

2021



Valley Industries Ltd

Helping people to help themselves

2020-2021 Annual Report



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Trent Jennison



CEO REPORT

Over the last year, the Midcoast community faced serious adversities, which as a community, have been testing for the organisation and society at large. We have experienced floods, fires, and the Covid 19 pandemic, which have created many challenges for many individuals.

Writing this report has been humbling to see how our community banded together to meet these challenges head-on. Many of the people who work at Valley, volunteered their own time to help clean up areas ravaged by floods and fires. It is incredibly heartening to see that we have not lost our will to be a community which supports each other.

Over the past 18 months, we have also experienced the trials and tribulations of the Covid pandemic. It is encouraging to see such a significant uptake of vaccinations by staff and participants. However, we are now living in a new phase of the pandemic. Over the next twelve months, we will see undoubtedly see outbreaks of Covid 19 in our community and within the organisation however, we are well prepared for the challenges. While we will be able to manage the challenges it will be imperative to provide as much support to ensure a safe workplace.

Over the past twelve months, Valley Industries has been quietly undertaking several land acquisitions to ensure a continuous upgrade of our supported accommodation facilities. These acquisitions and developments include, The Valley Way, Railway Parade and Breeze parade Foster.



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- The Valley Way

We have purchased 416-422 Wingham Road, The current development of 416-422 Wingham Road has commenced. The initial civil and electrical contracts for \$1.3m has now been let. Tenders for the additional ten homes will be at contractors by Christmas, hoping that construction will begin in March.

This housing group will have 4 specifically built homes for people with high physical needs and 6 homes built for a wider range of disability.

- Railway Parade

We have purchased a 4,000m² block with a three-bedroom home. This home is currently used for Supported Independent Living (SIL). Another three homes will be built, and it is anticipated that this block will undergo the development process in 2022.

- Breese Parade

Valley has also purchased 16 Breese Parade, Forster, which is over 4000m². It is anticipated that we will construct 6-8 Supported disability accommodation homes on the site. This block will be the initial stepping stone for Valley to commence a disability village in the heart of Forster.

In conclusion, Valley Industries has positioned itself to be the largest provider of SIL homes in the Midcoast council area. This investment in the future will provide specialised homes to support people with disabilities and highlights the significant investments we are making in the community, injecting 15m into our local economy.

I want to thank all those who have contributed to the organisation over the past twelve months.

WHAT WE'VE ACHIEVED THIS YEAR...

VALLEY YOUTH
GROWING TO OVER 30
PARTICIPANTS

15 Traineeships
completed!!

New café
opened at Taree
TAFE campus

29 GROUP HOMES

17000 SUPPORT
HOURS GIVEN TO
PARTICIPANTS EVERY
MONTH

OVER 75,000
TIMBER PEGS
MADE

22 WORK EXPERIENCE
STUDENTS EVERY WEEK

OVER 550 STAFF

300+
PARTICIPANTS



SOCIAL MEDIA

68,000
Individual
People Reached

2,900
Per Month Google
Map Searches

8,500
Minutes of our
videos watched

78,400
Likes, shares and
comments

David Isbel



ADMINISTRATION

Another busy year at Valley Industries! Turnover of \$36m, over 300 Participants and 500 staff makes Valley one of the biggest businesses in the area. The Administration team are proud to be the engine room behind this business, which changes lives and supports so many families in our area.

Glenys, Roxanne, Karen, Zee, Bron, Dennis and Charmaine did a great job this year paying all of our employees and suppliers, billing our customers and the NDIS. They also kept our systems running smoothly and solved all the interesting challenges we face every day.

Peter, Rebecca and Alyssa in the canteen kept us all well-fed with beautiful food from Valley Café and always make our modern canteen a welcoming place for all employees.

Scott cheerfully wore the dual hats of IT support and media, both of which are ever-changing tasks. His artistic ability has set us apart on social media and the unique gifts we have provided the participants, carers and families.

Ashana was a lively addition to the team this year, making a valuable contribution in the role of Business Analyst and coordinating supports for supported employees.

Our Participants make our roles interesting, challenging and rewarding, with no single day the same. We are proud to work for Valley and support our amazing Participants.

See you all in 20/21.

Renee Gilbert



CORPORATE SERVICES

2021 has proven to be another year of remaining adaptable and resilient to our ever-changing environment.

