



# Capability Statement

## Social Enterprise solutions

### Why use Ability Works?

At Ability Works we believe employment is the best way for people living with a disability or experiencing social disadvantage to achieve a sense of purpose, pride and belonging.

Everyone deserves the same opportunities to work. People living with a disability and/or who experience social disadvantage face significant barriers to employment.

Ability Works breaks down those barriers by offering our 180+ staff, training and employment alongside expert support that is tailored to their needs and the requirements of our customers.

As a social enterprise, meeting our social mission of “Purpose through Employment” is as important to us as commercial outcomes.

This is why we partner with organisations and companies that are equally committed to empowering lives at the same time as producing great quality products and generating business value.

### Our Accreditations and Certifications



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

**abilityworks**  
AUSTRALIA  
PURPOSE THROUGH EMPLOYMENT



# Records Management



We are experts in this rapidly evolving commercial area. Records management workflows require focus and repetition that align perfectly with the skills of our employees. We also embed the latest information technologies and tools into our processes to support our people and achieve the highest quality control and security standards for our clients.

## Services include:

Digitisation of archives and records using our high-speed scanners and standalone data servers

Secure record destruction and disposal

Mail room services up to 1,200 items per day

## Client benefits include:

Digitising records and files offers security, access and control for records on SharePoint or similar centralised corporate databases

Eliminating the cost of storing and maintaining records and files

Eliminating future degradation or loss of records

Lower fixed costs of mail room services

Creating social procurement credits

Providing over 500 hours of purposeful employment opportunities for every \$10,000 spent with Ability Works

Talk to us about designing an effective records management plan for your business!

## 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



Our creativity knows no bounds when it comes to designing a solution for your metal and wire fabrication needs. Inventive use of our own 3D printers and the practical skills of our in-house tool maker means we can design jigs and tools for our employees to produce high quality, short run products that meet technically challenging requirements.

### Services include:

Collaborating on design solutions that are high quality and cost effective

Delivering a broad range of manufacturing capabilities including MIG and resistance welding, robotic welding machines, bending, drilling and cutting lines, and spray-painting booths

### Client benefits include:

Inventive and design-led thinking

Cost competitive and short run solutions

Flexibility to subcontract basic repetitive tasks

Reassigning time-consuming tasks away from building sites

Generating social procurement value for your organisation

Providing over 500 hours of purposeful employment opportunities for every \$10,000 spent with Ability Works

### Customers include:

**Victorian Temporary Fencing** – damaged fence mesh removal and re-application using MIG welding and galvanized spray painting (over 20 full mesh removal fences per day).

*“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**

**McConnell Dowell and Decmil Joint Venture** – construction and MIG welding of settlement plates for the Mordialloc Freeway upgrade (344 bespoke settlement plates).

**Clifton Formwork** – robotic welding of hand rails for Western Program Alliance partner Mc Connell Dowell (228 bespoke keeper plates).

**Plastic Solutions Australia** – high volume continuous/ automated resistance welding and bending of separator ‘snake’ mesh (>700 units per day).

**Chemtools** – high volume wire brush with plastic top manufacture (10,000 metal stem brushes per annum).



# Packing and Reworking



From unexpected and costly urgent rework to ongoing regular contract work, our packaging, labelling, finishing, and rework service provides quick turnaround, flexible and inventive solutions for your product needs. Ability Works are the solution experts, so talk to us about how we can help before scrapping or engaging a costly redesign.

## Services include:

Picking, packing and assembling

Labelling and relabelling

Wrapping and shrink wrapping

Fault identification and rectification

Repacking

Heat sealing

Collating

Sorting

Quality control and checking

## Client benefits:

Converting any faults into first choice products

Reducing replacement lead times by reworking existing products

Lowering costs and increased quality of labelling and packaging, especially for short runs

Producing 'to order' and eliminating costly overstocks

Customising low volume packaging solutions

Generating social procurement credits for your organisation

Providing over 500 hours of purposeful employment opportunities for every \$10,000 spent with Ability Works

## Customers include:

**Cross Yarra Partnership** – Metro Tunnel timber work quality checking, bolt & ferrule assembly. (4,500 bolts assembled, 20,000 timber bungs inserted, 44,000 ferrules assembled)

*"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 (1600 units packed per year).

**RSL Victoria** – assembly for Poppy Appeal and ANZAC Appeal fundraising products (120,000 Anzac badges, 6,000 poppy boxes packed per annum).

*"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 (4,600 units packed, 3,700 pail cleans per annum).

**Stanley Black & Decker** - packing, assembly and rework across consumer goods for building and construction (40,000 units packed per annum).



