



**Valley Industries Ltd**

*Helping people to help themselves*





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TRENT JENNISON : CEO

## ▶ VALLEY INDUSTRIES

Helping People to Help Themselves

Valley Industries has been providing support and employment opportunities for people with disability in the Manning Valley since 1971.

Valley Industries is a community based not for profit organisation with strong, vibrant links with our community, parents, carers and other disability services, to ensure we offer the best services to those looking for support.

Our commercial enterprises enable Participants to develop skills and career paths through training and on-the-job experiences.

Valley Industries has developed innovative responses to changes in business directions and continually looks

for opportunities to expand its businesses and services to enable our Participants to be integrated into the many varied aspects of modern society.

We employ over 130 people with varying disability who are trained in a diverse range of business skills and our Participants are involved in meaningful, paid employment.

Our Valley Skills for Life day services provide a broad range of activities for people with disability - from post school through to active retirement for some 70 people.

## ▶ MESSAGE FROM THE CEO

Since Valley Industries first opened its doors in 1971, the organisation has grown and evolved to become the premier provider of services to People with Disability on the Mid-North Coast.

Our organisation has evolved into 3 distinct parts - service provision, social enterprise and commercial enterprise.

We offer unmatched expertise in the region and have a team of dedicated and professional staff who truly delight in delivering great customer service for our Participants.

Our 45 years of experience in the sector, and our growth in commercial

operations, gives us the opportunity to provide an ever-widening range of support services for Participants and their families looking to receive services under the NDIS.

Our services are also growing, and now include more 'in-home' activities to support Participants live full and satisfying lives in their own homes, and we will continue to develop these services over time.

We are committed to communicating with our Participants, their families and their carers, and our monthly newsletter shares important information about the NDIS, services, workshops

and upcoming activities as well as celebrating the successes of our people.

We offer continuous training for staff to ensure we are developing ourselves and improving our skills - and staff recognition is an important part of our culture.

Valley Industries will continue to be an active and committed part of our community and offer the highest standard of disability services for that community.

"OUR SERVICES ARE ALSO GROWING"



MAL SHULTZ : CHAIRMAN

## ▶ MESSAGE FROM THE CHAIRMAN

It is a privilege to have been appointed as the Chairman of the Board of Directors of Valley Industries Ltd. I am proud to be associated with an organisation that is committed to providing such high quality services, employment and growth opportunities for people with disability.

As one of the main providers of support to people with disability in the Manning Valley for over 45 years, Valley Industries is well placed to manage the transition to the National Disability Insurance Scheme over the next 2-3 years.

Our continuing and willing challenge at Valley Industries is to ensure that all

current and future Participants achieve their just entitlement under the NDIS. As the scheme proceeds to roll-out, we have helped support our Participants to complete their first year plans – to ensure they get the financial and physical support that they need.

The Board of Directors and Management team of Valley Industries continue to build and strengthen the business with vigilance and dedication – creating more opportunities for more Participants – providing support for more than 230 people with disability every day.

Valley Industries is a strong and impressively managed organisation,

ensuring we are well positioned to cope with growth, diversity, achievement and, of course, challenges.

A major recent decision was to further expand our commercial Laundry business unit. This entailed the acquisition of a large, modern factory in Elizabeth Avenue, Taree and major commercial laundry equipment to meet the increasing customer demand.

Fundraising activities continue to support a broad range of activities for our Participants. As part of our commitment to remaining a valuable part of our local community, we plan a number of events to raise awareness and funds. A great example is

'Auto Fest' – a public display of both classic and historic cars and motorbikes. The event was the brainchild of one of our hardworking employees – Monique Cahill – and was a huge success, with the support of willing staff and clients of Valley Industries raising just over \$10,000 to go towards the funding of events, outings and activities for Participants.

Communicating with our Participants, their families and carers, and other service providers in the area is a major priority for Valley Industries, and our monthly newsletter enables us to share valuable information such as updates from the NDIS, details of

services available to Participants as well as celebrating the successes and achievements of the people in our organisation.

Valley Industries is the recipient of the 'Ethical Business of the Year' 2016 award a well-deserved award reflecting the core values to which we always aspire.

I am also proud that we successfully achieved accreditation against the National Disability standards and ISO9001:2008.