March saw a 1-in-100-year flood take over our town. With this, our Coordination of Support (COS) office went floating down the Manning River. Little to nothing was saved, so we moved to higher ground finding our new home at Crescent Avenue, Taree. With a bit of paint the COS team have created a warm and welcoming environment to continue to support 115 participants to receive the best outcomes from their NDIS Plans.

In June, Valley received notification that its registration under the National Disability Insurance Agency has been successfully completed following the 2020 audit under the newly established NDIS Practice Standards. Thank you to our Disability Services Manager Leanne for support and assistance in obtaining our registration.

Valley Café continued to offer exceptional food to the local community with the expansion of our hospitality service, now also operating at Taree TAFE campus. The students and teachers have made our Café team welcome with excited faces, having hot brewed coffee and food readily available to keep them going through their teaching and studies. I would like to thank Lynette and Maura of TAFE for making such a warm welcome to our Café team with Hannah and Sharelle.

Valley Vintage has been business as usual – the pandemic has not slowed down with donations flowing through our doors as local households continue to support our op-shop with their kind donations.



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With retail and hospitality continuing to be a sought-after work location for many participants to learn work skills, we expanded our team to welcome Paul to oversee the day-to-day management of the Op-Shop and Café. Unfortunately, with another flare up of COVID in NSW, we did see the temporary suspension of our retail and hospitality services. Nonetheless, we continue to look forward in this ever-changing environment as we provide unique training and skill development to our participants.

Transition to Work and Training continued to provide exceptional services to the youth of our community providing meaningful work skills and training. Along with this service we again provided work experience supports to the local high schools. This saw 22 eager students attending our site every week.

Our extensive recruitment drive continued with the assistance of Laura in HR, as 100+ staff commenced with Valley across our services over the past year. I would like to congratulate all our staff on maintaining Valley's commitment to our participants providing a safe and rewarding environment.

Lastly, I would like to acknowledge with great sadness in July we lost Glynis Smith, our beloved friend and coworker passing away after a short battle with cancer. Glynis has been part of our staff since 2008 with her commitment to Human Resources and participant services. I know Glynis would be proud of everything we are achieving for our participants!

Leanne Northam



DISABILITY SERVICES

Our Disability Services have been fronted many up and downs across the varied range of supports we deliver across both Taree and Forster. The year has not been without the ongoing challenges of COVID, but also the 1-in-100 year flood event bringing further challenges. Nonetheless, our focus remains participant-driven, emphasising health and wellbeing of all even in these unpredictable times.

Aligning with current health guidelines, our services have continued to support our participants through these challenges. It is reassuring that despite the unpredictability and our new normal, we are able to confidently continue with our supports. All houses, day centres and vehicles in Taree and Forster have been set up with infrared digital thermometers, hand hygiene supplies and covid-19 checklists. These procedures have become the norm, along with mask wearing, QR codes and hand hygiene on our daily agenda.

Staff training continues to be a pivotal aspect of ongoing staff development. Jodie Harrison, Education Training Officer along with experienced staff have supported 20 trainees in completing their Certificate III in Disability, while Jodie has also completed her Cert IV in Training and Assessment.

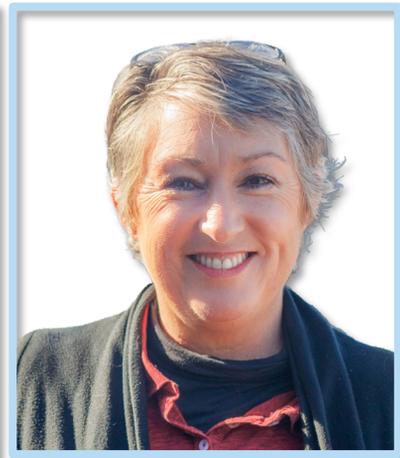
Taree and Forster day centres continue to see growth even during lockdowns. Our program offerings have expanded as the organisation grows. New group supports have been taken up with excitement, particularly the revamped gym program delivered by Bridie.

Accommodation has also grown, now with 29 group homes across Taree, Wingham and Forster.

Further growth was experienced with the expansion of Valley Youth, appointing Megan Guy as coordinator to deliver a wide program of supports in individual and group settings for infants to 17 year olds

We are looking forward to 2022 and the ongoing growth and development of our services.