## Inclusive Design



Our inclusive design service offers greater insights for designers creating infrastructure, facilities, products, services and customer experiences. It also improves usability and accessibility and helps avoid costly design errors.

### Services include:

Customised testing of plans, prototypes and interfaces using people with vision, hearing, cognitive, physical, gender, culture and age differences

Fast turnaround to meet your people needs with no lengthy recruitment delays

### Service benefits:

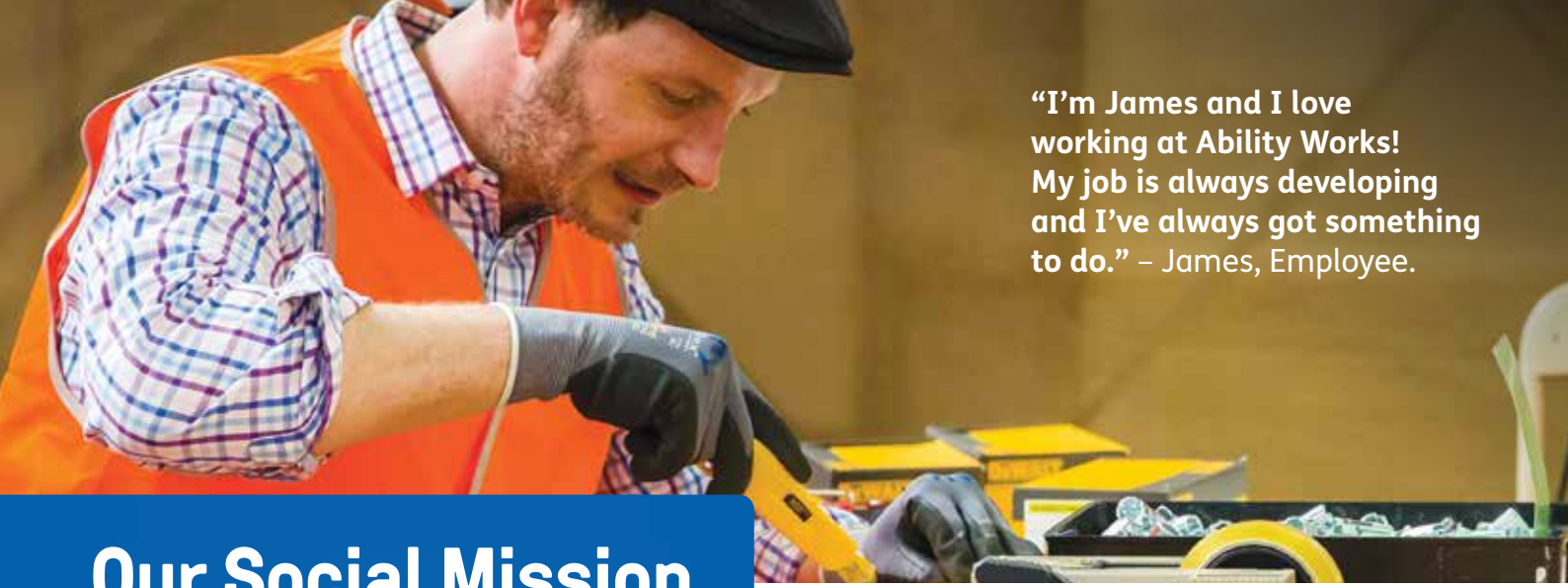
Direct feedback from the unbiased experience of our employees that provides clients with candid insights and observations to ensure equity and increase innovation.

### Customers include:

**Aurecon** - Ability Works consulted on facilities design preceding the development of major public infrastructure work.

*“Bringing in Ability Works employees to the design development proved invaluable to the project. 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”*

**Andrew Kendall, User Centred Design Leader at Aurecon**



“I’m James and I love working at Ability Works! My job is always developing and I’ve always got something to do.” – James, Employee.

# Our Social Mission

Purpose, pride, and belonging through inclusive employment.

### Winning aspiration

Provide long term meaningful employment to members of our community with a disability and those experiencing social disadvantage.

