

# 2022



## Valley Industries Ltd

*Helping people to help themselves*

2021-2022 Annual Report



# CEO REPORT



Trent Jennison

It is with great pleasure and a hint of sadness that I provide my final report as the CEO of Valley Industries. As you may be aware, I have stepped down from my role as CEO from October and will be retiring.

I would like to thank the Board for the past 11 years in enhancing the vision of helping people help themselves. As I enter into my retirement safe in the knowledge that the new CEO David Isbel will only strength and grow the service provision and quality supports that are delivered.

As I look back on the past year, there are many proud milestones Valley has achieved. The financial performance growth and service provision is second to none with the MidCoast Council.

However, as I reflect on the past 11 years the greatest achievement we as an Organisation could attain, is the social well being of our participants. The smiles and joy that we see every day is coming to work is the most rewarding events during my career. It's these smiles and laughs that I will miss the most in my retirement.

I would like to thank al the staff and participants for the past 11 years. There has been a lot of laughs and ears on the roller coaster that I wouldn't swap. I hope in my retirement that I can safely say we as a team have made a difference in the lives of all who work and participate at Valley.

In singling out a number of people I would like to thank Renee Gilbert, Rob Gander, Tim Welsh, Leanne Northam and Sarah Green who have directly reported to me over the past years. These are dedication, professionalism and tolerance of my ways, has been beyond any persons expectations. They embrace the idealisation and culture of the Organisation and without doubt are part of the greatest team of people I have every worked with.

In finalising, I am happy to retire in the knowledge that Valley will go from strength to strength over the next decade under David's leadership. It is without doubt the finest Organisation that I have had the privilege to lead and I am sure that Valley will continue to 'Help People to Help Themselves'.

# WHAT WE'VE ACHIEVED THIS YEAR...

VALLEY YOUTH  
GROWING TO OVER 47  
PARTICIPANTS

OVER 550 STAFF

300+  
PARTICIPANTS

Valley Plastics  
commenced with a  
goal of recycling  
600 tonne in the  
next 10 years!!!

VALLEY CONNECTIONS  
ACHIEVEMENTS

5 PROVISIONAL LICENSE

1 FORKLIFT LICENSE

1 BOAT LICENSE

29 GROUP HOMES

135 PARTICIPANTS  
RECEIVE SUPPORT  
COORDINATION

BUILDING WORKS FOR OUR  
SPECIALIST DISABILITY  
ACCOMMODATION HOMES  
COMMENCED IN  
SEPTEMBER!!!

4 Participants  
represented our  
region at National  
Touch Football  
League in Coffs  
Harbour

VALLEY VINTAGE  
OPENED IN  
TUNCURRY





# CORPORATE SERVICES



Renee Gilbert

## **Human Resources**

Our staff engagement results remained good over the last year. From our staff surveys we are told our staff believe in Valley Industries is ethical well run Organisation and strongly agree that we provide our staff with skills and knowledge to be able to perform their role. Over the next year we will prioritize career development to improve our leadership capabilities and staff retention of existing staff as key focus area. This year also seen the commencement of staff reward and recognition program to acknowledge our staff on their achievements and quality service to people we support. This has been well received by our staff with many nominations coming in each month.

## **Transition to Work and Training**

Our school leaver employment supports 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. In 2022 we welcomed new participants who had previously attended our work experience to our program and were looking forward to seeing their skills grow under our supports.

## **Safety and Quality**

This year we rolled out our work health and safety Committee. The WHS Committee met for the first time in May and now working collaboratively to improve workplace safety for our staff and our participants we support. We now have representatives from various work business units to take a leadership role. Furthermore, they have completed a five-day HSR training program in WHS legislation and practices. These people are now qualified HSR's.

As the NDIS Quality and Safeguards Commission continued to evolve in compliance activities, we have demonstrated 100% compliance in our services in our NDIS registration and ISO9001 audit results. This year we have also have had a focus on our continuous improvement processes to ensure

better outcomes for people we support. Our quality team is continually reviewing and working with our management team to improve processes and system to further support our quality and risk compliance and are looking forward to further improvements over the next 12 months.

### **Support Coordination**

Our support coordinators assisted 135 participants achieve their goals in their NDIS plans. This has been predominately through a coordination of their supports, ensuring their goals were achievable and they had access to the right supports.

We have welcomed new members of our Support Coordination team over the last 12 months. Over the next 12 months our experienced team will be focusing on meeting our participants needs and working towards a target of 80% of their time being spent delivering NDIS funded Support Coordination services to participants.

