

2023



Valley Industries Ltd

Helping people to help themselves

2022-2023 Annual Report



ACKNOWLEDGEMENT

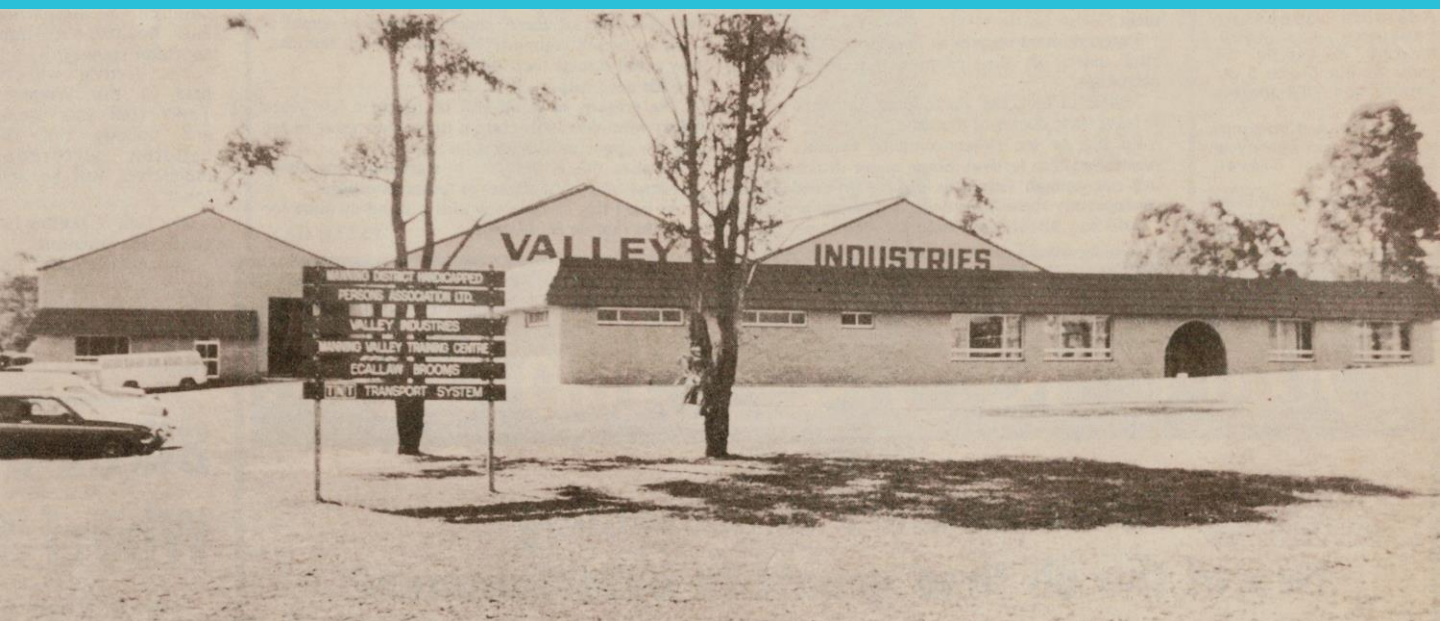
We acknowledge Aboriginal peoples as the traditional custodians of the lands and waters on which we work, live, travel and gather together.

We pay our respects to the Elders past, present and emerging and recognise Aboriginal people as having the world's oldest living, continuous culture with unique languages and spiritual connections to the lands and seas.



Photo: Brett Roberts Participant with Uncle Russell Saunders

INTRODUCTION



We are delighted to welcome you to our Annual General Meeting for the year 2022-2023. This report reflects our commitment to transparency, accountability and the sharing of significant developments and achievements.

From humble beginnings in 1971, we have provided meaningful work for people with disabilities for 52 years. In recent times, we expanded our mission of 'helping people to help themselves' to social and independent living support to become the leading disability support provider in the area. It is a record we are proud of.

We understand that the heart of Valley Industries lies not only in its participants and families, but also in the collective effort of our staff.

