

# OUR CAPABILITIES



## Company Overview

Ability Works is an award-winning social enterprise, operating with revenue approaching \$5m per annum, in Kew, Melbourne. Operating four business units: Wire & Metal manufacturing, Records Management, Packing & Rework and User Centred Design services, Ability Works has a track record of delivering contract values up to \$1m per annum.

Ability Works produces goods and services for government, business and non-profits. Operations are accredited to ISO 9001:20 and NDIS quality standards and Social Traders certification. Ability Works is an accredited NDIS service provider.

Our business partnering and engineering capabilities combined with an adept use of technology, assists in finding unique solutions to customer problems. We manufacture in Melbourne providing local jobs and distribute nationally.

## Our Certifications



Quality  
ISO 9001



NSDS



[www.abilityworks.com.au](http://www.abilityworks.com.au)

**abilityworks**  
AUSTRALIA

PURPOSE THROUGH EMPLOYMENT



## Records Management



### Value Proposition

Our Records Management service helps organisations who are:

- moving office
- requiring frequent or long term access to records
- require scanning of daily mail
- information preserved for lengthy periods with high security protocols

### Services include:

- Mail / post handling
- Record quality assurance
- Record coding, preparation, scanning
- Record destruction & disposal

### Service benefits:

- frees physical space
- saves time required to find, process and pass information around
- improves accessibility to critical information using Optical Character Recognition with faster searchability and productivity improvements
- Provides security from unexpected disasters (fire, flood), human error (misplacing or losing documents) and natural aging, with data preserved for years to come

### Customers include:

**The Department of Defence** record preparation, scanning, quality assurance, coding, digitising.

*“Ability Works has worked hard to meet the high standards we expect for our digitisation project. We look forward to continuing with this meaningful employment through our partnership”.* - Mardi Jarvis Assistant Secretary Regional Services, DOD

**Transurban** – mail receipt, sort, batch, scan and disposal of e-tags.

*“Transurban has successfully partnered with Ability Works for the past ten years. We’re extremely satisfied with the exemplary service and commitment delivered for our customers”.*

– Darren Wallen Head of Channel Management

**Relationships Australia ( Victoria )** – record preparation, scanning, coding.



## Wire and Metal Fabrication



### Value Proposition

Our wire and metal fabrication service helps the infrastructure, building and home improvement sectors, who require:

- Welding (MIG, resistance)
- Bending, drilling, cutting
- 3D printing
- Robotic welding

Ask us for a list of product and machine capabilities.

### Service benefits:

- Improve efficiency by subcontracting fabrications not able to be completed on building sites, given their temporary nature
- Meet your individual specifications and needs when manufacturing prototypes
- Lower cost and improve value with suggested design improvements when manufacturing metal products to specifications
- Remove on-site high volume, repetitive, basic tasks that are time consuming and unanticipated, that divert expensive labour and delay projects e.g. pre-positioning nuts onto allthread, taping pipe ends to prevent entry of concrete

### Customers include:

**Mc Connell Dowell Decmil Joint Venture** – construction and MIG welding of settlement plates for the Mordialloc Freeway upgrade.

**Clifton Formwork** – robotic welding of hand rails for Western Program Alliance partner Mc Connell Dowell.

**Victorian Temporary Fencing** – damaged fence mesh removal and re-application using MIG welding and galvanized spot painting.

*“VTF have successfully partnered with AWA on fence panel repairs for over two years. The cutting, welding and painting of our refurbished panels are first class”.*  
- Damian Lee, Owner

**Plastic Solutions Australia** – high volume continuous/automated resistance welding and bending of separator ‘snake’ mesh

**Chemtools** – high volume wire brush with plastic top manufacture





## Packing and Rework



### Value Proposition

Our contract packing, finishing and rework service helps organisations in any sector from manufacturers, charities, government, building and construction, who require efficient, fast turnaround, quality output, with pricing in 24 hrs.

### Services include:

- Pick/pack/assemble
- Label, relabel
- Wrap, shrink wrap
- Fault rectification
- Repacking
- Heat seal
- Collate
- Sort
- Quality check

### Service benefits:

- Reduce costs with product rectification that alleviates need for replacement
- Improve efficiency with a customised solution from start to finish
- Increased accuracy and attention to detail through the use of jigs

Additional support with expert guidance on packaging ideas, labelling and distribution.

### Customers include:

**Cross Yarra Partnership** – Metro Tunnel timber work quality checking, bolt & ferrule assembly

*“We’ve been pleased to partner with Ability Works, who were engaged in 2019-2020 to provide services to our tunnel lining segment manufacturing facility, and did a terrific job supporting the segment manufacturing process”.* - Carlos Sanabria, Tunnel Segment Facility Manager.