### **Valley Connections**

Community activities had a very challenging year with restriction seeing many locations closed or restricted. We had redesigned our programs offered to meet these ever changing demands. Although there were hurdles in the first half 2022 had seen things opening again to continue with our amazing offer of community programs to our participants working in supported employment.

Some of the highlights from the All Abilities Play had seen Kya Cheers, Sean Darcy and Brady Carney travel to Coffs Harbour to compete in the National Touch League competition. This is a high achievement to take part in the competition playing against teams as far as North Queensland. With this great initiative has seen us now work with NRL Touch Football to bring the All Abilities Program to Taree in mid October this year. I'm very proud to have the backing of the NRL to bring their programs to our area.

September had seen the last working days of Graeme Shultz as he headed to retirement. We want to thank Graeme for his long service and dedication to Valley Industries and our participants. The program now handed over to the next generation with Erin Thomas appointed Manager and Chad Lonsdale as Team Leader. I'm looking forward to support them in the next phase of Valley Connections.

Lastly to our fearless leader Trent Jennison. Thank you for always believing in me and trusting me to grow in my role over the last 9 years together. Your contributions and leadership will not be forgotten. I'm looking forward to working under David Isbel's leadership and seeing where he will take Valley under his diligent guidance.

# CORPORATE COMMUNICATIONS



Heidi Fede

The Covid-19 pandemic challenged services in more ways than one, not only the pressure on keeping people safe but also how we worked, stayed informed and communicated. Covid-19 impacted our face to face training, staff meetings and the way we networked both internally and externally. The new role of Corporate Communications aims to strengthen our communication strategies across the Organisation, build on relationships in the wider community and further support the training of our staff and teams.

Over the past year it has been exciting to see face to face staff training continue, with over 60 new staff having completed the Valley Pathways Induction training, facilitated by Training Officer, Jodie Harrison. 25 students have completed their work placements, further strengthening our relationships with local education providers. 77 staff have completed MHFA in the last financial year, and we have been able to offer additional online Mental Health training and engage with ATWAE College in offering Leadership Skills Set to support Team Leaders in their roles.

Staff meetings have resumed face to face, providing great opportunities to discuss best practice and review current operations and policies, ensuring we continue to provide the best supports to our participants. Team meetings are also facilitated online and the introduction of a weekly Town Hall meeting provides another platform to disseminate information regarding current protocols, policies and procedures across the Organisation.

Valley has re-introduced 'Team Talk' a staff newsletter which aims to share, celebrate and inform. Each month the newsletter is packed with information on positive wellbeing, WHS, staff training, new starters and much more.

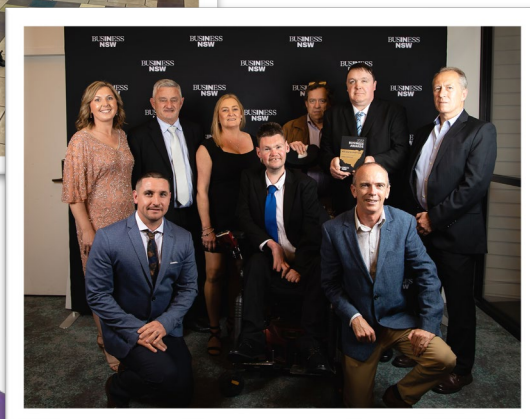
Our Accommodation Services pilot project saw the introduction of the Homeroom app which allows parents, guardians, care givers to see photos of their loved one / participant, as they prepare meals, go out for dinner and live their best life. So far, the app has been well received and we hope it will roll out across other program areas next year.

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Over the past 12 months Valley has been working with Altitude Digital to redesign the Valley Industries website. The same information but a whole new look. We wanted to make sure that the website represents what we do and who we are, that's why we have used photographs of our participants and our sites. The website is not yet fully developed but the new look is great!

Valley's footprint in the community is huge, we offer a great service to our participants, we provide a great service to our community members and consider ourselves to be a leading employer. We thought we would share this ideal by producing a TV commercial. Teaming up with NBN 9's Sam Mascot we shot several scenes to represent a day in the life of a Valley participant and a Support Worker. We look forward to seeing it aired on TV in the coming months.

Being able to attend expos and network meetings again has been great. Having community presence at events keeps us connected, up to date with our stakeholders and be actively involved with our community. Winning the most Outstanding Award for sustainability at the 2022 Business Awards in Port Macquarie in September was fantastic and it was great to be able to share our success with the wider community. For me, reconnecting and developing strong relationships with our community is the highlight and I look forward to what this will bring in 2023.