**Valley Industries Ltd**

*Helping people to help themselves*

## ▶ WHY CHOOSE VALLEY?

**Our Vision sets out that Valley Industries will strive to ensure our Participants enjoy the same rights, and understand the need to meet the same obligations, as other members of society.**

Our Vision is underpinned by our commitment to our Values and will be achieved by:

- ▶ Providing access to our services to all eligible people – regardless of race, ethnicity, religious beliefs, sexual preferences, disability or gender.
- ▶ Ensuring services provided are person-centred and of the highest quality possible.
- ▶ Promoting access to individualised development, education, training and employment opportunities within the broader community.
- ▶ Fostering relationships and partnerships between Participants and the broader community.
- ▶ Ensuring the environment at Valley Industries encourages co-operation, commitment, teamwork and personal growth for everyone.
- ▶ Encouraging participation in the planning and implementation of Participants Individual Plans.

**Our Mission** at Valley Industries is to ensure everyone involved with our organisation does their utmost to encourage and facilitate the rights of people with disability to participate fully in our society.

**Our Values** at Valley Industries underpin everything we do to create an inclusive and supportive environment for Participants.

**All employees and Participants** are encouraged to realise their full potential through taking part in a uniquely broad, flexible range of learning and training opportunities that challenge and inspire them.

Experienced, dedicated, staff provide traditional and innovative support. Personal and social responsibility is nurtured, respected and rewarded.

We have strong, vibrant links with our community and continue to develop these through new services and business links.

RESPECT & DIGNITY

INDEPENDENCE & INTERDEPENDENCE

COMMUNITY

HOSPITALITY

STEWARDSHIP

# OUR STAFF



**PETER**

"I joined Valley straight from school – I've been here 27 years, so yes, you could say I like it! I work in the canteen and do a bit of everything – I make cakes and biscuits, I serve meals, I clean the kitchen and I do the shopping.

I'm also in the Special Olympics and love it. I'm in the Ten Pin Bowling team and I swim and I'm very good at both – and have loads of medals to prove it.

I love traveling with the Special Olympics – we go all over NSW."



**BEN**

"I love working in the Nursery because I get to be outdoors and there is loads to do and I never get bored. My favourite job is to pot up the plants. It keeps me fit and strong – and I've got a great 6-pack to show for it.

The people I work with are pretty good and we have fun while we work."



**MICHELLE**

"I enjoy coming to work at Valley Industries because you are accepted for who you are and respected for what your disability limits are. The people are friendly but suffer from Monday-itus like we all do!

It is a very supportive place and I enjoy the things I do.

I'm the mail courier in the mornings and I work in Administration, always learning new things.

I am also an NDIS Champion which has been a brilliant experience. I've learnt lots, travelled and made presentations to lots of different people – which has all helped build my confidence."



NAME

## ▶ VALLEY INDUSTRIES & NDIS

The National Disability Insurance Scheme (NDIS) is a once in a generation reform that will improve the lives of people with disability in Australia.

The NDIS is the new way of funding individual support for people with permanent and significant disability, their families and carers. NDIS funding enables Participants to purchase a range of supports aimed at increasing

independence and inclusion.

Participants have the right to decide their own best interests, and to have choice and control over their lives and the supports they receive.

Through the NDIS, Participants will be able to access the reasonable and necessary supports they need, to live the life they want and achieve their goals and aspirations.

As the NDIS rolls out, Valley Industries is here to help Participants ensure they get the best support possible.

Everyone at Valley Industries is dedicated to encouraging all Participants to learn a skill, earn a wage, have fun and make long-lasting friendships.





▶ **VALLEY SKILLS FOR LIFE**

**INDEPENDENCE AND INCLUSION**

Valley Skills for Life takes a person-centred approach to helping Participants develop the skills they need to increase their independence and participate as valued and active members of the community. Planners work with each individual to design a program of activities to work towards achieving the individual's goals.

As the NDIS rolls-out across NSW, Valley Industries considerable experience means we are well positioned to respond to Participants wants and needs promptly and sensitively.

Valley Skills for Life have created a very high standard of facilities and programs to meet the needs of our Participants. These have been developed over years and include the feedback of Participants, their families and carers and our Day Centre Planners.

We will continue to offer a flexible and stimulating range of activities for people with disability – from school leavers up to age 64.