We are proud to be a leading local employer, providing opportunities for growth while we work together for a more inclusive, compassionate, and equitable future for all.

The NDIS has proven to be a life-changing scheme which has provided people with a disability a greater capacity to live fulfilling, independent lives. Valley Industries thanks its members, Directors, staff and families for your support in helping us deliver these outcomes.

CHAIRMAN'S REPORT



Valley Industries is proudly regional-based, employing over 470 staff across the Manning and Forster regions of NSW and providing services to over 330 participants, an increase on last year.

Valley Industries makes an enormous contribution to the social fabric of the communities it operates in. As has been the case for much of Valley Industries' 52 years of history commencing in 1971, this work is often performed quietly and humbly, without fanfare or recognition. Valley Industries' work, however, continues to change lives, providing a quality of life to the participant, helping them to achieve their goals and supporting their families and carers.

The last twelve months have had its difficulties still operating under COVID-19 health requirements and a change in CEO. I thank all staff, volunteers, participants and carers for their support during these times.

Once again, Valley Industries has had a good year with growth in many of its business operations and a surplus revenue of \$2,438,420. The surplus we generate provides Valley Industries with the cash that has allowed us in past years to complete refurbishments, purchase properties to expand our supported independent living residences and increase our vehicle fleet. Valley Industries' wages to employees and suppliers were over \$36m, and \$6.9 for building works and capital purchases.

On 29 September, we held our official opening of the Valley Way development, with participants moving into their new purpose-built homes.

The development applications for new homes are in progress for 422 Wingham Road Taree, Railway Parade Taree, and Breese Parade Forster. We also took the opportunity to purchase two adjoining villas at Figtree Court Forster that we had been renting to add to our property portfolio.

Our Plastic Project has been progressing. However, there have been several major setbacks that will require tough decisions during the 2023-2024 year.

I would like to thank all Valley Industries staff and volunteers for their loyalty to the organisation and their commitment to the many participants with Valley Industries providing services. The work of our staff is challenging and complex. It requires people who are flexible, caring, and positive.

Finally, I pay tribute to the Board members, past and current, who so generously donate their time and skills to Valley Industries to improve the quality of life for people less fortunate. We have a robust and diverse Board, and it is a great pleasure working with such a committed group of people.

STEPHEN HARVEY
CHAIRPERSON

CEO REPORT

As the new CEO of Valley Industries, I am pleased to present my first CEO's report on this wonderful organisation. Valley Industries support over 330 people with a disability through the hard work of over 470 staff. I frequently see the little extra things our staff do to make a difference in the lives of our clients, and it makes me so proud to lead Valley Industries.

I pay respect to my predecessor, Trent Jennison, who handed the business to me in robust good health after an energetic tenure. Also, I thank the dedicated volunteers on the Board of Valley Industries for putting their faith in me to steer the ship.

The most enjoyable part of my job is sharing experiences with our clients. From playing touch football or tenpin bowling, to working alongside them in the factory or presenting service awards – it is always the highlight of my week. I am inspired by the attitude and resilience of our clients and it is a privilege to share their journey.

2022-23 has provided many highlights, but most notably the completion of 9 new disability homes on Wingham Rd. It is a long-held dream to build our own houses to enable people with a disability to live the best, most independent lives possible. Seeing that dream come to a reality in September and accepting our first residents was awesome, as are the houses! Some of our new residents are living independently for the first time and it is very rewarding to be part of that change.

Valley Industries had a successful year financially. Strong financial performance is not an end to itself, but a by-product of satisfied clients served by a dedicated workforce. This financial strength can give all stakeholders confidence that we will be able to provide these services long into the future.

Our Australian Disability Enterprise (ADE) business units continued the 52-year long tradition of providing supported employment in fine style. Fortunes wax and wane, with the mowing crews and laundry being very busy while the bee supplies business has suffered a little from varroa mite. Across all businesses, we have managed to provide meaningful employment to 130 people with a disability central to our ethos to 'Help people to help themselves'.