## DIRECTOR OF CLINICAL CARE



Leanne Northam

This year has gone so quickly, 2022 has been another year of changing environments and structure requiring ongoing adaptability and resilience

COVID has been an ongoing theme throughout the years. We have been thru lock downs and spikes in case numbers but all in all fared well. With clear directions and a proactive approach we have been able to effectively manage spikes in cases and early detection. This has been possible because of regular testing of all units and enabling us to avoid larger cross contamination within the origination. At present we have no known cases, we continue to test weekly and mask wearing appears to be staying put in SIL supports for a bit more times. Trent has been a dynamic leader and great support though all this and will be sincerely missed especially for his clinical support, knowledge and guidance.

During this year my role was changed to take on more clinical focus working closely with team managers and team leaders is assessing participant's health care needs and working out clinical pathways to ensuring their health and wellbeing within the organisation. Many of our participants already require complex care, with the new development it is expected that this level of care need will grow with more complex clients requiring this extension of quality services.

This year we lost a participant who had short battle with cancer. The staff were professional and caring in their approach thru this time. Community palliative care worked closely with the staff and commended them all on their professional approach and quality of care given. This experience has enable us to have good working relationship with Community palliative care as we do have other participants who are receiving their support due to their chronic illnesses.



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Recently funding has become available to NSW Hunter health New England to develop a working group to help understand and address the key issues in delivering quality palliative and end of life care for people with disabilities.

The working group will provide advice and guidance to the project officer to identify key issues and develop a strategy to improve palliative, end of life and supportive care access and processes for this vulnerable group. I have been approached to be on this working group which is exciting for Valley Industries to be part of such an important community project.

In April this year Valley Industries began the process for approval to become an Aged Care Home package Support provider. With assistance from Renee the application was successfully submitted. Up to the time of writing this report we have not heard if the application has been successful, they have up to the 19<sup>th</sup> of Oct.

This will be an exciting new addition to the Valley business and flow on with support already established within disability.

2023 will be another year of change and growth and look forward to welcoming David into the role of CEO moving forward.





Paul Cox

### **Valley Mindspace**

Valley Mindspace was opened in the midst of a COVID pandemic and multiple natural disasters in the Manning Valley. Despite these challenges the timing of opening this service couldn't have been better. The consolidation of mental health services and a focus on psychosocial disability has assisted our staff and participants through these difficult times and improved their mental health outcomes during adversity.

### **EAP Services**

The Employers Assistance Program (EAP) is an integral part of Valley Mindspace. We are able to provide confidential support to staff that are needing assistance with our trained psychologist, counsellors and mental health nurses. We are pleased to see staff utilising this service as the need arises.

### **Behaviour Support Services**

Behaviour Support Services have had many changes and challenges this year. Thankfully from challenges we see growth. Audrey Wickham, Vera Brok and Paul Cox have assisted participants to be the best version of themselves and they have also provided training for staff that is person-centred and reflects best practice. There is a real opportunity to grow this part of the service in the next 12 months to meet the demands and needs of new referrals.

### **Mental Health Services**

Valley Mindspace staff have also provided counselling and therapy-based models to participants. Many of our participants have engaged with therapy's including Cognitive Behaviour Therapy, Acceptance and Commitment Therapy and Dialectical Behaviour Therapy. Deb McMurtry has been able to deliver a 24-week DBT program with our first 2 participants graduating this year. What an achievement!

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### **Mental Health Psychosocial Services**

Valley Mindspace's boutique psychosocial service is an old school recovery service that puts the individual at the centre of the service. We have had many success stories over the past year where participants have had a place to connect, share and grow through their mental health journey. Access to metal work and woodwork sheds has provided participants the opportunity to work on skills that they enjoy and to learn new skills to take forward in their recovery journey. Participants have been able complete projects including many upcycling projects that have been passed to Valley Vintage to sell to the community. Friday surfing has been a huge hit and has continued through winter. Monday cooking group with Steve Wood has been popular with his participants. Valley Mindspace is a recovery program that gives people with psychosocial disability the confidence to work on their strengths in a supported space.

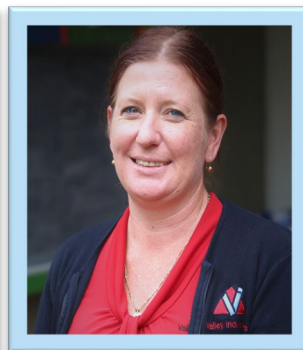
### **Valley Vintage**

Valley Vintage is the quiet achiever. With the support of Nigel, Penny and Kylie they have been able to provide participants opportunities to learn new skills in the retail sector. They have created a welcoming environment where all staff meet and greet every single person that comes through the front doors with big smiles. With this friendly and supportive environment, we see many volunteers assisting throughout the week.

