubt further increase in 2021.



**Mal Schultz**

We now have 15 separate Business Units operating successfully under the banner of Valley Industries Ltd. The latest business unit, a plastic mould product is an exciting entry by Valley into plastic recycling. Notwithstanding, the past 9 months has been a difficult trading period. COVID 19 has had a profound impact on how we live, work and deliver our services.

Congratulations to CEO Trent Jennison and his team, some with a valued medical background, which has helped considerably with the operational adeptness of our organisation. We have been extremely successful in managing and operating under severe but necessary COVID 19 health requirements. I believe participant's, carers, staff and clients have all been well served by the early actions undertaken by the management team.

In last year's Annual Report, I outlined the obligation of the Board of Directors and Management to conduct the operations of Valley Industries under the highest public scrutiny and expectations. It is my pleasure to advise that Valley Industries Ltd has again achieved ISO 9001 2020 accreditation in quality management systems.

We have also again achieved 100% compliance in independent audits of all NSW Disability Service Standards & Procedures. On behalf of the Board of Directors, I congratulate CEO Trent and his hard-working team on these achievements.

Last year our Supported Independent Living Program saw our available accommodation rise to 18 leased or owned properties in the Manning and Great Lakes areas. This year that number has significantly increased to 26 Supported Independent Living residences.

It is extremely satisfying to see our Participants embrace the opportunity to lead a more independent supported lifestyle in essentially their own homes.

Flagged in my report last year was a proposed exciting new development by Valley involving Supported Independent Living. We can now formally advise that this new project is located in Wingham Road in the general location of Estia Aged Care and the Mayo Hospital and is well into the preliminary development stage. Approval is expected soon for the construction of some 10 separate Supported Independent Living residences with Stage 1 providing much needed 'state of the art' high dependency units.

Late in August this year Member for Lyne, Dr David Gillespie and State Member for Myall Lakes, Mr Stephen Bromhead officially opened our new administration centre and amenities.

These extensive renovations, including an all new concrete service road, are indeed a timely celebration of Valley Industries' pending 50th anniversary as a major disability provider in the Manning Valley. The Board of Directors justly resolved to formally dedicate our new centre to CEO Trent Jennison for his exceptional contribution to Valley Industries Ltd, and disability services in the Manning Valley.

# CHAIRMAN'S REPORT

I recently read a quote.

'It takes someone special to help someone special'

In that context, Valley Industries has no shortage of 'special people' Our special people, our participants, carers, and associated families all need and deserve our special support. On behalf of the Board I give thanks to all our professional and caring staff for also being 'special people'. Without your dedication, we could not exist.

Thank you again to each and every Board Member for your support and commitment to the governance of Valley Industries Ltd.

To our retiring Directors, Vice Chairman Don Phillips and Ross Mason we wish you well and good health.



**Mal Schultz**

A special thank you to Vice Chairman Don Phillips for his significant 12-year contribution to the Board of Valley Industries. Don has been a great support to me, and we will miss his ability to assess and deal with matters of the Board with clarity and decisiveness.

A special thank you to CEO Trent Jennison, CFO David Isbel, managers, staff and participants for your support and friendship over my past 4 years as Chairperson. It has been a privilege, honour and rewarding experience I will never forget.

In conclusion and as expressed many times in the past, we genuinely thank all our participants, parents and carers for your loyalty and trust in Valley Industries. It continues to be our privilege to serve and support you. We look forward to another challenging but no doubt exciting year ahead.

Mal Shultz  
Chairperson

# CEO'S REPORT

The 2019/2020 year for Valley Industries has been an exciting year. Over the past year, our organisation continued to grow to the extent that we now employ approximately 500 staff with a projected annual turnover of \$33m. Our payroll now exceeds over \$21m and is injected directly back into our community.

The year has seen the addition of properties in Rodmay Street Tuncurry, Lisa Place Forster and The Valley Way on Wingham Road Taree.



**Trent Jennison**

The project “The Valley Way” is a ten house gated community with four houses being classified as specialist disability housing. Valley Industries has committed an initial investment of \$4m to commence this exciting new housing opportunity for people requiring higher levels of care in an independent living situation. We are expecting this to begin in late 2020 early 2021. We have introduced new services such as our youth programs which will be coming online in 2021 to provide opportunities for support to younger people’s needs.

The NDIS continues to be a challenge with ongoing changes to the Scheme, which results in confusion and issues with ongoing planning problems for our participants. The current undertone of reducing expenditure and changes to housing is undermining the core principals of choice and control. We, as an organisation, will always strive to fight for the rights of all participants and challenge the NDIS to meet its core principles.

