



Valley Industries Ltd

Annual Report 2016

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Values, Mission and Vision

Our Values

The predominant values inherent in all activities at VI are:

Respect and dignity

- Everyone endeavours to identify and nurture each person's abilities.
- Everyone provides services which are person centred.
- Everyone is always learning.

Independence and Interdependence

- Everyone encourages and assists Service Users to be as independent as they possibly can.
- Everyone encourages and nurtures an appropriate level of interdependence.

Community

- Everyone works every day at building positive relationships with each other and the wider community.
- Everyone understands that co-operation and courtesy is the key to a successful community.

Hospitality

- Everyone respects each other and extends that respect to visitors.

Stewardship

- Everyone takes care of each other and everything we use at VI.

Values, Mission and Vision

Our Mission

VI's mission 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 Vision

VI will strive to ensure its Service Users enjoy the same rights and understand the need to meet the same obligations as other members of society. This 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 of high quality and person-centred.
- promoting access to developmental and individualised, educational, training and employment opportunities within the broader community.
- fostering relationships and partnerships between Service Users and the broader community.
- ensuring the VI environment encourages cooperation, commitment, teamwork and personal growth for everyone.
- encouraging participation in the planning and implementation of people's Individual Plan.



Valley Industries Ltd
Helping people to help themselves

LONG SERVICE AWARDS

30 YEARS



DIANNE ROBERTS

20 YEARS



ALEX MURRAY



MICHAEL BUTLER



KEN WATTS



ANNETTE HINTON



Valley Industries Ltd
Helping people to help themselves

LONG SERVICE AWARDS

10 YEARS



ALYSSA BROOME



DIANNE SCHUBERT



MARK PAGE



WAYNE BULT



KAYE KNOWLES



JOHN COLLINS



AMBER THOMPSON



Valley Industries Ltd
Helping people to help themselves

LONG SERVICE AWARDS



IAN FLETCHER



BEN GREEN



WENDY GRANT



EMMA JOHNSON



JOHN-HENRY STAINES



JOSHUA BRIDGE

Chairman's Report

It is indeed a privilege as Chairman of the Board of Directors of Valley Industries Ltd to present the 2015-16 Annual Report to our Members.

Valley Industries has again experienced a year of growth, diversity, achievement and, of course, challenges.

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

As our Timber based sales to Masters comes to an end we are seeking alternative customers and diversifying resources elsewhere.

There were a number of achievements this year, including Valley Industries hosting a very successful 'Auto Fest' event – 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.

Valley Industries was also the recipient of the 'Ethical Business of the Year' award at the recent regional Business Chamber awards held in Port Macquarie. I believe this to be 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.

Our continuing and willing challenge at Valley Industries is to ensure that all our current and future clients with a disability achieve their just entitlement under the National Disability Insurance Scheme. The scheme has now commenced roll-out and we have helped support our Participants to complete their first year plans – to ensure they get the financial and physical support that they need.

My compliments go to the staff and clients of Valley Industries during this busy year as we transition to the NDIS.

My compliments also go to our CEO, Trent Jennison, for his continued vigilance and aspirations for Valley Industries.

Thank you to the Board of Directors for their valued contribution over the last year – with a special mention to Rosemary Sinclair, who stood down this year, for her term and contribution.

The Board of Valley Industries look forward with optimism to another successful year for Valley Industries.

Mal Shultz
Chairman

CEO's Report

The 2015/16 financial year has been a busy and successful one for all those involved in Valley Industries.

Our primary role in the Manning Valley is to provide the highest levels of support and opportunity to the Participants we work with – in our Business and Social enterprises, our Skills development programmes and our respite and care facilities.

We are therefore delighted to have won the NSW Business Chambers 'Ethical Business of the Year' award for the North Coast. We now go on to the State finals which will be judged on 25th November. My thanks and congratulations go to everybody at Valley Industries.

Our team take enormous pride in building valuable relationships with the 150 people in employment at Valley Industries, working with each individual to ensure they are fulfilling a worthwhile role, learning new skills, building their confidence – and having fun! One of the most satisfying parts of my role is seeing the camaraderie amongst all of our employees.

Our new Chairman, Mr Mal Shultz, has spent his year getting to know the business and working with the management team to explore new ideas and opportunities, bringing his wealth of business experience to challenge and support us as we continue to grow and improve our organisation.