The next 12 months for Valley Mindspace we will see a growth in behaviour support services and psychosocial rehabilitation services.

I would like to take this opportunity to thank the board and management for their leadership, support and investment in Mental Health over the last 12 months during quiet difficult times. I would also like to acknowledge and thank our departing CEO Trent Jennison, for his vision to bring Mental Health Services to Valley Industries. I wish him and his family the best in retirement. Enjoy the fishing!





Katrina Fletcher Tracey Spooner

Whilst last year Valley Industries Accommodation unit learnt how to be flexible and manage natural disasters and pandemics, this year we have been working towards building quality, efficiency and consistency in the ever-changing environment of the NDIS. The leadership team consists of Accommodation Coordinators Tracey Spooner and Katrina Fletcher and house Team Leaders: Cassie Levett; Chelsea Staff; Emma Hayward; Rochelle Hall; Steven Parker; Tracy McDean & Will Kesby. We have 8 Supported homes in Forster and Tuncurry and 19 in Taree and Wingham with 7 of these owned by Valley Industries.

In the past 12 months the leadership team have been focussing on restructuring our department to focus on increasing the quality and consistency of supports to participants and increase job satisfaction the working life for our staff. We have done this by reducing the number of participants and homes that Team Leaders are responsible for and reduced the number of homes and participants staff were being assigned to.

Team leaders now have more autonomy over rostering and the daily running of the homes. They are able to increase the quality and frequency of training and staff development due to being able to identify and roll-out targeted training to teams for complex care; behaviour support; and new employees. Team Leaders are also able to increase the communication to and amongst staff in the homes due to a smaller amount of staff in the roster. Staff have been reporting back to us many positive experiences throughout the process including a more positive working culture with all teams working more closely together and an increase in their work/life balance due to having a more predictable roster. Staff have also noted that there are less delays in accessing resources due to regular catch-ups with leaders resulting in improvements in the quality of supports able to be provided.



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The results of this restructure for the participants has been exciting with a goal orientated focus for each shift so that participants are building their independence daily. Smaller teams mean that key staff increase participant-centred supports and there is more consistency in behaviour support interventions and complex care interventions for participants. Families are also reporting back an increase in communication from leaders and staff, further reinforced with the current rollout of the 'Homeroom' social application. This has been able to keep families updated with pictures of day-to-day activities or social events giving them peace of mind and confidence in the supports being provided to their family member.

The Accommodation restructure hasn't been without challenges and has been heavily supported by many departments including but not limited to the centralised rostering team who tirelessly work with the team leaders to learn a new skill set in rostering. Unit coordinators from our Day Programs and Respite have also been supportive flexible with sharing or moving staff and resources and to make this a positive and successful experience for all of us.

Throughout this restructure the Accommodation team from support workers to Coordinators have been busy with training and enhancing their skills to further build our quality of support from the ground up. Team Leaders completed handpicked subjects in the Certificate 3 of Leadership and Management. Tracey Spooner & Kelly Dale have been rolling out training to support workers, team leaders and coordinators to 'Predict, Assess & Respond to Challenging/Aggressive Behaviour (PART)' which has supported the team to develop legal, ethical and appropriate responses to challenging behaviour in participants. We have also had dynamic and energetic training with our Behaviour management team that has invigorated staff and built skills and confidence in teams to respond positively in difficult situations. We have rolled out further complex care training for staff to assist participants with clinical support needs such as epilepsy, asthma and diabetes which has been supported by Jodie Harrison our training officer and Leanne Northam our clinical services director.

Looking forward to the year ahead there will be a big emphasis on the Specialist Disability Accommodation (SDA) currently in construction on Wingham Road in Taree. 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. Some of our current Accommodation participants will move from their current homes whilst we also have some new participants on the waiting list for this specialised housing. 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.

# DROP-IN SUPPORTS



Kelly Dale

Valley industries provides drop-in supports & respite services to NDIS participants with in the Manning Valley area.

Since commencing my role in February 2022 as coordinator for drop-in & respite services I have seen some positive outcomes across both services.

**Drop-in** – Our drop-in services offer flexible supports for people with disability to live independently in their own homes and to continue to engage socially within the community. Drop-in helps participants not only with their well-being but with improving daily living skills. We currently provide supports for over 42 participants living independently at home between the areas of Taree, Wingham, Harrington & Forster.



Whilst we said goodbye to our much-loved Joseph Andrews home as the current owners sold, it gave Valley a new direction to move in and we said Hello to Wallabi Point better known as “The Beach House”.