This year will also see some changes to our current Board of Directors. As a result of retirement, Ross Mason will be stepping down after three years on the Board, and we thank him for his contribution.

Don Phillips has decided after 12 years to step down from the Board as Vice Chairman. Don has been an outstanding Board Member who provides expert advice, upfront honesty and has been invaluable to the Board and myself. His business acumen and decisiveness have provided sound advice to enable Valley to achieve much over his term.

Mal Shultz has decided to stand down this year as the Chairman after a four-year stint. Mal inherited the role whilst entering the NDIS, which resulted in the Chairman’s role having greater expectations and requirements than ever seen before at Valley. He has provided great insight and leadership within this role and has in four years made a more generous contribution to the organisation than any of his predecessors.

Without Mal’s leadership, stewardship and insight, we as an organisation would not have achieved half of what we have over the past four years. The organisation will sorely miss this.

In conclusion, next year is our 50th year of operation as an organisation. We hope that at some point, we will be able to celebrate this fantastic milestone. It is expected that once the pandemic settles across the globe, we will be able to celebrate accordingly.

It is without saying that this year with the pandemic, it has been a challenging and demanding year. I want to thank the staff on behalf of the Board and myself for the ongoing commitment and professionalism, which enabled us to navigate the past twelve months. Special thanks to Renee Gilbert, Leanne Northam and David Isbel for putting up, providing advice and being a part of the Executive Team.



2020! What a year this has been at Intalink Therapy Solutions. Plenty of challenges have been faced and conquered by our team and our loyal clients.

\*Bushfires

\*COVID-19 pandemic

\*New administration staff and clinicians

\*Building Renovations



**Sarah Green**

COVID-19 restrictions and the recommended guidelines have prompted our team to upskill and deliver a quality professional service to our clients via alternative means, such as Telehealth. As an essential service, our staff continued to provide face to face therapy and therapy via Telehealth to our clients throughout the COVID-19 pandemic. Our Therapists have displayed enthusiasm, creativity and a passion for their professions when encouraging our clients to engage in continued therapy

To adhere to the COVID-19 guidelines and recommendations and to ensure the health and safety of all staff and clients, our practice has installed new safety features. Upon entering the building, you will notice an automatic sliding door has been installed, protective screening on the reception desks and an automatic temperature thermometer and hand sanitising station when entering our practice. We thank all staff, clients and members of our community for adhering to our policies to keep us all COVID safe.

We have a brand new Podiatry Clinic! We have welcomed the popular and professional Janet Mears, who is providing a wide range of Podiatry services and Assessments. Janet and her sterilisation team are a great asset to our practice.

Intalink Therapy Solutions is sporting a brand new roof. Thankyou Valley Industries and all the tradesman involved for all your hard work.

Throughout the year, we have said good bye to long-standing staff members and welcomed new members to our team. Lots of fresh new faces working together to ensure Intalink is a professional, welcoming and comforting environment for our clients.

New Team Members:

Speech Therapist-Kim Clarke

Podiatrist-Janet Mears

Physiotherapist-Elizabeth Jennison

Administration- Karen Johnson

Administration-Bethany Crossman

Administration-Karen Cox

Sterilisation Technician- Kim Northam

Sterilisation Technician-Susan Zanesco

Intalink Therapy Solutions continues to grow, and our team are all committed to providing our community with high quality allied health services

Thankyou

Sarah Green

# WHAT WE'VE ACHIEVED THIS YEAR

WITH THE HELP OF A FEDERAL GRANT, WE HAVE COMPLETED OUR MAIN OFFICE MODERNIZATION AND REFURBISHMENT



WE STARTED A NEW VENTURE WITH VALLEY PLASTICS. RECYCLING OLD BINS AND OYSTER FARMING TRAYS INTO CONCRETING BAR CHAIRS



VALLEY CAFE HAD A COMPLETE FACE LIFT. NEW CHEF, NEW BARRISTA AND NEW MANAGER

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

WE OPENED A NEW COS  
OFFICE IN TUNCURRY TO  
ATTRACT NEW CUSTOMERS  
AND SAVE TRAVELLING FOR  
EXISTING CUSTOMERS



VALLEY INDUSTRIES HAS TEAMS  
IN LOCAL TOUCH FOOTBALL,  
TWILIGHT CRICKET, LAWN  
BOWLS AND TEN PIN BOWLING



VALLEY INDUSTRIES NOW HAS  
500 EMPLOYEES!