We will offer a mix of person centred approach with a wide range of activities including classes for Art & Craft, Music & Dancing, Reading & Literacy,

Budgeting, Woodwork, Cookery, and activities such as Ten Pin Bowling, Walking, Swimming and fishing.

Participants will be encouraged to discuss what is important to them in their lives and choose activities and development opportunities that will bring them happiness and self-esteem.

In the NDIS pilot areas around Australia, it has seen Client Satisfaction ratings of over 90% - something we are looking forward to achieving with Participants at Valley Industries.

▶ **VALLEY TRANSITION TO WORK & TRAINING**

Valley Industries Transition to Work and Training program provides school leavers or individuals who have recently left school with opportunity to develop their skills to prepare for the working world.

Eligible individuals for the program will be funded under the NDIS for School Leaver Employment Supports (SLES) to reach their goals, objectives and aspirations.

Our program runs for up to 2 years and provides on the job training and work experience options for students with a disability who have a goal to transition into open or supported employment.

Our supported training will assist in the development of skills and qualifications needed by school leavers to maintain employment by offering experience working in a productive supported business.

The type of employment supports will be tailored to meet the needs of the individual participant. Supports may include work experience generally in open or support employment, job sit training, travel training and activities that contribute to achieving an employment outcome and linkages to ongoing employment.

**NATALIE**

*Teacher's Aid, Chatham High School*

"I love bringing the kids over here – it's unreal how good it is that we can do this. It's a great service for the Community and we're very lucky to have Valley Industries in this area."



## ▶ VALLEY SOCIAL SCENE

Valley Industries arranges a wide and varied range of social outings and activities over the year to encourage Participants to see new places and take part in new experiences.

Our activities are excellent value for money, with the nominal charge covering all travel costs, entrance fees and meals.

Examples of recent activities include going to the Circus, visiting the Bago Maze, going

Fishing, taking a Boating Cruise, playing Golf and going on a Mystery Tour!

Participants also take part in the Special Olympics and have competed in Ten Pin Bowling and Swimming right across NSW.

Volunteers and parents are invaluable in helping with the driving and support that makes these events possible.



"WE GET TO GO TO LOADS OF GREAT PLACES AND DO LOTS OF GREAT THINGS"  
EMMA

## ▶ VALLEY ACCOMMODATION & LIVING SERVICES

Valley Industries has recently expanded its 'in-home' services to offer more support to Participants who already have a strong relationship with us.

In addition to working with Participants to increase their daily living skills, we are now able to offer assistance to help them make the transition to independent living.

Valley Industries have currently taken leases on 4 properties that are suitable for people with disability and, working with Community Housing, are offering these to Participants at favourable market rates, enabling them to start their independent life on a secure financial footing.

Support Workers will continue to work alongside Participants to improve their home keeping skills and offer assistance and advice where it's needed.

With the roll-out of NDIS, there is great potential for Valley Industries to increase the level of services offered for 'in-home' support – building on our well established reputation in the region.



INDEPENDENT LIVING





PETER

"I really like talking to Customers and it's great to be able to share my knowledge of plants and gardening tips.

I've been told that my Customer Service is excellent and I'm very proud of that."



## ▶ VALLEY NATURE'S CARE NURSERY

### HELPING CREATE GARDENS SINCE 1988

Retail & Wholesale suppliers of top quality plants.

Nature's Care Nursery has been helping people create beautiful, thriving gardens since 1988. There are more than 20 people with disability involved in all aspects of the Nursery – from plant propagation right through to retail sales.

Nature's Care Nursery is a fully function production nursery, producing quality plants for local and commercial Garden Centres. Qualified horticulturalists offer invaluable assistance with planting suggestions, landscaping and renovation ideas. and experienced retail staff have all the necessary advice and information needed to help customers create success in the garden.

Natures Care Nursery has the size and expertise to supply all gardening needs, quickly, comprehensively and cost effectively.

### NATURE'S CARE NURSERY IS A SPECIALIST PROVIDER OF:

- ▶ A huge variety of trees, shrubs and flowering plants
- ▶ Soils/mixes/mulches
- ▶ Fertilizers/composts
- ▶ Gifts/pots
- ▶ Firewood
- ▶ Garden stakes
- ▶ Delivery to all areas available



"I REALLY LIKE TALKING TO CUSTOMERS"



### ANGUS

"I've worked at Valley for over 10 years. I work in the Mowing Crew which is great because I travel to lots of places – Gloucester, Tea Gardens, Nambucca. And all the people here are good people – they look after you and you get treated well."