At the Wallabi respite we have created a home away from home environment where participants can develop their independent living skills, hang out with friends and go to community events such as local shows, bands, movies and going out for dinner. As we are now moving into the summer months everyone is excited for the beach house and what it can offer which will include summer BBQ's at the beach.

Currently we have participants that stay at respite every night, 6 days a week, we are nearly reaching capacity for Wallabi House which is a great outcome for valley. I am looking forward to seeing how we can further develop respite services and provide not only the necessity break for families but also to see participants have the opportunity for holidays or mini break with friends.

Covid-19 has still had an impact on the community and presented many challenges but we have been able to navigate and continue to provide support to our participants which has been vital for their well-being and mental health. We are looking forward to what 2023 will bring and want to say thank you to all that have contributed to making drop-in & respite what it is. Here's to another great year!



Amanda Varty

This year we adopted a theme of 'Celebration'. We explored new ways to deliver programs that encouraged participants to celebrate as a group different programs, birthdays, themed-events with their peers. Program choices often take us on an individual journey and with the pandemic we've seen a large period of time detached from feeling connected.

This was delivered through themed days like Back to 80's, wear it pink, national Aboriginal and Torres Strait Islander Children's Day, Daffodil Day and any other special occasion. It provided a platform for everyone to be together and be as a whole service.

Participants chose Zumba, Dance and movement creating their own mash-up music tracks and choreographing their own dance routines. The smiles, the laughter and sharing safely a space to be together brought so much joy to all. Day programs continue changing to ensure we are facilitating new ideas and meeting individual NDIS goals. We loved seeing new friendships develop and everyone experiencing fun new projects together.

Participant buy-in and choice has been priority, listening to their wants and needs. They thrive when learning new skills and Upcycling has been one of the highlights introduced by our groups.

Learning to create something fresh and new from an old treasure. Researching ideas, learning techniques like sanding, painting, stencilling & varnishing and creating masterpieces over weeks brings a sense of accomplishment and pride to those working hard on the projects. We have screen printed, tie-dyed and sewn environmental safe reusable bags. All planned and bought together by the input of the participants.

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**Tuncurry Day Services** welcomed the addition of a Supported Employment opportunity with the launch of Valley Vintage Tuncurry. A quaint shop that has provided participants with opportunity to be part of the community. It has created roles to learn new skills with shop fitting, ticketing and customer service. Building confidence, self-growth, learning to greet customers, money handling skills and taking pride in their shop displays has been delightful to see.

High quality support plays a vital role in the success of each participant's day, this has been another focus for us. Team Leaders Terry, Darcy and Shantal work hard supporting the immediate needs of participants and staff on a daily basis.

Communicating with such a large amount of people each day isn't without its challenges and they do an incredible job running the day to day tasks, creating the smooth running and vibrant environment that everyone gets to enjoy. We are grateful for their determination and dedication to each and every participant. The success of this year has been a celebration of growth and adaptability. It is with thanks to the dedication of our staff that each day participants thrive and has opportunity for continued richness in their lives.

**Valley Youth** we know how important it is to find someone you can get along with to support you and your Children. Feeling safe, at the same time, respect your space, Children's different development stages, your circumstances and understanding your choices.

Shantal our new Youth Team Leader has done a wonderful job of having transparent communication, understanding our youth needs and working to match our youth with a support worker that has similar interests and skills that will help them to reach their NDIS Goals.

Together with our families, 2022 has seen us ensure the right consult and planning is in place so we can facilitate person-centred support. It is very important to provide the right support services for our youth. We have been working on delivering one on one supports, exploring and leading our young participants to also socialise and work on building and improving positive relationships.

We continue to grow, connecting with our families and reaching out to youth needing support, we welcomed this year School Holiday supports and a new Youth Sports Program ran by our energetic and highly skilled staff member Jeff Summers. It has been successful and is now operating in our Forster/Tuncurry demographic also.

Valley Youth is not just support for children, teenagers but also their families and Carers. It is a holistic approach and we have a commitment to working towards ensuring trust, rapport, creating a strong pathway to support a smoother transition to, and a more inclusive experience of those early childhood years.

Thank you to all of those who contributed, for your commitment to our service. We look forward to another fabulous year in 2023.





**Valley**  
**CONNECTIONS**



**Greame Shultz**

Our supports and social outings have begun to open up and broaden for our supports to participants with several social events went ahead such as AgQuip, one of the world's largest Agricultural Field days, State of Origin and the National Touch Footy Championships. In October this year we will also be running an All Abilities Touch program in collaboration with NRL Touch Football and Taree Touch Association as well as taking on the Special Olympics program which promotes friendly rivalry for our participants throughout their sporting endeavours.