VALLEY LAUNDRETTE HAS A NEW  
DRYER AND IRONING MACHINE.  
THEY NOW TURNOVER MORE  
THAN 2MILLION DOLLARS A  
YEAR.



A NEW VALLEY YOUTH  
PROGRAM HAS STARTED OUT OF  
VALLEY SKILLS FOR LIFE

# LONG SERVICE AWARDS 2020

40 YEARS



Raymond Bussey

30 YEARS



Peter Gyde

20 YEARS



Marc Jeffress



Paul Arnold

# LONG SERVICE AWARDS 2020

20 YEARS



Allison Avery



Glen Buckshiram



Darryl Rouland

# LONG SERVICE AWARDS 2020

## 10 YEARS



Brady Carney



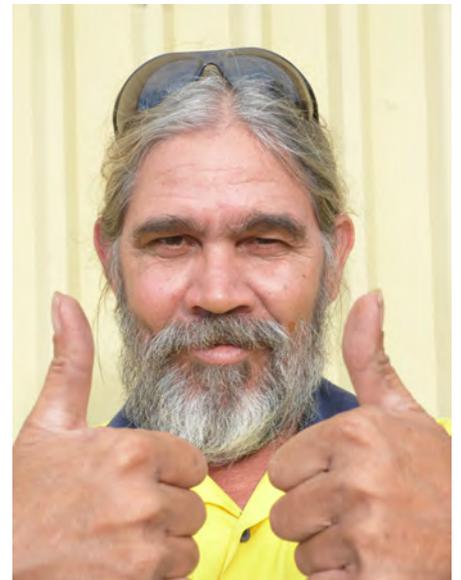
Mitchell Hoppe



Peter Barber



Rebecca Moore



James Glass



**Leanne Northam**

Valley Industries disability service has seen considerable growth this year, in all areas. Despite life-changing events, fire, floods and COVID the Valley team has kept services open with participant's health and wellbeing priority. We have seen the re-education of hand hygiene, social distancing and daily temperature monitoring being the new norm. With teamwork, communication and keeping up to date with current health guidelines, Valley services have been able to keep supports open. With no end to this new way of life in the foreseeable future, it is reassuring that we can confidently continue with our supports. All houses, program centres and vehicles in Taree and Forster have are utilizing infrared digital thermometers, hand hygiene supplies and checklist for close monitoring and prevention measures.

Staff training continues to be a pivotal aspect of ongoing staff development. The education model includes three components: induction, mandatory and voluntary. This is all supported by an e-learning portal with a vast library of learning modules, face to face education, for example, mental health first aid training, and education at house meetings to refresh and reinforce policies and procedures. A large part of education this year has been all staff partaking in mandatory infection control e-Learning modules with the aim of 100% compliance. There has also been the organizing of an assimilation room at Valley skills for life Taree for new and existing staff to be educated in manual handling and assessed for competency in same.

Taree and Forster program centres continue to see growth even when we were at our most extreme lockdown, request for supports keep coming in. The challenge has been to recruit staff to meet supports demands. Programs have been refreshed and new ones introduced. All have being taken up with fresh excitement and energy. A big winner has been the LEGO program. Amanda Varty had recently taken over coordinating both centres supported by team leaders in each centre. It is exciting to see the transformation and in recent weeks, participants have had the option of joining programs at either centre. The new programs have seen new friendships developing and more choices in their day.

Accommodation this year has seen houses opening in both Taree and Forster with us now sitting at 26 homes. This year has seen the introduction of team leaders to support coordinators in their roles. This has been instrumental in developing a model of consistency, quality and ongoing support to new and older staff. Participants goals and capacity building is the driving motivation behind all aspect of supported individual living. Empowering participants to make decisions and live their best lives is what it is all about. 2020 /2021 will see the new SDA development take shape, with this will bring a new tangent of support options being offered to those seeking SIL. Currently, our waiting list is never empty with local and out of area applications and enquires.

A big project that is starting to take momentum and has already seen huge interest from the general public is the newly developed kids and youth program. Sheree Brawn has been a pivotal person in the development of this program and liaising with parents regarding supports and assisting them with navigating the NDIS. Recently we have welcomed a new youth coordinator Sigourney O'Neil who has extensive experience in kids and youth program development. The aim is to provide a place that allows them to have fun, develop social skills and grow more confident. These children and families have limited options for mainstream centre based supports we are aiming to have a kids and youth after school centre base care and a vacation program up and running for the Christmas holidays. The children in our area are Valley's future, and we aim to provide a high quality, supportive care model that not only supports the children but the family as a whole. We are looking forward to 2021 and the ongoing growth and development of service that we provide.