**Victoria Racing Club** – pick, pack dispatch of Melbourne Cup tour & Oaks Day luncheon

**RSL Victoria** – assembly for Poppy Appeal and Anzac Day commemoration fundraising products

*“Ability Works have been a wonderfully reliable supplier for over 10 years”.* - Kirsty Kennedy, Campaigns Manager.

**Good Friday Appeal** – pack and dispatch of posters, cleaning and maintenance of fundraising boxes

**Stanley Black & Decker** - packing, assembly and rework across consumer goods for building and construction



## User Centred Design Services



### Value Proposition

Our User Centred Design service helps designers of infrastructure, facilities and mainstream products and services, who want to expand their insights, so their designs reach a larger number of intended consumers. We provide quick access to people with vision, hearing, cognitive, physical, gender, culture and age differences. Designers wishing to reduce influences motivated by personal or organisation agendas and avoid lengthy recruitment times are able to access our employee pool who have no agenda to uphold, just candidly respond.

### Customers include:

**Aurecon** - Ability Works’ consulted on facilities design ahead of major public infrastructure work. *‘Bringing in Ability Works employees to the design development proved invaluable to the project,’* said Andrew Kendall, User Centred Design Leader at Aurecon.

*‘Their unique skillset and fresh perspective resulted in clear requirements for accessible transport design by hearing from those who experience the challenges of existing non-accessible designs day in day out. This input will not just be of benefit to people with accessibility needs, but to all transport users in the City of Melbourne’.*



## Social Mission

Ability Works Australia provides long term employment to members of the community with a disability and those experiencing social disadvantage. We provide purpose, pride, belonging and social connections.

## Social Impact

Ability Works provides flexible on-site employment to 150 people between 18 – 72 years living with a disability and experiencing disadvantage.

**\$100,000 worth of goods & services procured from Ability Works creates 5000 hours of employment.**

Ability Works supports disadvantaged Victorians into employment: migrants, refugees, disengaged youth, single parents and long term unemployed.

We also support people with a disability into employment including those with moderate to complex support needs. This is accomplished by breaking jobs into their component parts. Individuals are assigned a component, aligned to their capability. Technology such as robotics, 3D printing, IoT (internet of things), jigs, vocational training and a skilled training and support team provide additional support. Combined, this enables delivery of commercially competitive and quality goods and services.

Purchasing from Ability Works contributes to the reduction of welfare payments, strain on community and health services and assists our employees families and carers reduce their reliance on support networks. Partnering with us will help build greater empathy and respect for people who live with a disability or disadvantage.

## Social Procurement Framework

Ability Works is proud to be a supplier to organisations participating in the Victorian Government's Social Procurement Framework, assisting buyers to meet framework targets.

We partner collaboratively with government, commercial and other social enterprises to best meet customer needs and fulfil tender objectives.

### Our 'Shared Value' partners







## Ability Works Executive Leadership Team



**Sue Boyce** CHIEF EXECUTIVE OFFICER

Sue brings 25 years of corporate experience and FMCG leadership in organisations such as Nestle, Merck and Primo Moraitis. Five years in public health and 7 years in the not for profit sector, of which 4 were at Beyond Blue. Sue has been CEO since Oct 2017.



**Tamsin Ashdown** GENERAL MANAGER COMMERCIAL  
- SALES MARKETING COMMUNICATIONS

Strong international and domestic experience across FMCG, Retail and Professional service sectors. Tamsin leads the brand and customer journeys and stakeholder relations across Government, corporate, not for profit customers as well as external and internal communications. Tamsin joined in March 2018.



**Craig Young** MANAGER, INNOVATION AND PRODUCT DEVELOPMENT

With significant engineering and operational expertise in the industrial and manufacturing sectors, Craig has led the innovative manufacturing and product delivery since 2001. With specialities in human centred design, automation and robotics, Craig heads a team of engineers and tool makers to deliver inventive processes based on customer needs.



**Wendy Ross** BUSINESS MANAGER

Managing Finance, Workplace Health & Safety and Human Resources functions, Wendy joined in 2004 having experience across credit control, workplace investigations, facilities management, security, finance and business administration.



**Kannan Nair** HEAD OF OPERATIONS

Kannan brings a wealth of operational, engineering, financial and commercial law experience to his role. Kannan leads the team providing employment, workplace training & support, procurement, supply chain and manufacturing. Kannan joined in October 2020.

### Initial enquiries to:

**Sue Boyce, CEO**  
**0456 658 623**

**Tamsin Ashdown, GM Commercial**  
**0448 823 452**



(03) 9853 7080  
info@abilityworks.com.au  
[www.abilityworks.com.au](http://www.abilityworks.com.au)

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