The team has continued to support our participants in their pursuit to gain a drivers licence through providing driving lessons and assisting with online driver training. Furthermore, two of our participants Brian and Tim have accomplished their goals of obtaining their forklift licence and boat licence with the help of our staff member Glen. We also continue to provide assistance with any medical and legal issues in which our participants may encounter.

September had seen my last working days as I head to retirement. I want to thank everyone for the support over the last 18 years. The program now handed over to the next generation with Erin Thomas appointed Manager and Chad Lonsdale as Team Leader. I wish them all the best as they take the program to the next phase.

The team have plans to expand our services to the Valley community through the acquisition of the pontoon boat which has been customised to accommodate wheelchair access for our participants. The boat can hold up to 8-10 persons and has a BBQ facility on-board which will be used for social outing such as fishing, photography and sightseeing along our great Manning River. Additionally, Valley Connections are looking into providing trips to larger state wide events such as the Royal Easter Show, Vivid and continued support to NRL matches

We look forward to prospects the future brings for our participants as we take on new opportunities and staff expanding the Valley Connections program.







# SUPPORTED EMPLOYMENT



Tim Welsh

Last year we were talking about COVID, fire and floods and how some of our business were thriving and some struggling well this year we have come out the other side full of running, all businesses have exceeded expectation with the P&L's reflecting the efforts of all.

All business have had significant rises in raw product, stock or input costs which we have had to pass onto our customers, the rising costs haven't effected sales because we are supplying quality products and services at prices that are reflective across the industries we are aligned with.

**Nature's Care Nursery** is supplying Quality plants and products to customers right across the Mid North Coast and further afield this a credit to Josh, Maria and all their staff.

**Grounds Care** has had another outstanding year thanks to Ben and his staff and the huge effort they put in to service over 500 sites each schedule.

**Timber** is another that has gone ahead in leaps and bounds Adam and the crew are achieving great results because of the commitment they have to succeed in what has been a tough industry, they have also been supported with any spare labour CGC have on wet days etc. which has help greatly with their results.

**Bees and Shredding** have continued to grow Murray, Mike and their crew are producing quality products and services in a competitive market place and are achieving great results because of their commitment.

**Plastics** is in its infancy it along with most business we have started was from a good idea, it has had its setbacks with delays with equipment etc. I do believe with Rob and Dave driving the show it will start to show results during 2023 once the plant comes on line. It has also had a lot of interest from the community and beyond because it will be using recycled plastic only to produce its products.

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I would like to thank all the business managers, employees and office staff for the support and commitment they have given me over the past 12 months and a special thanks to Trent for the vision and support he has given to see the businesses achieve what they have and all staff and employees the opportunity to grow with them, I wish him all the best in retirement (tight lines). With Dave stepping into the roll as CEO I wish him all the best and support he needs to keep us achieving great outcomes for all our staff, employees and community.







Joshua Duncan

The nursery has been busier than ever as we continue to provide our community with a quality retail nursery. With all the rain that we have received throughout the year it has been hard to keep the large range of plants happy.

We have continued to find new quality wholesale plant suppliers to bring the best stock in the country to our nursery. Our pot range has also grown as demand for product has increased throughout the years.

Major changes to the retail shop include moving the greenhouse to improve space and flow of the nursery. Also our advanced tree range has grown as we now have an improved range of trees. We will continue to change to keep the nursery interesting and looking fresh. We love hearing our customers positive comments on the look of the nursery.

Our supported employees continue to grow a large range of plants from propagation of cuttings all the way up to 100l grow bags this keeps us all very busy. We are very proud of the quality of plants that we have grown on site. Our local customers love knowing that we have grown the plants in our local environment contributing to the superiority of the plants in their gardens.

We have seen new employees join our team helping to improve our nursery into a even better retail experience. I would like to thank our volunteers and supported employees and staff for all the hard work that they do to keep the nursery running. Moving forward into the next year we will continue to grow and improve thanks again to all of the team members of the nursery.



Ben Welsh

Firstly I would like to thank all my staff and participants for their wonderful efforts throughout the year.

Their hard work, dedication, persistence and resilience is a credit to all in what can only be described as a massive year for the business.

In the first 3 months of the financial year we were awarded a new contract that allowed for an extra crew to be added to the business, the growth also from the private sector based on our pricing and quality of work was also high which ensured we obtained many new customers also to help top up our existing work and crews.