**Sharon Fowle**



**Katrina Fletcher**

Valley Industries Accommodation and Living services has had many successful outcomes and increased expansion for over the last 12 months despite an array of challenges in the current climate. Over both Taree and Forster accommodation units we have opened a further 8 houses to now manage a total of 26 supported homes over the region, caring for 48 participants. Opening a house can be both exciting and exhausting for our team as we manage the logistics of staffing, rostering, procuring and furnishing a house, managing funding and managing expectations of stakeholders.

Moving into supported living is an emotional time for participants and their families. It is often both exciting and daunting for the participant as they experience more independence from their families and learn to feel safe living in their own home with support from staff. The families of our participants go through a range of emotions such as fear, relief and guilt as they start to place their trust in us to complete the day to day carer role and regain their roles as a loving parent or sibling. We pride our team on supporting participants and their families to navigate this time with empathy, open communication and clarity, limiting the stress and promoting confidence in our service.

The structure of the Accommodation has evolved to support our growth with the introduction of three team leaders in Taree and one in Forster who work a variety of administrative shifts and active support work. With the introduction of team leaders we have been able to identify and respond to gaps in our service by revising and rewriting a range of policies, administrative procedures and we have created new processes within the homes. This in turn has supported the increased staffing pool we have employed to maintain our high quality standards and provide consistency in across our unit.

The bush fires over last summer set a precedent on how we manage natural disasters. On a few occasions we did have some participants evacuate from their homes to sleep at Valley Skills overnight and there were many times that participants were packed ready to evacuate should they need, but luckily Valley houses remained untouched. Many of our staff were forced to take unexpected leave, sometimes while on shift returning urgently to their own homes to defend from fire and evacuate their families. Unfortunately some of our staff did lose their homes over this time and are still rebuilding their lives, however the strength they have shown and the support they have received from their work family has been immeasurable. This was a terrifying and traumatic experience but we are proud of how Valley Industries banded together over this time to support each other and we are proud of how this was managed calmly and effectively by staff and participants. Over this time we were especially grateful for the teamwork across all departments to fill shifts, pool resources and support each other. It was definitely a trial run in how to prepare for crisis management as the novel Coronavirus pandemic took over shortly after.

COVID-19 has definitely taught us how to respond, react and manage crisis in an innovative way. We locked down our first house in early March after a C19 cluster formed in the Hunter Valley where a staff member had been to a wedding and another house when a participant had returned from overseas on a flight. Under advice from NSW Health we quickly implemented daily temperature checks, personal protective equipment stock takes, visitor assessment checks for contact tracing, increased hygiene practices for both staff and participants and extra online training which all remain ongoing to this day. We also learnt to diversify our practices by increasing working off-site for Coordinators to minimize staff saturation on-site, online Zoom meetings and phone conferences which have been beneficial to continue as social distancing measures ease.



**Sharon Fowle**



**Katrina Fletcher**

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The future is bright and exciting for Accommodation. We continue to grow with a healthy waiting list of those still looking for Supported Independent Living in both Forster and Taree and we are also excited about the future development of the Specialised Disability Accommodation site on Wingham Road that will be start to be built over the next 12 months. We are excited about exploring in-built assistive technology, communication equipment and accessible internal designs in a purpose built environment to better suit our participants independence. This will provide an abundance of new housing options for those with specialised needs including high physical support and an increased need for accessible options in their homes and well place Valley Industries as a premium disability housing provider on the Mid North Coast.



# DAY SERVICES, COMMUNITY PARTICIPATION, LIFE CHOICES AND ACTIVE AGEING

2020 has shown to be challenging. We have all navigated through some trying times with bushfires and the current COVID. At the same time, we have grown, with many new programs being offered, increase in support requests and a significant growth in staffing. This demonstrates the increased demand among our community and the opportunity we have to meet the needs of people with disability, and the role we have in delivering supports and solutions. Our programs are designed to foster inclusion, support independence + interdependence and find genuine connection within the diverse communities.



**Amanda Varty**

This year we have continued our stable well-known programs with the introduction of some new original and transformative activities. We are connecting with our environment, exploring and seeking adventures within our amazing coastal regional area. We are learning about science, exploring art, craft and building techniques with upcycling projects, tie dying and exploring horticulture. Aqua Golf and picnic day is the favourite vote at Forster while Taree enjoy their music dance therapy and culture cooking program exploring different foods and sharing a meal with friends.