I make special mention of two supported employees who worked with Valley Industries from its inception 52 years ago. Allan Dodd retired in August after a long career which included a stint on the Board of Directors. Gary Langenberg sadly died after a short illness, but was working right up until the end. We will miss Gary and Allan and pay tribute to their long careers with Valley Industries.



The Disability Royal Commission wrapped up in 2023 after three years with sobering findings of neglect and abuse. Whilst ensuring we are capable of self-examination, the issues ventilated at the Commission were a world away from the attitude and ethos demonstrated by Valley Industries in my six years here. There will be a great deal of change in disability care following the Commission and Valley Industries is well placed to adapt and deliver even better disability support in the future.

The coming year will bring new opportunities, particularly to build more disability housing, but also challenges. Pressures on NDIS funding will stretch our resources, and we will invest considerable money and effort in training and developing our staff. On the ADE side, dry weather will test out our nursery and mowing businesses and we have a number of challenges in establishing our plastic recycling business. However, we can expect 2023-24 to be another year of growth and development to improve the provision of disability support in Taree, Forster and surrounds.

I thank the clients and families who choose Valley Industries, along with our staff, management and volunteer Directors for their contributions in 2022-23. This is a 'people business' and I think we have the best people around – clients and staff. Thank you all again.

DAVID ISBEL

CEO

VALLEY WAY DEVELOPMENT

Our Specialist Disability Accommodation “Valley Way” has progressed to completion, and we’re thrilled to announce that our first residents have moved into their new homes.

Our accommodation has been designed to support individuals who require independent living arrangements, regardless of their level of need.

Valley strongly believes in creating an accessible and inclusive built environment for people with disabilities.

This initiative is an important step towards creating more accessible housing for people with disabilities, and Valley Way is just the beginning. We’re committed to building more developments in the Manning Valley to support those in need.



SUPPORTED LIVING

We continue to focus on providing a high level of supported independent living. The commitment from staff to participants, their families and carers has been outstanding and the staff's dedication to the work they do shines through.

Valley's independent living services have opened their doors to new residents, creating a community of individuals who have been carefully matched.

It is with heavy hearts that we share the news of the passing of residents, Darryl Parker, Neville Wallace and Peter Reddie, who had been with Valley for several years. These gentlemen will be deeply missed, and their memory will continue to live on in our hearts.

With some residents facing end-of-life decisions, Valley recently resolved to

provide in-home care in conjunction with community palliative care whenever residents chose this option. Rather than facing a hospital stay, our residents can spend their last days at home with familiar supports. This is a challenging service, but one we are very proud of.

This year we have introduced the ShiftCare client information program which has allowed us to improve our staff rostering and NDIS documentation. While this is a background process, it has improved the effectiveness of the supports we provide.

Supported Living is an incredibly personal service where strong bonds are formed between residents and staff. We value being invited into our resident's homes to support them – it is a privilege we never take for granted.

Number of Participants

49

Support Hours Delivered

200,000+



Matt has been regularly attending respite care at Valley and is now ready to transition to his new specialised home at Valley Way.

MEANINGFUL WORK

Work for people with disabilities is not simply about financial gain. It is about finding a place where your contributions are valued, and the culture within the workplace is just as important. Through ongoing events, training and other moments to connect and belong, Valley is committed not only to creating opportunities for employment but to ensuring these opportunities have real meaning and that the workplace is truly inclusive of all people.

Valley is dedicated to providing employment and learning opportunities that enhance economic outcomes and overall well-being. In the past year, we have supported over 130 individuals with disabilities to access ongoing employment and work training.

The Café re-established itself at TAFE Taree, which delivers café and catering services from the campus—supporting individuals with a disability to learn hospitality, barista and cooking skills.

This year, the spread of varroa mite in the Manning Valley had an impact on bee box production. Many local hives were euthanised, but our hives were listed for non-eradication zone, allowing us to continue producing our pure honey. Fortunately, recent changes by the Australian Honey Bee Council suggest we will now "learn to live" with varroa mite, and the year ahead looks promising.