One of our areas of growth in the last year has been in our laundry facilities – moving from the fairly cramped space in Chapman carpark to the spacious new site in Elizabeth Avenue. We have installed new washing, drying and pressing equipment – substantially increasing our capacity, efficiency and employment opportunities. We have won many new clients in the last few months and will continue our new business drive to reach corporate customers from right across the North Coast.

Our Spring Spectacular at Nature's Care Nursery in September was our most successful yet, with gardeners coming to enjoy the arrival of new Spring ranges, seasonal offers and entertainment over the weekend.

Another hugely successful activity was our inaugural Auto Fest event. Held on 25th September, Manning Street was closed to host an amazing selection of vintage cars and bikes, ramrods and rally cars – beautifully restored classics... all shown with pride to the sounds of the rock-and-roll band. BBQ's manned by Valley Industry volunteers helped raise over \$10,000 on the day – donations that will fund outings and activities for our Participants over the coming year.

As the NDIS starts to become a reality, it is critical that our implementation of the new systems is handled with care and sensitivity and respect – to guarantee that each of our

Participants gets the best possible support for their circumstances. We are delighted that one of our own Participants – Michelle Wienert - was selected as one of only 30 NDIS Champions across Australia, to be trained to deliver the NDIS message to others across the region – encouraging people to get involved and find out how they can benefit from the new supports on offer.

On behalf of the Board, I would like to thank every individual for their continued enthusiasm and dedication to the work we do at Valley Industries to help support people with disability.

Trent Jennison

Chief Executive Officer

1st October 2016

Administration and Canteen

Administration and Canteen

Well another busy year has passed and there is still lots happening to keep us all busy.

We welcomed Jess Blundell to the Admin team this February. Jess works in Admin on Mondays & Wednesdays and at the Valley Café on Tuesdays & Thursdays. Jess does a variety of duties and has settled in very well.

Dennis continues to work Monday to Thursdays and does any task asked of him - a very handy team member!!! He has also completed his Cert 111 in Business Administration this year – big congratulations Dennis.

Bron is still working between Whitbread St and Intalink and Cameron has just commenced a Cert 111 in Business Administration at Tafe on Thursdays. Good luck with that Cam.

Our trainee Kathleen got married on 20 August 16 so she will be leaving us to become a “farmers wife”. We all wish her the very best for their future together.

We continue to have support from the canteen guys in the afternoons which is a big help and greatly appreciated. In the Canteen we welcome Rebecca and Shane to the team. They have been a great help to the canteen regulars Peter G, Peter S, Yanik, Alyssa, Kristin & Emma.

We all look forward to some great meals over the next twelve months.

Another productive year – thank you so much everyone for your contribution.

The Admin & Canteen team ☺



Transition to Work and Training

Valley Industries' Transition to Work (TTW) program currently has 6 participants. The TTW team work in a variety of tasks across the organisation. They are being taught work ethics and skills to assist them in securing employment once the program ends.

The tasks being conducted by the TTW team include the assembly of bee frames, the laundering of linen at Valley Laundrette, working in the Café, strapping pegs in Timber Products, working in Valley Vintage, shredding paper, potting plants in the Nursery and mowing lawns for Complete Grounds Care. These people are working towards their identified employment goals. The TTW team have whole heartedly participated in the activities and have made a good impression with the Unit Managers.

Some of the Transition to Work team are currently attending TAFE on a Tuesday as they have identified obtaining a learners permit as a goal. The course goes for 8 weeks and should give the students the skills required to hold a learners permit.

With work experience school students, there is a potential for another 3 TTW next year. These students have been exposed to the same training the TTW program offers and will assist Valley Industries secure trainee's in the coming years.



Dayne Fox, Anthony Winderbanks and Jack Shelton with the last pallets for Masters.



Jake Schumacher

Business Services Manager

This year has been busy right across the board with significant changes throughout the organisation.

Bee Supplies has continued to grow at a phenomenal rate - the bee industry as a whole is finding it difficult to keep pace with the growth. With good orders in the system for Spring and extended deadlines from suppliers it will keep Mark, Liz and the staff on their toes to keep the customers happy.

Timber Products has had a busy year, although overall it was down on last year. Masters has been hot and cold with their orders due to the impending sale of the business but in the last few months they have started to increase orders. As the road works starts to move further north and local jobs start to finish up, we are seeing a significant drop off in orders. We have continued to quote on work from all areas and are currently negotiating with a few companies interstate. That being said Todd, Daniel and the crew have done a great job this year and are looking forward to what next year has to offer.