Providing our different learning environments also allows the participants to scaffold their learning and new experiences in a range of contexts. Programs provide well thought out and structured supports include targeted programs to meet specific needs. We continue to promote participation in day centre activities and community access programs. Staff training continues and our learning focus has been directed in various areas including COVID safe protocols.

Valley Industries is here to help and support all during this critical period, and to ensure we are doing our utmost for the safety of all participants and staff attending our service. We have been dedicated to delivering a high standard of supports to all of our participants to ensure we continue to be a safe and reliable service provider. 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. We have welcomed a new group of Trainees and continue to support their learning environment and study and look forward to seeing them develop their skills in Disability Support.

To all our families, carers and friends we would like to take this opportunity to thank our participants and all of 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, received a fresh coat of paint and continues to provide a well-organised and functional space to accommodate new projects. We have been busily working on craft projects we set in 2019, we continue 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 are working on rustic-upcycled items, beeswax food wraps and have a health and well-being break during the day getting up and getting active. This is a highlight also.

Our range of saleable items are available at Valley Vintage and Valley Skills For Life.

# NDIS SUPPORT COORDINATION

2020 has seen continuous growth in Coordination of Supports for participants within the NDIS scheme. 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 had the opportunity to improve with interactive supports designed to meet their day-to-day needs.



**Glynis Smith**



**Sue Payton**

Support Coordination support participants in implementing all parts of their NDIS plan. Valley Industries has expanded to a new look office in the Taree CBD. The new location caters 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.

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.



# SPECIAL OLYMPICS

It is not often you get all 18 of our Special Olympics bowlers in one place. Welcome our two new team members this year Mark B and Brenden February 15th 2020 found the entire team competing for the first time at Kempsey bowling alley. We had a great day and did well in the competition, everyone placed in the top three positions and bought ribbons home. Unfortunately the COVID restrictions prevented the competitions for the rest of the season but we hope to be back at it competing for national selection in 2021 Five of our ladies showed them how it is done, everyone placed in top division places in the Rooty Hill State competition late last year. Great games from Emma, Brooke, Gwen, Sophie & Rebecca



**Rhonda Annesley**

Let's see what they have in store for us in 2021



# SOCIAL OUTINGS

The social outings this year was incredibly challenging. We had drought into fires into COVID19. COVID19 cancelled most of our social calendar. As restrictions are easing, we are looking at new ways to enjoy our social time. One of the most popular at the moment is the Harley Davidson ride out of Port Macquarie. As restrictions are easing, we look forward to getting back to normality and a better 2021.



# NDIS SUPPORT ACTIVITIES

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 massive 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.

COVID 19 has had a significant impact on our regular programs, COVID 19 postponed the events that our participants love like rugby league matches, Royal Easter Show and all activities outside our area. Valley Industries, as a company, we decided it was not worth the risk for our participants their families and their workers. We will resume these programs as soon as it is safe to do so.

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 had more success with our driving assistance program – Well done to those that obtained their licence 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, assisting with the Community & Justice and Housing Departments and attending doctors and hospital appointments where necessary. These are all part of the services we offer.

It is gratifying to see participants increase in confidence and broaden their horizons this year. Instead, of attending the football, we organized a friday night football group on the big screen at Valley skills for life.

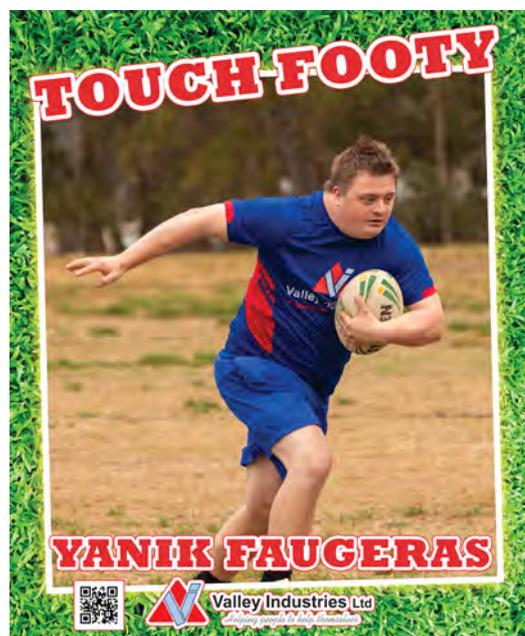
Due to the lockdown and people not being able to do as much physical activity, we have launched a new walking Mondays and Thursdays to help with motivation and mental health.