We are deeply saddened by the passing of, Garry Langenberg, in June. Garry had been experiencing some health issues before his sudden and unexpected passing. He was a loyal and dedicated member of our team, dedicating 52 years of his life to Valley. Garry's cheerful presence around the factory is greatly missed by all.

In July, we bid farewell to Alan Dodd, who decided to retire after 52 years working with Valley. Alan was part of the original team that worked on pallets before the company moved to the Whitbread Street factory in 1973. We extend our gratitude to Alan for his long-standing commitment and contributions.

We are proud to share that Brian Newman and Craig Priestly have accomplished significant training goals this year by obtaining their forklift licenses. With the support of our workers, both men studied throughout the year and gained the confidence to attend the three-day training course, where they performed exceptionally well.

Through the support we provide, individuals continue on their professional journey every day. Our team supports hundreds of people in achieving their short and long-term goals through consistent and ongoing guidance to achieve employment goals and outcomes.

OUR WORKFORCE

20%

Full Time

73

18 - 24

56%

Part Time

175

25 - 44

24%

Casual

127

45 - 55

25%

Disability

115

55+

A leading employer investing in people

SUPPORTED EMPLOYEES



16



15



19



15



8



4



12



14

*A mission to provide real
employment options*



There's been loads to celebrate this year at Valley. With the help and support from the Connections team, Tim has successfully acquired his boat licence.

Valley Valley

PARTICIPATION & CONNECTION

Ensuring people with disabilities can participate fully in social, recreational, sporting, and cultural life is crucial for their health outcomes.

At Skills for Life, Youth, and Connections our programs aim to promote inclusion and support community attitudes and spaces that are welcoming to everyone. We are proud to have supported numerous participants through our programs, including the successful participation of our "Stars in Motion" group in the Starburst category of the Taree and District Eisteddfod. With 18 talented performers on stage, our team danced beautifully and had fun while breaking through their fears and achieving a long-term goal.

Our All Abilities Play touch team had an incredible experience representing Northern Eagles at the National Touch League Football in Coffs Harbour last March. We're thrilled to have doubled our player count this year, with eight talented individuals showcasing their skills. It's been a pleasure to continue our partnership with Wingham Touch Association and field both men's and mixed competition teams throughout the summer season. The climax of our season was a thrilling game between our own teams, culminating in the Valley Vipers earning the shield for the 22-23 season. We are immensely proud of the sporting achievements of our players and look forward to seeing what the future holds for our team.

We are dedicated to empowering individuals through skill-building trips, and this year was no exception. Our participants, through Connections, had the opportunity to choose their destination and enhance their abilities.

One group travelled to Sydney and gained valuable knowledge on navigating public transportation and budgeting for their trip. They even had the chance to visit the set of their favourite show, Home and Away, and meet some of the stars. The joy and excitement they experienced will always be treasured. Another group journeyed to Brisbane and attended the largest NRL event, 'Magic Round'. It was an unforgettable experience that brought everyone together. We are committed to continuing our support for our participants as they strive towards greater inclusion and participation.

Our youth program has been reaching new heights with the addition of sports programs that aim to inspire young people. These friendly and no-pressure sessions help build essential skills while providing a fun and supportive environment. Guided by our dedicated support workers, the program focuses on soccer and touch football during school terms, encouraging our youth to strive for success both on and off the field.



All Abilities Touch Football
program, in partnership
with Touch Football
Australia and Taree &
Wingham Touch
Association.

COORDINATION OF SUPPORT

Over the past year, the Coordination of Support team at Valley has provided support to 145 participants with varying needs to achieve their NDIS goals. We welcomed new clients referred by the Local Area Coordinators or through positive word-of-mouth from satisfied participants and their carers.

Throughout the year, we established valuable relationships with service providers, both locally and further afield, to ensure that our participants receive the best possible support when they need it. We have also negotiated with these services to work within our participants' NDIS budgets in order to help them achieve their goals.