Complete Grounds Care has had another good year. Graeme has continued to grow the business with the help of all his staff and the quality work they do. They have secured subcontract work with outside companies to complete the local part of State and Australia-wide contracts; this involved a lot of extra time to be accredited to work on their sites. A testament to how well they are doing the job, is that many companies are increasing the amount of work we do on their behalf. Well done all.

Nature's Care Nursery has increased sales across the board. Retail has increased plants sales significantly, as well as increasing business in soils and mixes. Wholesale sales were good for the year considering they lost sales of over \$60,000 due to the failure of the Delta treatment system bore we had installed. This caused a huge loss of stock in our wholesale growing area. A lot of hard work was put in to get back on track, which in now resulting in good sales. It is a credit to Josh, Maria and all the staff for the effort they have put in to build the business to sales of over \$1,000,000 last year. Well done to everybody.

Valley Laundry, Valley Café and Valley Vintage have all had busy years - with changes in staff and operations. The laundry has undergone the biggest change, with the purchase of a new building, equipment and a major fit out to extend our operational capacity. It is a credit to Rob that the new facilities were operational by the end of July. Well done to Rob and all his staff for the efforts and commitment during the past year.

Personally, I would take this time to thank Trent and all Valley staff for their assistance – which has helped us achieve great things over the last year. And for the ongoing support to continue to grow Valley Industries, which in turn helps to improve outcomes for all our service users and employees.

Thanks,

Tim Welsh.

Bee-keeping

Well another year has gone and we have grown again,

As we move into the season for beekeeping we are flat out with commercial and amateur beekeepers orders and shop sales,

We are endeavouring to fine tune our operations so we can continue to keep our customer base happy and supplied with their needs as well as satisfying the needs of the organisation,

We have some new faces in our unit as well as our regular crew and I thank the guys and Liz for their continued efforts as we grow. Also, thanks to our TTW guys who are a valuable asset in our production needs as they learn new skills.

And a thank you to all staff at Valley for being there to assist.

Cheers,

Mark



Complete Grounds Care

Our Participants continue to be a great asset in all the work we do. This year we have picked up a great deal of new work with Lendlease and, as a result of the quality and reliability of our service users and staff, they have expanded the sites we now service for them and this should be ongoing until the sites are handed back to the RMS Thanks to all involved for making this work.

We also have had another successful year; we had sales of over \$680000 and a profit of just over \$100,000. Our general work remains the same - with MidCoast Water continuing to support us, we are now doing the majority of their grounds maintenance work. We continue to do to work at local Police stations, Community Housing and Biripi and still have many smaller clients.

In general our staffing levels have remained the same over the last year and we have had no changes with our supervisors. One of our ongoing challenges is getting some of our supported employees to turn up for work reliably – an issue when we have a full job book and have committed to specific dates for our clients.

While the NDIS scheme is just starting to roll-out, it will no doubt throw up some issues to add to the daily mix.

Once again thanks to all the staff and Participants from other departments who have helped out this year when needed - it all helps to make things run smoothly.



Nature's Care Nursery

Nature's Care Nursery has had another busy and successful year.

The wholesale division goes from strength to strength – with our increased product range and more advanced plants generating a lot of demand with Garden Centres and Landscapers.

The retail centre has been refurbished to create an improved indoor space for customers to shop for pots, garden decorations and a wide range of seeds.

The Spring Spectacular over the first weekend of September was a great success with new and existing customers coming in to enjoy the offers, the free bbq and the kids had a great time on the jumping castle.

The Participants continue to work across a wide range of activities – receiving training in growing plants, driving the tractors and trailers and customer service.



Timber Products



2015/16 has seen the Timber Products Unit working hard to fill all production orders.

We are continuing to work with Jamestrong decanting aluminium slugs for the company. This work has seen a crew of 6 employees working hard to keep up with the demand.

We continued to work with Masters supplying timber stakes Australia wide, however this work is now coming to an end as they prepare to close at the end of the year. This will put a large hole in the earnings for this unit but we are working hard looking at all possible avenues to fill this void.

This year has seen Valley Industries working with Blackwoods supplying stakes to their stores from as far as North Queensland to Victoria and South Australia. This has seen an ongoing demand for supply for the company and is only getting bigger.