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. After last year's successful touch footy team, we have entered again and its proving to be the most popular sporting event. 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



**Graeme Shultz**





**Renee Gilbert**

## Corporate Services

Fires, floods and Corona Virus has not slowed down Corporate Services! Valley Industries has welcomed 184 new staff into the Valley Team over the last year. We continue to maintain exceptional quality staff with keeping up with excess recruitment requirements as the demand for our services continue to grow under the NDIS. We continue ensuring our new staff who have joined us feel as though they are part of the Valley Team and continue to support our vision 'Helping People to Help Themselves'

### Transition to Work and Training

The last year we have many our participants graduate from the Transition to Work and Training program and move on to their career goals in employment. This has been exciting time for our team to see our group grow into independent workers and meaningful employment. Whilst we said goodbye too many this has allowed our service to welcome many new faces to our team and have enjoyed their growth and enthusiasm to be work ready. We further support 24 students from our local high schools to provide a place for students to enjoy our work facilities to have an experience in the workplace when they have completed their education at school.

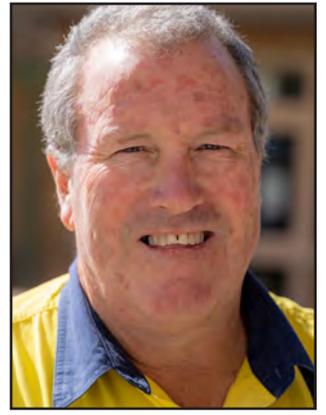


Whilst Corona Virus closed our doors for a short time this year, we took this opportunity to undertake a complete revamp and branding of our café in the main street Taree. This was an exciting time to recreate the look and feel of our café. Whilst the design process kicked off our focus was to ensure that all local trades and supplies contracted to undertake all works during the pandemic to ensure local workflow continued in our community. As the walls came down and new equipment arrived we undertook intensive training with our participants and staff on our menu and trials on cooking and delivery the food before our doors open again to the community to packed social distanced café.



# VALLEY INDUSTRIES ADE'S

Natures Care has seen it all this year with the drought and fires, sales dropped significantly, then along came COVID with everybody staying home the garden became the focus of attention and the sales dramatically increased. We have also made some changes we have reduced our wholesale area to grow only stock for our retail that was an end of an era it was something we had done for the past 20 years by doing this it has allowed us to put more resources into retail. Josh, Maria and the crew have worked tirelessly to continually stock the shop and source new lines and product which keep the customers coming back. Great job!



**Tim Welsh**

Secure Document Services and Valley Hire has seen some changes as well. Jess has moved to Valley Vintage, and Murray Hands has been hired as the new manager the units he comes from a similar background in document services and has fitted in quickly. In the short time Murray has been here he has continued to grow the business and has been involved in our new enterprise using recycled plastic to make new products starting with bar support chairs for concreters. Valley Hire has been slow, with COVID it saw the business stop overnight with all but a few of the bookings cancelled, it has started to move again slowly, but government restrictions will dictate how quickly or slow the business will come back. Well done to Murray, Dean and the crew for their effort during these trying times.

Timber products have seen significant growth over the past few months. Three of our major customers have increased their ordering. We are sending large quantities of stakes to North Queensland and other parts of Australia for Blackwood's, Victoria for SureGro TreeMax who are having trouble getting supply because of COVID and Garden City Plastic who supply the nursery industry in NSW and Victoria. 1300 TEMPFENCE has slowed significantly since the fires and COVID. Before COVID, we had purchased more fence panels because we were at capacity, but since COVID the demand has dropped with people putting building projects on hold. Jamestrong has taken the slug decanting line back in house it finished at the start of July, with the growth in the other areas of the factory it has more than made up for what we lost. There have been a few changes in staffing over the past 12 months Adam Kerr made the change from the nursery when we closed the wholesale. He replaced Todd, who moved to day services. Ben Welsh has also had a role change where he is also overseeing Timber products as well as Grounds Care. Adam has done a great job taking on something different to what he had done previously, with Darryl and their crew they have worked hard to keep up supply and try and put stock on the shelf well done.

Complete Grounds Care has had a tough year with the drought and fires. They had reduced workload, but with a late wet summer, their workload exploded. This busy period took them late into winter to catch up. The work will only get busier from here on in with the amount of quoting they are doing and a predicted wetter than typical season expected. Well done to Ben and his crews for their commitment and efforts over the past year and the help they provide to other departments.

Valley Bee Supplies had a hard year with the drought then the fires knocking out large areas of forest which will take years to recover. We had increased our stock levels in anticipation of a busy season after the drought, but it did not eventuate due to the fires. Saying that with the onset of spring it has led to good sales with customers re-establishing their hives or upgrading their gear with a good flow of honey at the moment, we need a good season to follow. With the downtime, Nigel has had his workers helping out and filling in where ever they are required. Good job to Nigel all his crew for all their help in other areas and let's hope for a better season.