Katrina Fletcher
&
Sharon Fowle



ACCOMODATION

Valley Industries Accommodation and Living services have continued to expand and evolve in the last 12 months. We have learnt to be flexible and live with Covid in our world. We have experienced another natural disaster with the Taree floods.

Kat Fletcher leads Taree Accommodation with 19 homes supporting 38 participants, and Sharon Fowle leads Forster Accommodation with 10 homes supporting 16 participants. Across the region, we have six bright and enthusiastic Team Leaders on the ground, upskilling staff, managing daily administration tasks and building the quality and consistency of the participants supports within their homes.

This year has not been without challenges as we continue to learn how to live with Covid in NSW. Participants made the most of their lockdown lives by getting fit and active with home gym workouts, boxing, backyard football, tenpin bowling and bike riding. The old-fashioned board games made a competitive comeback with some 'Monopoly', 'Operation' and card games hitting living rooms around the region. We also had some baking challenges with banana bread, muesli slice, Anzac biscuits and muffins, baked and shared amongst housemates. The covid lockdown was challenging in some respects, but the way participants and staff were able to adapt and support one another was a glimpse at a relaxed and straightforward way of life.

Accommodation was also very proactive in supporting participants with Covid vaccinations as we were amongst the first eligible to receive these in the vaccination rollout. As we tuned into the daily press conferences watching the infection numbers rise in NSW, so did the number of accommodation participants attending their local clinics to get vaccinated. Proudly we are currently sitting at around 90% fully vaccinated, with some of our most anxious participants choosing to attend the clinics with their staff holding their hands in support.



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Accommodation has a few projects on the horizon, the biggest of which is the Specialised Disability Accommodation (SDA) site on Wingham Road. SDA is a housing range designed with in-built accessible features that cater directly for NDIS participants with extreme functional impairment or very high support needs. When thinking of SDA, we consider wider doorways and ramps, accessible bathrooms, higher benchtops, ceiling-mounted hoists, and voice-activated technology within the home, to name a few. The design needs for participants will vary to their specifications, and the development of this kind of housing support will give Mid North Coast participants more housing choice and an increased level of independence in their daily lives that is unrivalled in our area. This site has commenced works and construction will be finished over the next 12 months with input from department heads across Valley Industries and external contractors, architects, SDA assessors and independent consultants.

The participant homes were relatively safe in the floods of Taree, with only one participant relocating in rising waters close to the Browns Creek area. At this time, Taree was isolated from Wingham, Cundletown, Harrington and Forster. Unfortunately, many of our employees were fighting to keep their families, properties, and livestock safe through this time. Some lost their properties and a lifetime of possessions. The floods also damaged roads, communications infrastructure and physical properties, which resulted in a logistical nightmare for staffing the homes. Throughout this time, the camaraderie within our team rose to an uplifting high as staff volunteered to come into work. They were contacting us through any means necessary when the phone lines were down and some driving across country and miles out of their way to work in homes that could not otherwise be staffed. The heart our staff showed at this time as they banded together to support each other was emotionally moving and a proud moment for the Valley Industries family.

Amanda Varty



SKILLS 4 LIFE

The past year for our community has been challenging as we know, coronavirus has fundamentally changed the world we live in and life as we know it. The pandemic has touched all our lives in some way.

At Skills For Life, priority remains to be the wellbeing of our participants, our staff and doing what we can to limit the impact of the virus in society and continuity of service for our participants. We have thrown ourselves into achieving both objectives this year.

At times we have needed to reduce movement and embrace change very quickly. We have focused on the skill of 'adaptability' this year and continuing to ensure our baseline doesn't wander from offering our community programs that foster inclusion, support independence and interdependence while finding genuine connection within the diverse community. Our different learning environments in Taree and Tuncurry also allow participants to scaffold their learning and new experiences with a range of different programs to choose from.

Although programs looked different at certain times throughout the year in both day service and community access, we continued to deliver programs such as Drama, Performing Arts, Book Writing, Cooking, Ten Pin bowling, Music & Movement and Sensory Experiences. We showcased upcycling projects and worked with our local art gallery to produce items in the 'Turtle Project'. We started Zumba classes and created hampers to support our community members after the floods. We have shared artwork with elderly in nursing homes and created a Dreamtime Drumming group; a music program that is about returning to the magic of your natural rhythm, spontaneity and joy. As well as education and awareness of connecting to culture. Dreamtime Drumming allows participants to hear and share the mystery of this ancient land. An experience that strengthens group bonds and reinforces common values and goals through story-telling and music.