## ▶ VALLEY GROUNDS CARE

### COMPLETE PEACE OF MIND

Quality Garden maintenance and mowing.

Our Complete Grounds Care division employs over 20 Participants to provide property care and maintenance services to a wide variety of customers – from home owners to large corporate clients - from Kew, to Gloucester to Tea Gardens.

Reliable and friendly crews deliver service with a smile

Complete Grounds Care uses commercial grade equipment and offers extremely competitive rates.

Our experienced staff work in small crews – with a supervisor and Participants. Team size is flexible and multiple teams are available to tackle every size of job. Our teams are focused on offering great customer service and exceeding the expectations of their clients.

### WE SPECIALISE IN:

- ▶ General mowing and edges
- ▶ Garden landscaping and renovation
- ▶ Small tree and shrub planting and pruning
- ▶ Rubbish and Green Waste removal
- ▶ Tractor slashing
- ▶ Weed control
- ▶ Property maintenance
- ▶ Deceased estate & vacated property clearance



"I'VE WORKED FOR VALLEY FOR OVER 10 YEARS"

## GARRY

"It's excellent here. I work 3 days a week but it's going up to 4 soon which I'm very happy about. My job is very responsible as it involves sawing and planing so safety is very important."

The best thing about Valley Industries is the camaraderie – or the 'mate-ship' as I call it!"



## ▶ VALLEY TIMBER

### TIMBER PRODUCTS – QUALITY, SUSTAINABLE PRODUCTS

Providing the highest quality products and service.

Valley Industries Timber employs over 20 Participants in the manufacture and assembly of a full range of hardwood timber products - for local and national customers.

We hold a large range of standard sizes and also manufacture to customers' individual specifications

Our facilities offer Participants a safe work environment and the necessary training and coaching to enable them to produce high quality timber products with a sense of achievement and pride.

Outdoor and Specialised Furniture.

Our hardwood tables and chairs are available in a wide range of sizes to suit adults and children. Our Tiny Tots range is ideal for school playgrounds and BBQ areas.

### OUR PRODUCT RANGE:

- ▶ General hardwood pegs and stakes
- ▶ Survey pegs
- ▶ Concrete's steel band pegs
- ▶ Timber pallets
- ▶ Timber crates
- ▶ Tomato and tree stakes
- ▶ Outdoor and specialised furniture
- ▶ Batter Boards (Pine or Hardwood)
- ▶ Pallets (Made to customer specifications)
- ▶ Crates (Made to customer specifications)



"IT'S EXCELLENT WORK HERE"





### ALAN

"I like working in Bees. I used to only do 2 days but now I'm doing 4 days .... Because I'm the best painter! And this lot..... (looks around at his workmates) are alright.

We have a good time at work!"



## ▶ VALLEY BEES

### BEE GOOD FOR THE ENVIRONMENT

#### Supplying Commercial & Hobbyists since 2009.

Just under 30 Participants currently work in our Beekeeping unit across a wide range of activities - from assembling the hives to harvesting the honey. We provide a great training environment for people to learn and continuously improve their skills.

Valley Bee-Keeping specialises in designing, building and supplying a

comprehensive range of beekeeping products. There has been significant growth in the number of hobbyist beekeepers over recent years, as the plight of bees across the globe, and the impact that this is having on our environment, is understood.

Distributed all over Australia, Valley Bee products are widely recognised for their quality and the technical assistance we offer to experienced and new apiarists is highly valued.

In addition to the products manufactured at our site in Taree, we stock all the tools, accessories and reference materials needed to get the new beekeeper started and to keep the commercial beekeeper in production.

### VALLEY PURE HONEY

We keep over 80 honey production hives in the Manning Valley and produce an extremely popular product marketed under the Valley Pure Honey label.



BEE HAPPY AT WORK :)





EMMA

"I think I'm a pretty happy person and I'm always happy when I'm at work at Valley Industries.

I work in Shredding, at the Café and at the Laundry and I like them all – I haven't got a favourite!"



CONFIDENTIAL AND SECURE

## ▶ VALLEY SECURE DOCUMENTS

### Good for business, Good for the planet

Client confidentiality is our priority. Our Secure Document Services offer Shredding and Scanning from Bulahdelah to Kempsey.