We have also taken on the Mid North Coast branch of 1300TEMPFENCE being the agent for hire of temp fencing to a wide range of businesses. This being from builders to road work upgrades and sporting clubs. This has taught us some new skills and the employees of Timber Products have been doing a great job with this. Over the next 12 months we will be looking to grow this new section of the company.

Timber Products continue to work with AHH Wood PTY drilling, painting and end plating crossarms to be sent to both New Zealand and now Fiji as well. This work has been plentiful and is also only going to grow with the new customer in Fiji.

All employees of the Timber Products have worked very hard to ensure that production orders have been filled for our wide range of customers, with Valley Industries now being accredited with ISO 9001 standard we have worked hard to ensure a high level of quality with supply. I would like to take this opportunity to say thank you to the Timber Products crew for their hard work and dedication over the past year and keep up the great work.

Secure Document Services

Another busy action packed year has passed us by and once again I would like to say congratulations and thank you to the Participants for their dedication and hard work as without each and every one of them in our team this outstanding effort would be unable to be obtained.

Over the past 12 months we have seen quite a few changes within the department with the major event being the business turnover increase by 49% from June 2015. This not only includes the increase in sales from the purchase of Midcoast Paper but also increased production from our dedicated Participants.

Secure Document Service department is working smarter to achieve this result with a combined effort from all being dedicated to the production process and achieving greater output. Currently the team are processing a shipment of approximately 80 paper/cardboard bales every 3 weeks which is shipped to Sydney for recycling

The business recently purchased a new shredding machine which has enabled the work process to continue at a steady production rate. The business now has nearly converted over to supplying all customers with industry standard blue bins. The department has taken on the implementation of the ISO9001 quality system and are very proud to say the new quality system is working very effectively and efficiently with in this department.

Scanning continues to keep pace with the requirements of external and internal customers

Together the team in Secure Document Services continue to grow, learn, support plus build on social friendships which are all very relevant for a holistic work team environment. As always it is a real pleasure to work in such a supportive team with the Participants of the SDS team.



Valley Industries Social Enterprises

Valley Linen Service

It's been a very big year for the Valley Laundry team. Our customer base has continued to grow and we have established ourselves as THE commercial laundry for the Mid-North Coast.

In August we moved into our brand new, purpose built premises in Elizabeth Avenue, which has been fitted out with an impressive range of equipment – 4 new washing machine, 4 new dryers and a Jenson ironer and folder - to increase our capacity from 8-tonnes per week to 30-tonnes per week – which allows us to meet the growing demand for our service.

Our Client base of resorts, motels, abattoirs, hair dressers, restaurants and cafes and medical practices have all maintained strong demand over the year and are great supporters of our business. And we've won new business from Hospitals and Nursing Homes in Foster and Wingham.

The investment in our business has allowed us to increase the number of Participants employed in the laundry to 15. Each participant receives training in the various sections of the Laundry to broaden their skills and build their confidence.

Since the move, all the team have enjoyed the increase in space after bursting at the seams in Chapman car park.



Valley Café



Valley Café has had another impressive year of growth and attracted a whole new raft of happy, loyal customers.

The team continue to develop the menu and offer a wide range of healthy, tasty meals with daily and weekly specials, gluten free options and delicious cakes and coffees.

The Participants get the chance to work in the various parts of the café – from the kitchen, to waiting on the tables and talking to customers, to showing off their Barista skills.

It's been a very successful year for our Participants, Tamita took part in the TAFE cookery skills development course and was voted 'an outstanding student' and appeared on the NBN news and Scott Bussey started his Chef Apprenticeship which he aims to complete in 2019.

The Café also provides catering for events and business meetings around the Manning Valley and can hold private events in the Café.

Valley Industries Social Enterprises

Valley Vintage

Valley Vintage continues to thrive in the heart of Taree with an impressive number of customers visiting every week – popping in to see what’s new and try and grab a bargain.

The Participants and volunteers are a happy, busy team and work tirelessly to make sure that donated goods are priced and ready to sell in super quick time.

The team are also responsible for creating the vibrant displays in the windows, on the pavement and in the store – to show off the goods to their best advantage.

Participants are involved in a wide range of activities and receive training in all aspects of retail skills – from visual merchandising, using modern technology like computers, the cash register and EFTPOS terminals, learning telephone skills, stock management processes and customer service techniques.

The range of pre-loved goods keeps on growing – with quality recycled clothing, furniture and homewares and a wide range of books and bric-a-brac.



Community Participation, Life Choices and Active Ageing

Valley Skills for Life is committed to providing a person-centred program in an environment that assists people with disability to develop the skills they require to increase their independence and participation as valued and active members of the community.