The stories we share show us history but always with an understanding of what it truly is that connects us.



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We explored new ways to deliver programs and started providing online programs to continue Gym from home for those who couldn't be on site with us. Finding new ways to engage has been thrilling for participants and a great way to learn new skills.

There are so many dynamic aspects that we are attempting to navigate with our participants. One of these is helping them to understand that those who care for them are trying to help them stay safe and healthy. One of the biggest changes during this time has been the introduction of wearing masks.

As we know anytime we introduce a new concept to participants we try to place it in a context that they can better understand.

We designed a colouring in competition for everyone to participate in, in hope that this will provide participants with the right context of staying safe through a relatable and light of heart approach.

High quality support plays a vital role in the success of managing difficult times. The success of this year has been abundantly evident in the responses our organisation has delivered, the support and dedication of our staff, our families, our carers and friends.

Thank you to all of those who contributed, for your patience and commitment to our service. Thank you for another fabulous year.

Audrey Wickham



RESPIRE AND DROP-INS

Respite and drop-in supports are both vital supports and this has become ever more apparent during the recent Covid lockdowns. Our drop-in clients are constantly sending messages of thanks to our fantastic support workers who have helped them to continue to live independently in the community.

Our drop-in service has consistently grown and the great feedback from our clients lets us know what a positive impact this service is having. One client said recently;

“I don’t know where I would be without Valley, I don’t think I would have been able to get my own unit without support and my supports workers have been amazing.”

We support a range of clients with diverse needs, taking a person-centered approach to create drop-in supports that suit their needs. We support clients in both Taree and surrounding areas including Forster/Tuncurry.

Our respite service saw recent growth through the acquisition of a new respite home in Taree. The facilities at this home have our participants eager for Summer, where social BBQs and other activities will be held.

We have responded well at both respite houses to the impacts of Covid and implemented safeguards mentioned already by our accommodation team. We look forward to getting back to normality as this has been a tough time for everyone.

I would like to say thank you to our great team and all our valued clients.

Megan Guy



YOUTH SERVICES

This year saw Valley Youth welcome a number of new team members and innovative changes to our youth programs, aligning with NDIS goals and outcomes. We have focused on bridging the supports between home and care while ensuring a child safety focused environment.

We have strengthened our family connections while building our capacity in community as we continue to grow. These pivotal points were instrumental in the beginning and have continued to be our focus as we move forward.

This year has seen our Youth continuing to deal with feelings of uncertainty as our community endured devastating fires, floods and the continuing pandemic. We have adapted our Program content to assist our Youth in dealing with change (*what we can and can't control*) and increasing resilience (*building coping strategies around our own behavior*). We still have a little way to go but with consistency, understanding and quality program delivery we can prepare for another great year ahead!

We currently support over 30 Youth participants now ranging in ages from 2 years of age to 17 years of age. We engage with our youth across both purposefully designed centres in Taree and Tuncurry, as well as offering Community Access and In-Home Care programs. All supports are specifically developed to suit the young person in need. We offer a uniquely designed **Resource Centre**, this borrowing system is remote and can be used anywhere.

Our objective is and will continue to be building trust - creating transparent communication with our families and providing meaningful interactions with our Youth in our care.

What is next for Valley YOUTH - We will continue to grow and adapt as our families and communities needs grow and change. We will always be committed to making a difference adhering to our core purpose that Valley Youth will be, "Providing a SAFE environment where our youth can grow".

Greame Shultz



VALLEY CONNECTIONS

Another challenging year with COVID lockdowns again having a major impact on the service we offer. Many supports we provide have had to be cut short, limited or cancelled.

Where possible, we have kept our individual supports, sport and social events readily available. The innovative thinking of Renee has seen further expansion of our offerings, with 'All Abilities Play' for children and young adults to commence when community sport returns..

This year saw our star football players, Nathan & Brady represent our region in the Northern Eagles Touch Football Side at the State Championships at Coffs Harbour. They performed well and we hope we can make this happened again at the next championships.

We continue to provide supports with police, court and legal issues, medical, taxation and COVID related payments. We have our next lot of drivers started and further participants with their Learner permit.

Valley Connections embraces expanding our supports to enable participants greater involvement in the wider community. As such we welcome new ideas, sporting, social and alike.