Over 20 Participants are employed in our document warehouse and each are given the opportunity to learn new skills and achieve their full potential and workplace wellbeing.

Our shredding service offers a no-mess, no-fuss, environmentally friendly way to dispose of out-dated records and paperwork with complete confidence.

### Security Scanning

Our team arrange the secure pickup and transport of paper documents to our warehouse, where we use state-of-the-art high-speed scanners to capture every piece of information.

We store each file on a high quality DVD/CD, USB stick or external hard drive.

We then either return documents to clients or securely destroy them.

### Security Shredding

Once shredded, the paper waste is baled and forwarded to a recycling company to be reused in a variety of recycled paper products.

### THE TEAM AT VALLEY SECURE DOCUMENT SERVICES OFFERS:

- ▶ Lockable 120 and 240 litre security bins
- ▶ Pick-up & delivery of the security bin
- ▶ Bulk pick ups
- ▶ Reusable archive boxes available
- ▶ Secure, reliable and confidential destruction
- ▶ A "Destruction Certificate" offering peace of mind is available.



DIANE

“It’s been awesome since we moved into our new laundry. It’s so big and we have so much space now. And we’ve got more equipment so we can do more work and get more happy customers.”



## ▶ VALLEY LINEN SERVICE

### Professional Commercial Laundry Service

20 Participants are employed in Valley Linen Services and provide a professional laundry service for commercial clients such as Hotels, Motels, Aged Care facilities, Cafes and Restaurants.

Our newly established commercial laundry at 10A Elizabeth Avenue, Taree has been purpose designed and built

to provide the highest level of Linen Service in the Manning Valley.

An extensive range of quality rental linen products – bed linen, towels and table linen - from budget to 5 star - helps customers maintain the highest levels of presentation in their business.

Professional service and quality.

Valley Linen’s new, professional equipment and set up guarantee quality and efficiency for customers. We arrange pick-up and delivery for all clients in the North Coast area.



HAPPY AT WORK :)

## ▶ VALLEY CAFÉ

Valley Café – great coffee, great food, great people

Over 20 Participants have been trained at Valley Café, giving them valuable skills for future employment as well as providing the opportunity for them to make friends, meet new people and build their self-confidence.

Since opening on Manning Street in Taree, Valley Café has built up an impressive base of loyal and happy

customers who take the opportunity to stop and revive their spirits!

Valley Café provides a delicious range of tasty and healthy meals – including a great selection of gluten-free meals

Customers can relax and catch up with friends and enjoy free Wi-Fi over a great cup of coffee and delicious cakes.

There are extensive breakfast and lunch menus and daily specials.

Valley Café in your workplace.

Valley Café also caters for workplace breakfasts and lunches, business meetings and small functions.

Valley Café - Service with a smile



SERVICE WITH A SMILE :)

### SCOTT

“Working here has been the best thing for me. I’ve completed my Catering Certificate 2 at TAFE and I am extremely proud of the food we create here at the Café.

We get a lot of regular customers and very good feedback.”



MARK

“We have great co-workers here and all our customers are great and I get to talk to a variety of different people.”



## ▶ VALLEY VINTAGE

### Giving pre-loved items a second chance

Valley Vintage is a busy, friendly op-shop in the heart of Taree where 15 Participants offer the community the chance to recycle their unwanted belongings, reduce the amount of items going to landfill – and help support local individuals and families

Valley Vintage welcomes unwanted homewares, furniture, fixtures and

fittings, clothing, books, toys, ornaments and bric-a-brac – and is a haven for the thrifty bargain hunter looking for one-of-a-kind upcycling opportunities.

The Participants at Valley Vintage learn a broad range of valuable skills including customer service, window display techniques, using technology such as the cash register and EFTPOS

terminals, stock management and talking to new people.

Bargains for everybody!

Customers can bring in their items or arrange for collection from their home.

Valley Vintage is open Monday-Friday 9am-4.30pm and Saturday 9am-12.30pm.



GRAB A BARGAIN!



## ▶ INTALINK THERAPY SOLUTIONS

Intalink Therapy Solutions – High Quality care for children and adults

Experienced Professionals delivering Quality Care.

Intalink Therapy Solutions has provided paediatric and adult therapy services in the Manning Valley for a number of years and became part of the Valley Industries family in 2012.