Support coordinators have provided participants with an excellent understanding of the services available and the referral process for each service. This has helped ensure our participants receive the necessary support to meet their goals. Our primary aim is always to assist our participants in achieving the best possible outcome for them. We do this by guiding them through the complex and ever-changing world of the NDIS, knowing that it may take several months or even years to achieve the results that meet their needs.

Number of Participants

145

Support Hours Delivered

4,414+



Our participants enjoy painting exercises, where they explore new textures and artistic possibilities.

ACCREDITATIONS

Valley places great importance on the health, safety, and well-being of both participants and staff. To achieve this, we strictly follow policies and procedures. Our Board, Management, and Staff show dedication to maintaining the quality of our services and effective governance throughout our organisation.

To ensure our quality management system is top-notch, regular internal and external audits are conducted. This system is accredited to the international standard ISO 9001:2015. We use compliance activities to ensure good practices and improve our services continuously.

Valley meets NDIS Practice Standards and Quality Indicators and this year extended our scope to include high-intensity daily personal activities. Also, our emergency management plans have been reviewed to ensure uninterrupted support to our participants during disasters.

Moreover, we are an accredited Australian Disability Enterprise providing supported employment to individuals in our community.



TRAINING

Over the past year, we have made significant investments to facilitate in-house training. We have implemented regular reviews and supervision to ensure continual development of our staff, identifying and addressing any gaps in their training. We are committed to supporting our staff's career progression by providing internal training programs and opportunities for further studies, especially for senior management. Additionally, we offer communication training and provide work experience to support the growth and development of our team.

Hours of Training

20,000+

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NDS National
Disability
Services

HEALTH SUPPORT

Valley is dedicated to empowering individuals with disabilities and our community by connecting them to over 23 highly skilled allied health therapists and mental health nurses. We strive to ensure that everyone has access to the best possible health outcomes.

Mental health support for participants and our workforce is valued, ensuring delivery of mental health training, access to Employee Assistance Programs and establishing tools to support mental health.

Our team at Mindspace has expanded our reach of behaviour support with behaviour support planning and training. Our reach has extended further across our community to benefit those with behaviours relating to their disabilities and to give their families and carers the tools to help support them in their everyday lives.

We are proud to support participants with psychosocial disabilities which can result in serious social disadvantage if left unsupported. Living with a disability can be challenging, but it's not just physical injuries we should be aware of. Mental health struggles and added stress can also make life difficult. That's why we offer monthly programs that provide individuals with skills and tools to build resilience.

Our team at Intalink offer highly qualified health professionals with a wealth of experience and skills in various allied health areas, offering assessment, diagnosis, treatment, and therapy to both adults and children. The multidisciplinary team includes our Specialist Team, which comprises our Consultant Paediatrician and Consultant Psychiatrist, and our comprehensive Allied Health Team. The Allied Health Team has Clinical Psychologists, Registered Psychologists, Occupational Therapists, Speech Therapists, Dietitians, Physiotherapists, Exercise Physiologists, and a team of Mental Health Social Workers.

This year, Intalink Therapy Solutions had the pleasure of working with Newcastle University and welcomed two allied health scholarship therapists. Our scholarship program will continue to grow each year, and our new graduates bring ideas, passion, and excitement. A vital part of this program is the mentoring provided by our experienced therapists to new graduates, which helps them develop their skills, knowledge, and empathy in a supportive environment.



Our team at Valley
MindSpace have a great deal
of experience working with
individuals with a broad
range of mental health
challenges

SERVICE AWARDS

30 YEARS

- Stephen Rouse

20 YEARS

- Daniel Payne
- Mark Davidson
- Wayne Keegan
- Emma Blissett
- Peter Osmond
- Michelle Chicken
- Bruce Melville

10 YEARS

- Paul Blanch
- Aaron Everingham
- Samantha Berridge
- Robert Gander
- Trent Doolan
- David Cocking
- Renee Gilbert
- Audrey Thornton
- Matthew Alley
- Douglas Rowbotham
- Benjamin Welsh
- Adrian Rowbotham
- Timothy Richardson