Valley Laundry has continued to grow over the past year. They have had major upgrades to increase production and quality, well done to Rob and his crew for their efforts over the past 12 months.

# VALLEY INDUSTRIES ADE'S

Valley Vintage continues to be a great business engaging the community, receiving donations and sales of quality products at affordable prices, well done to Jess, Penny and all the gang. Renee has organised a refurb of Valley Cafe after COVID, and it looks excellent. Chad, Hanna and the café crew make it a great place to meet or have a cup of coffee well done all.

Again I would like to take this opportunity to thank Trent and all the staff and participants for what they do to make Valley Industries a great place to come to and work.

Thanks



**Tim Welsh**



This year has been a challenging time. Our bees were affected by drought and then bush fires. Commercial beekeepers have seen a decrease in hives by around 30-40%, and this means that nucleus stock (baby bees) are down on numbers too.



**Nigel Powell**

While the bush fires and drought were affecting the Manning Valley area, we knew it was going to be a tough year. In the interest of ongoing success we decided on to focus on the health of our bee stock by letting them keep the honey to feed on. For the first time in a very long time, the Bee season has started early in September, catching everyone by surprise. As a result, Valley Bees has seen an influx of customers, helping us to recover from the earlier natural disasters. We have seen a steady increase in new customers from Port Macquarie, and from out west now their drought has eased.

We are working extremely hard to capitalize on the recovering market. After 2 years of drought and bush fires, we are very optimistic with a better forecast in the weather for this season. In our slower months our workers adapted and helped out the Valley Timber and Complete Grounds Care units. I am proud of how well they adapted and built new skills.

Looking forward to our best season for 2021!





Valley  
GROUNDS  
CARE



**Ben Welsh**

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.

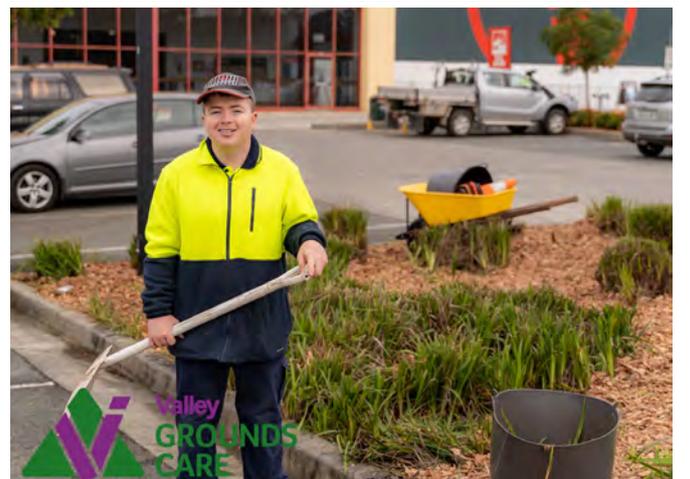
2019/2020 has been extremely challenging with the worst drought on record, bushfires and now COVID19. We have managed to face all the challenges and come out the other side in a firm position. With a good winter and spring predicted we look forward to 2021.

I am incredibly proud of our team both staff and supported employees for the new commercial garden work they have been able to obtain and finish. These being Bunnings, the Mayo Private Hospital and a real highlight, was working on Dr Harry's farm from Better Homes and Gardens.

We had a massive turnover of staff with the majority being new staff, and now they have found their feet have made a connection to keep the supported staff motivated and on task. The team spirit shown enables us to complete these tasks because they would be too difficult to achieve by oneself. And it is appreciated.

Looking forward to supporting the community again in 2021 and watching our staff and participants grow in their lives.

Ben Welsh





2020 has been a unique year and we have continued to make improvements for better customer experiences.

The concreting of the driveway has allowed having more parking than ever. It is much safer now, especially for those with low mobility. It has allowed us to move products in and out with increased efficiency.

COVID19 has been a real challenge. Balancing the increased customer flow while addressing the safety concerns and guidelines has been difficult. We have seen the busiest days on record, with over \$11000 in a single day being our most prominent. The support our local area has been giving us is incredible.

The bulk mulches were moved so that all the landscape supply bins are all together. We stopped the wholesale market, we found the increased demand and greater profit margin in retail products a better business decision.

We have expanded the retail to fit all our fantastic home grown stock and put it on display. We welcomed new faces throughout the year and would like to thank them for working so well within our nursery team.