Joshua Duncan



NATURE'S CARE NURSERY

The forward-thinking nursery team have continued to make improvements to our way of working, from innovative water use technology installed, to cosmetic enhancements of our shopfront. We continue to get great feedback from our customers that enjoy seeing the change and growth. We thank our customers for the motivation to keep growing!

We have seen new faces come and go in the last year. I want to thank the staff and volunteers for their ongoing hard work that pulls everything together. We have worked through some very stressful times, so we wouldn't have the nursery without their dedication.

We have 12 participants who work well in a sometimes challenging environment in our nursery, their hard work motivates the team, and I'm proud of everyone who keeps the nursery's backbone strong.

We are looking forward to creating an even better experience for our retail customers and working with any new faces that would like to join our team at Nature's Care Nursery.

Ben Welsh



COMPLETE GROUNDS CARE

I want 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 can be complicated workloads – this all helps our business grow.

2020/2021 has been extremely challenging with the worst flood on record and the ongoing COVID19 situation.

We have faced all the challenges and come out to the other side in a firm position. With a good winter and spring predicted, we look forward to 2022.

I am incredibly proud of our team, both staff and supported employees, for the hard work and dedication they have shown this year. A real highlight was helping our community clean up after the devastating floods. Everyone rolled up their sleeves and helped our cos office, and other businesses in the Pultney arcade get rid of flood-damaged equipment. This clean up will be a highlight in my career, and I couldn't be prouder of my team during this incredibly trying period.

Although we had a turnover of staff with three new full-time employees, they have found their feet and made a connection to keep the supported staff motivated and on task. The team spirit enables us to complete these tasks because they would be too difficult to achieve. We are looking forward to supporting the community again in 2022 and watching our staff and participants grow in their lives.

Murray Hands



VALLEY BEES

Valley Bees – Murray Hands

Valley Bees has been very busy over the past twelve months in production, and with an early spring, things have exploded. The crew in Valley Bees have been extraordinary working together.

We have been moving bee participants to different tasks challenging them to learn new skills.

We have been waiting for new stock from New Zealand, which has finally arrived, and production has ramped up again. Our customer base has grown and customers coming have said how much they like coming in and dealing with Valley Bees.

Our production support worker Mike has made a difference with his knowledge in engineering, and the guys love working with him.

Congratulations to the team, who have been very supportive. We have had a complete change of staff and new management. The participants and supported workers have all adapted well, and we have seen a shift in optimism and production.

Thanks to ADE manager Tim Welsh for his guidance through my early days running the bee section. I can see the future of Valley Bees being very bright.

VALLEY HIRE

Not a very successful year for Valley Hire due to fires, floods and the pandemic.

Birthday, wedding and family events cancelled, a few hires went through but this gave a chance to do maintenance on our units.

Hoping for a better year ahead, one booking taken already for the 9th September 2022 that's optimism for you.



SECURE DOCUMENTS

The document section is still working along well, considering the interruptions in the past 12 months. Fires, Floods and Covid, but the team have handled it well.

We continue to grow with new clients, but another company has lost some business involving schools and state justice due to a state contract won by another company. We have had discussions with this company and others and have secured contract work in NSW Tafe and various other businesses in Port Macquarie. The team are still working well, and we have introduced moving participants around from the Bee Department into the shredding to give them a variety and different skills, which all seem to enjoy.

The pandemic has considerably influenced the shredding department, with participants self-isolating and this area going into lockdown for a short period. The secure bin run has also seen disruption, but we can still service the medical and essential service areas.

We installed a new paper press and have experienced a higher weight per bale and truckloads coming up approx. 2.5 to 3 tons. The press is also being utilized for Women in Dairy and baling fertilizer bags for recycling, which is a significant advancement for the environment. As a result, we can see only growing locally and more farm by-products recycled.

We would also like to welcome and congratulate two new support staff. Mike Clarke who supports the participants, looks over the production of bee products and assisting in the bee shop, and Glenn O'Davis as support and Secure Bin pickup and delivery. Both are a great addition the Valley Industries family.

Finally, I would thank our participants and Tex and Russell, and our volunteers, for a job done well.

Rob Gander



LINEN SERVICES

As we are all aware, Covid-19 hit Australia in March 2020, resulting in no overseas travel. However, A lack of external tourist's resulted in increased domestic travel, and the Mid Coast Region became a popular destination. The increased domestic tourism significantly impacted Valley Linen Service with an unprecedented increase in demand for our services. Every month saw a new production record set, with over 200 tonnes of linen each and every month.