Participants

The mid-year and end of year concerts continue to be popular with participants, and they have been busily practising dance moves, singing, making props and costumes for the plays to entertain visitors and staff.

Participants are working on entries for Abilities Day on the 1st December which is held at the Taree race course.

Staff Training

Several staff have completed the Diploma of Disabilities and Certificate III in Disability. A number of internal training sessions for as Manual Handling, Medication, Documentation, Fire warden Safety, use of Lifters have been completed during the year. Pre planning for the introduction of the National Disability Insurance Scheme has been occurring with participants and staff.

Programs

Valley Skills for Life has extended the hydrotherapy program to three days a week which assists Service User to maintain their health and wellbeing.

Programs such as Ten Pin bowling, Computers, Gym, Walking, Art, Craft, Movies, Music, Woodwork, Sensory Experiences, Reading, Literacy and Budgeting (just to name a few) are still popular.

We now have four qualified trainers for our Gym Therapy sessions and can now offer personalised programs.

In home supports are continuing to grow, however participants need to be aware that with the roll out of the NDIS they must ensure that allowances are included in their plan budgets.



Valley Skills for Life

Crafts and Gifts

During the year Crafts and Gifts has been quite very busy creating some new ideas for gifts and restocking with the old favourites.

As a group we have been working on this year's group entry for the Celebrating Abilities competition. This year we are hand sewing patches of the sea creatures and machine sewing them together to form a wall art called 'Under the Psychedelic Sea'.

The crafters are also working on individual craft items for the competition including some papier Mache puppets, hand painted and decorated gift boxes and some mosaicked items.

Our range of saleable items include shopping bags, hand rolled candles, decoupage tissue boxes and mirrors and hat boxes, fridge magnets, sun catchers, lace coat hangers and earrings.

We have enjoyed having day services Participants join us during the week for their supported craft programme.

All in all, our group is having a great time creating and having a good chat and a laugh each day. It is a positive environment in which we all attempt to help each other and encourage as we work.



Art work by Marshall Neal and other Participants

Valley Recreation and Respite

Social Club 2016



As usual it was a hectic year - with some new activities - like feeding stingrays at Port Stephens and checking out the "bottle house" at Dubbo. We also organised a week long holiday in Dubbo and two trips out on the Camden Haven Cruise.

We also had fun doing some of the regular things like Putt Putt Golf, fishing, strawberry picking at Ricardoes, going to the movies, dancing, going out for dinner, and enjoying some mystery trips as well. It is great to see some new faces this year



Social outings take place every couple of weeks and usually include lunch and fun.



None of this would be possible without the help of our volunteers and drivers, giving up their weekends to take us on all these adventures. **THANKYOU!** You are much appreciated.

Valley Recreation and Respite

Special Olympics

It has been a fun and successful year for the team.



They have travelled all over the state - from Coffs Harbour to Bateau Bay.

Ben Green, Gavin Andersen and Matt Lambert were all chosen to compete at State Ten Pin in Campbelltown this year, which puts them in the draw for the Nationals.

They were very happy to come back and show off the State medals.



Kristy Muldoon has been selected to swim at the New Zealand Trans-Tasman games this November. Kristy will be flying to NZ for four days and competing in both 25 and 50 metre events. We wish her luck.

The swim team is smaller now as Ben James moved away to the Hunter earlier this year. But he would be proud of the team - everyone bought home medals from the state swim comp on Central Coast.



Intalink Therapy Solutions

Intalink Therapy Solutions has grown into being a leader in providing allied health services to the community.

Intalink Therapy Solutions multi-disciplinary team have provided the following health services during the past year:

- Clinical Psychologists – Children, Adolescents and Adults
- Registered Psychologists – Children, Adolescents and Adults
- Consultant Paediatrician – Assessment and treatment of children up to 18 years
- Consultant Psychiatrist – Child and Adolescent
- Speech Therapist – Children and Adults
- Occupational Therapists – Children and Adults
- Physiotherapists – Orthopedics injuries, Women's Health, Pre and post-operative
- Dietitian and Nutritionist Consultant – Children and Adults

It has been busy year for the service and I would like to thank the Doctors, Allied professionals and the administration staff for their dedication in providing a friendly and professional service to the community and for being part of the Valley Industries team.

Pages 31-61 contain the Draft Financial Reports and are available to Members upon request.