### OUR MULTIDISCIPLINARY TEAM INCLUDES:

- ▶ Paediatrician
- ▶ Paediatric Psychiatrist
- ▶ Clinical and Registered Psychologists
- ▶ Occupational Therapists
- ▶ Speech Therapists
- ▶ Physiotherapists

Working together, our team of experienced health professionals have the qualifications and skills to offer patients consistent and high quality services.

They provide assessment, diagnosis and treatment of a wide range of issues for all ages.

Children's services are a speciality, focusing on diagnosis and treatment of

difficulties including autism spectrum disorders, ADHD and learning difficulties.

Our therapists at Intalink Therapy Solutions take pride in working with parents and carers to build strong relationships to ensure the best possible therapy plan can be implemented.

Getting Funding when it's needed.

Children seeing therapists at Intalink Therapy Solutions can access FaCHSIA funding such as Better Start for children with disability and Helping Children with Autism.

With the roll out of NDIS, Intalink Professionals have the experience to offer services that can be included in NDIS plans.





## Valley Industries Ltd

*Helping people to help themselves*

### ▶ VALLEY INDUSTRIES AND OUR COMMUNITY

Valley Industries has been an invaluable part of the Manning Valley for over 45 years.

With the strategic growth of our businesses and services, the opportunities for people with disability have grown too – with over 250 people benefiting from employment, personal development, inspiring activities and respite care – creating a better life for them and their families.

Our Social Enterprise businesses – Valley Café, Valley Vintage and Valley Linen Service – are extremely popular and well supported in the Community, and the self-esteem from having a paid-job and the opportunity for social interaction with a wide range of customers is invaluable to our Participants.

Nature's Care Nursery was established in 1971 and has grown to become the largest retail nursery on the Mid-North Coast. It is another respected and

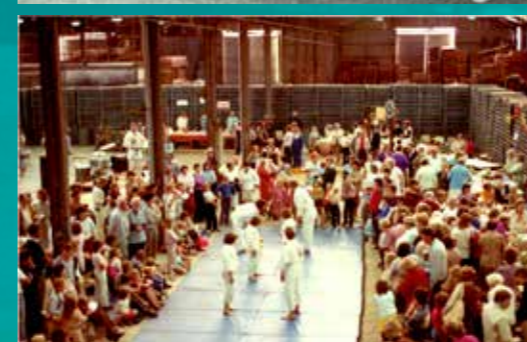
well-loved business in the community and one that private and commercial customers are proud to do business with. Our annual Spring Spectacular at the Nursery is always extremely popular, with families coming out to take advantage of the offers on new season plants, let the kids free on the jumping castle and enjoy a free BBQ – catered for by the CEO and the Senior Management team!

The inaugural Autofest event in 2016 was another successful Community event which generated a lot of fun on the day and raised over \$10,000 to fund stimulating activities and supported trips for our Participants.

Valley Industries is hugely thankful to everyone in the Community for their continued support and encouragement of our business.

**THANK YOU!**

## OUR HISTORY



- 1971 Valley Industries opens its doors – making 1000's of pallets by hand every week
- 1972 The packaging business was launched – with Bonds as the first major Client – we started packaging 50,000 units per week and it reached 200,000 units per week at its height
- 1997 The Community Services unit was opened on Whittbread St
- 1986 Nature's Care Nursery opens in Whittbread Street
- 1988 Complete Grounds Care starts business – with 2 men, 1 mower and 1 wipper-snipper loaded on to the back of a ute!
- 1997 The Cooinda Centre was officially opened to provide quality support services to people with Disability in the Manning Valley
- 2005 The Secure Document Services division was created
- 2008 Valley Bees started making hives and set up the first lot of hosted hives out at Minimbah
- 2012 Valley Industries buys the Intalink Business from Dr David Keegan
- 2013 Valley Industries buys the old Taree College building to house the ever-increasing Intalink team
- 2013 Valley opens The Coffee Spot in the Taree library
- 2013 Valley also rescues the Laundry business in Chapman Carpark from the Taree College
- 2014 Valley Café relocates to its own space on Manning Street
- 2014 Valley Vintage relocates from its base in the factory at Whittbread St to a new shop on Pulteney Street, in the heart of Taree
- 2016 Valley Laundry relocates to a purpose-designed new space on Elizabeth Avenue



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Excellence in  
Business Ethics