In July 2021 the Delta Strain hit NSW. Sydney & Newcastle were forced into lockdown, followed soon after that by all of NSW. With no travelers, Valley Linen Service experienced a more than 70% decrease in business. Unfortunately, the difficult decision was made that all staff and participants were given time off. Thankfully, everyone could access the commonwealth government Covid-19 disaster payment to cover part of their lost income.

Work Health & Safety and a safe environment remain a high priority across all Valley Industries businesses. Valley Linen Service recently installed five motorised extraction fans on the factory roof to extract the hot air from the building and reduce the ambient air temperature. The Valley Industries Board members approved further investment in new machinery to assist staff in coping with high workloads and reduce WH&S risks. A semi-automated, self-loading dryer and an automated sheet untangling machine will be installed in November 2021 just in time for the peak summer season. These machines will eliminate heavy, repetitious manual handling tasks resulting in a much safer working environment for staff and participants. Valley Linen Service provides employment opportunities, skills training and education for participants & staff, resulting in the highest quality linen and service for our customers. Everyone is looking forward to the end of Covid lockdowns and business resuming as normal, especially our participants who are missing their work and interaction with friends.

Sarah Green



INTALINK THERAPY

2021 has been another challenging year for everyone. Natural Disasters thrown into the mix with Pandemics has hit our community hard. However, the team at Intalink Therapy Solutions have once again risen to the challenge. They have continued to provide a high-quality service to our clients and any community members in need.

Our Clinical Team have demonstrated a commitment to their clients by the flexible delivery of their specialised services and willingness to accommodate their client's needs. We have offered the convenience of a telehealth service and continued to provide face to face personalised services.

The professionalism and dedication of the therapy team, combined with our administration team, has resulted in a successful and thriving year for Intalink.

Our administration staff are to be commended on the standard of service and care that they continually provide to our clients. The empathy and compassion shown to those that require a gentle touch, advice or some help with the nuisances of COVID have been above and beyond the expected. Our admin team have worked hard on streamlining our procedures. We are constantly inviting and receiving feedback that we acknowledge and take into consideration. As a result, we have improved our processes that are more conducive to an efficient and positive work environment. Our administration team also had the opportunity to attend an Introduction to Mindfulness training course with Paul Cox. This course was offered to our team in house, through our company, Valley Industries. The admin staff found the course to be exciting and individually gained some insight from the course. When times are tough, and your team stands beside each other to continue representing our company with professionalism and a positive attitude, we realise how lucky we are to be a part of Intalink Therapy Solutions and Valley Industries.



Continued...

Fortunately, Intalink Therapy Solutions was not affected by the big floods. Unfortunately, we endured some storm damage within our building through one of the intense storms that hit our area. This created quite a mess! On the brighter side, our kitchen and break out area has had a facelift, and we now have a lovely space to take a break and some time out throughout our day. We are currently looking forward to our new flooring getting installed throughout the practice over the Christmas Break. Our focus is to create a fresh and welcoming atmosphere for our staff and clients to promote good health and a positive state of mind.

Let's go, 2022!

LONG SERVICE AWARDS 2021

50 Years



Garry Langenberg

50 Years



Alan Dodd

40 Years

Catherine Lord

20 Years



Bronwyn Jobson

LONG SERVICE AWARDS 2021

10 Years



Trent Jennison

10 Years



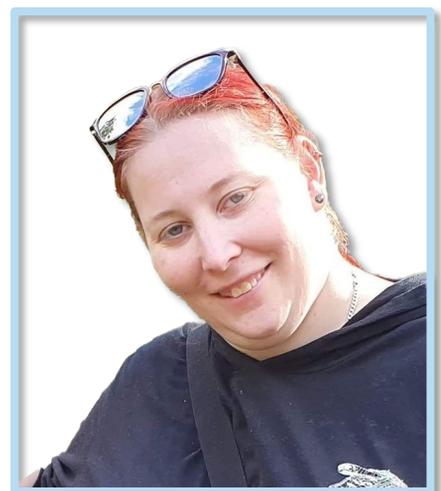
Peter Bobbin

10 Years



Stephen McGann

10 Years



Sarah McCaffery

LONG SERVICE AWARDS 2021

10 Years



Christopher Pratt

10 Years



Dennis Blackhall

10 Years



Beverly Yates