By November 21 quoting and our ability to take on new customers and new work had to be put on hold because simply put we were well and truly at our working capacity and now only in August 2022 have we been able to open up the doors again and able to accommodate new work.

During the wet periods of the year my staff and participants helped throughout a number of work locations within valley industries to help lighten the load and their flexibility and work ethic must be applauded.

We've assisted the community in ways this year with many sporting clubs struggling due to the weather and when we are available have generously donated machinery and labor to be able to get teams back playing sport on their fields. The good will generated from this is being felt throughout the business as community groups are now openly suggesting our services and thankful of the assistance they have received.

I'm comfortable to say we have recorded record turnover in 2021-2022 with the business also producing a very tidy profit with this we would thank our higher management in particular Trent Jennison, David Isbel, Renee Gilbert and Tim Welsh for the support and vision to keep continually improving the business.

On behalf of the Valley Ground Care team we would like to wish Trent Jennison and Graeme Shultz all the best on their retirements with Graeme also being an integral part of the grounds Care business for a very long time.

Thanks again and we wish everyone a successful 2022-2023



Murray Hands

Valley Bees has been very busy over the past six months in production and with spring approaching sales are beginning to ramp up.

The crew in Valley Bees have been working well together with participants from other areas being trained in the bee area.

We have had a lot of interest from amateur bee keeping clubs and purchasing equipment through us. Our customer base has grown and customers coming have said how much they like coming in and dealing with Valley Bees.

I can see the future of Valley Bees being very bright thanks to a great effort by the BEE TEAM

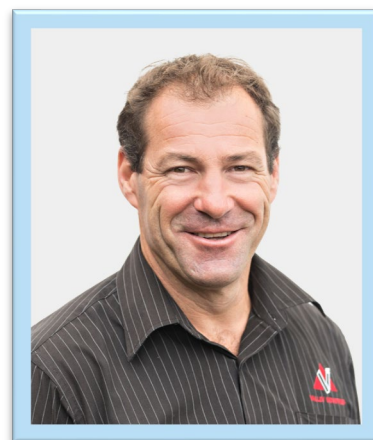
The Document section continues to grow with new customers coming in every week. With the paper press been upgraded and is proving to be a great asset. With a vertical press arriving soon we will be able to press off product more affectively and with better results, this press will also be a benefit to the plastics division.

The pandemic is starting to ease and more businesses are working again from their offices which is bringing the bin count up again.

The future, we are in discussions with a major player in the secure document industry which hopefully will produce plenty of work for the guys.

A big congrats to our guys they should be very proud of themselves with high quality work to show for this.

Looking forward to a busy spring.

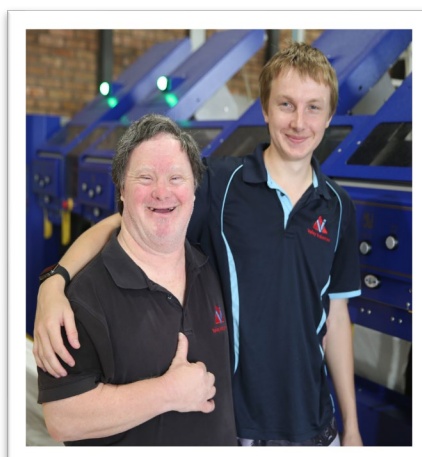


Rob Gander

The past 12 months has seen Valley Linen Service continue to receive unprecedented demand for our services despite the continued impact of Covid-19. Restricted international and domestic travel is contributing to increased tourist numbers in our region. The Mid Coast region is a popular destination from September through to April and demand for service increases during these months and the laundry processes 50 tonnes of linen per week during these months. The laundry has reached its maximum production capacity capable with existing machinery and space restrictions so unfortunately are not capable of taking on any new clients.

In November 2021 a 120kg capacity semi automated dryer along with an automated sheet untangling machine were installed which has resulted in the ability to process up to 20% more linen in the same time taken without these machines. Both of these machines have eliminated heavy, repetitious manual handling tasks resulting in a much safer working environment for staff and participants.

Valley Linen Service continues to provide employment opportunities, skills training and education for participants & staff, resulting in the highest quality linen and service for our customers.





Continued....

Valley Plastics is a new business being created with the aim to create a circular economy business, diverting recyclable plastic materials from landfill, recycle them, and manufacture products for sale using this recycled plastic.

Valley Industries has invested significantly into this project, assisted by government grants we have been successful in applying for. Currently we have installed part of the overall processing line required for recycling plastic, with further machinery still under manufacture in Taiwan. It is anticipated that the remaining machinery will arrive in Australia early 2023.