The passion of our staff and participants really shows, and I could not be more proud of what we have achieved this year. We overcame problems no one ever saw coming, We dealt with drought, had workers work through the fires and then COVID19 while worrying about their families and loved ones.

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



**Josh Duncan**





**Adam Kerr**

The Timber Products work crews have seen another hectic year with all types of work undertaken. We welcome some new staff and a change of leadership with Adam Kerr now managing the division.

The Jamestrong Slug decanting line has come to an end and replaced with a new plastic recycling program. 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 and Garden City Plastics. We have seen an increase in orders. We had some massive orders this year, and luckily Valley Bees had a downturn, we were able to borrow their workers to cater for the increased demands.

Pallet and crate orders are filled on an ongoing basis, and we also continue our work with drilling, end plating and painting crossarms for AHH Wood. This work has seen this product shipped to areas such as New Zealand and Fiji.

We were proud to make garden beds for all our houses, so the participants can learn how to garden.

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.





**Murray Hands**

The Document section continues to grow with new customers coming in every week. A mail drop was done in the Gloucester area which created interest and a new client gained which we are servicing now.

The paper press has been upgraded to the latest specs and is working automatically until baling up is needed. We have a great crew in our team of various personalities, which complement each other, a few participants have moved into other areas to gain more skills and a couple have joined us from other areas.

The pandemic has been a governing factor in the past months with some participants self-isolating which is not easy on them, Valley has implemented measures which has stopped and issues arising.

The three month rotation set in place before I arrived is working well, thumbs up to Jess Corkhill for a great job. New bins have been purchased due to increasing numbers needed at certain businesses.

The secure scanning is up to date and awaiting more work to arrive in the near future.

All in all my first 8 months has been a pleasure and looking forward to the future.



Valley Hire

Well not a good start to the year for hiring many events cancelled due to the pandemic.

A few bookings have been finalised but not many, this gives a chance for some maintenance which is a plus in bad times.

Here's to a brighter future in Valley Hire.



**Rob Gander**



**Damon Minett**

During 2020 Valley Linen service has again undergone considerable growth in the number of customers, the number of staff and annual turnover.

Monthly production of linen in peak times is now over 190 tonnes per month. With the increase in production, we are now turning over \$2m a year.

To facilitate the increase in production, Valley Linen has installed a new ironing system worth \$240000 and 2 new 110kg Dryers. With this new equipment, it has increased our output by up to 7 tonnes per hour. Paired with the existing equipment, we can now iron 3,000 sheets per day and 4,000 pillow slips per day when required.

We now have five delivery vehicles on the road daily running delivery and acquisition. The most rewarding result of this increase in business is the increase in jobs for people with disability.

For every job created a positive impact for 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.





**Jess Corkill**

Firstly I'd like to commend Valley Vintage volunteers, participants and staff for adapting to what has been a very trying year for us all, you should all be very proud of your efforts and I thank you all for your commitment to our great little team and business unit.

Since the 2019 reporting period, we have suffered locally with bush fires and now a global pandemic which have both had a significant effect on our operations. Valley Vintage hit the ground running in 2020, we had an extremely large number of clothing donations received from the bush fires which kept us busy for the first quarter. At the end of March, unfortunately we had to close our doors due to the COVID-19 outbreak having most of the participants self-isolating along with most customers. Some participants and staff we relocated to other business units until we were able to re-open the shop after Anzac Day.

A lot of the community were at home doing clean outs and therefore, when we returned to work, we were inundated with donations. This trend has slowed down but there still remains a steady flow of clothing donations which shows such fantastic support from our local community. Thanks Barrington Coast!!





# Valley ADMINISTRATION



**David Isbel**

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

What a year – fire, COVID, JobKeeper! Helping more people with a disability than ever, and up to 500 employees now has kept the administration team very very busy!

The upgrade works at Whitbread St have made an incredible difference to our workplace. From the accessible bathroom and change facilities, to the new office entry as well as parking and landscaping works we now work in a wonderful modern workplace. It all helps as we support our great workforce providing great services to people with a disability. We try our best to pay everyone correctly and make sure they have all the tools needed to do the job.

In the office Glenys, Roxanne, Karen, Zee, Bron and Dennis welcomed Charmaine Carter to the team this year. Peter, Rebecca and Alyssa now have a trendy modern canteen to operate from.

Scott McAdam and Elizabeth Kempers run a high-quality media unit producing staff newsletters and social media. For those who haven't seen our industry-leading Facebook site, you should check it out.

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