2 injection moulding machines have been installed and manufacturing has commenced of plastic reinforcing bar chairs which are used by builders to set the reinforcing bar and mesh to the correct position within concrete.

A plastic shredding machine capable of shredding a whole 200 litre plastic drum or large wheelie bin has been installed and is currently in use. Once the remaining machinery arrives and is installed, the small shredded plastic chunks will then go through a hot wash process, then a cold wash and separation process, then a drying process. These chunks of clean and decontaminated plastic will then be melted down and through another process turned into small pellets which are then used in our injection moulders to manufacture various plastic items for sale.

Valley plastics has a target to initially divert 300 tonnes of plastic from landfill per annum, with plans to increase this to 900 tonnes annually, contributing to helping solve the threat to our natural environment caused by plastic waste.





Sarah Green

Each year we say that we have endured another 'challenging year' and 2022 has definitely provided its own set of challenges here at Intalink! But we can also report that Intalink has certainly had some excitement and positive advancements this year.

We have been focussing on promoting Intalink Therapy Solutions 'holistic' model of care. Our Holistic approach is centred on the concept that our clients physical, emotional, social and psychological needs can be identified and managed through assessment, treatment and therapy. We provide a diverse and comprehensive range of allied health services and our professional team and administrative team collaborate to create this ideal model of care that encompasses the 'whole being'.

Intalink Therapy Solutions has taken steps to improve our physical and aesthetic environment. The improvements to the building have created a modern, professional and welcoming environment for our clients. This has been achieved by the inclusion of new modern flooring throughout, incorporating themed interior design, and the addition of more sensory holistic elements, calming and relaxing music and diffusers.

We acknowledge that it is imperative that our clients feel that they are accessing a high standard of care and that they are secure in their surroundings to gain the most benefits from their therapy experiences. Our passionate team take great pride and care to provide an environment that is safe, welcoming, friendly and inclusive for all our clients. We provide a professional and personable face to our practice, greeting clients with a genuine smile, sharing a joke and building strong rapport with clients, ensures that they leave with a positive and memorable experience at Intalink Therapy Solutions. This is all part of our commitment to a holistic model of care, which will enhance, promote and sustain further growth of our business in the coming years.

Continued...

Our clinical team has expanded over the past twelve months, we have welcomed new therapists into our team. Recruitment is still a focus to meet the demands of our community. Our current therapists are at capacity, and some are unable to accept new referrals.

Welcome to:-

**Louse Frisardi - Occupational Therapist** has a special interest in Capacity Building programs designed for people with disabilities.

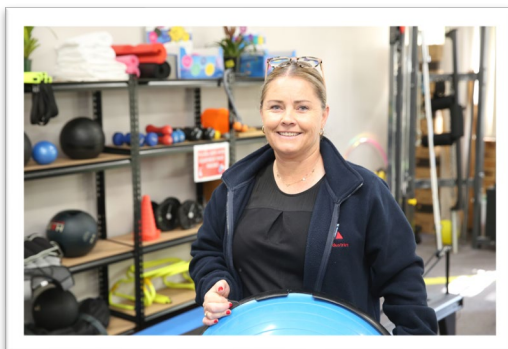
**Alison Cook - Social Worker**, is providing Counselling Services for our NDIS participants

**Caitlin Sheridan – Psychologist** provides therapy and assessment services.

Sadly, Janet Mears our Podiatrist and friend, has retired this year. Her services and smiling face is a loss, but we wish her all the very best in her next adventures

Moving forward into the next year, we will be concentrating on continuing to build our practice and providing a high quality service. Our clinical team stay current with their professional development, and we are working on future development by reviewing our procedures, and engaging our clients to provide feedback, so that we can ensure the delivery of modern and best practices at all times.

Intalink would also like to send a big thankyou to our retiring CEO, Trent. We acknowledge your passion and dedication to building Intalink Therapy Solutions into the business that it is now. Thankyou for all your advice, support and back up over the years, we will miss you. Enjoy! “Good things come to those who bait”





# LONG SERVICE AWARDS 2022

30 Years



Rhonda Annesley

30 Years



Arthur Oakley

20 Years



Matthew Williams

20 Years



Kristen Hancock



# 10 YEARS SERVICE AWARDS 2022

Shane Minett

Sydney Grice

Maria Collison

Jodie Harrison

Sarah Green

Pheebe Dillon

Cameron Richardson

Debbie Hammond

Matthew Lambert

Maree Edwards

Adam Polley

Beau Polley

Heather Beattie

Sarah McGillivray

Zachary Ashley

Sarah Green

Tony Berry