### Social impact

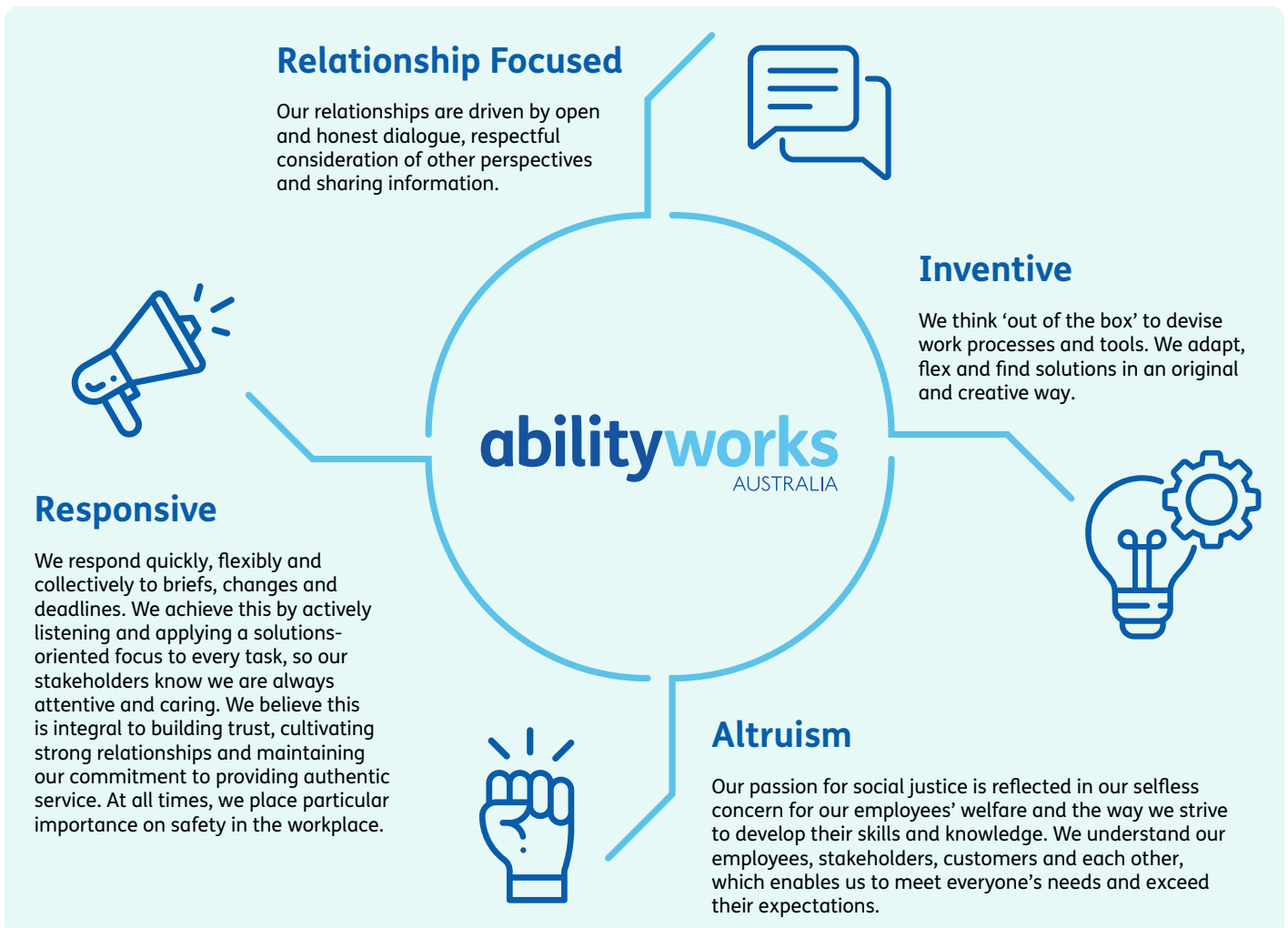
More people with a disability and those experiencing social disadvantage are in long term employment. All people in employment at Ability Works have a greater sense of self-worth and connection with the community.

### Guiding principle

Achieving our social mission is as important as commercial success.

### Goal in next 2-3 years

Create a further 130 jobs.





## Our 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, including working at the United Nations and 7 years in the not for profit sector, of which 4 were at Beyond Blue. Sue has been CEO since Oct 2017.



**Craig Young**  
Manager, Innovation and Product Development

With over thirty years of 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.



**Kannan Nair**  
Chief Operating Officer

Kannan is an engineer and an accountant (CPA) with a MBA and Commercial Law Masters. His 20+ years of experience includes senior leadership, strategic, commercial & finance roles, business turnarounds & restoration of profitability for organisations including Tabcorp, Tatts Group, Toyota Australia, Maersk & David Jones. He has also been a consultant and Director to Not for Profit organisation Holdsworth and led Not for Profit Social Enterprise Bendigo Bank – OMCEL as Chair.



**Tony Balchan**  
Group Manager, Production and Operations

Tony comes to Ability Works with extensive experience in engineering. He has a Bachelor Of Engineering (Electrical) from Monash University. Prior to Ability Works Tony has held many different engineering roles; Senior Production Engineer/Manager at Spee3d, where he designed and set up the manufacturing facility to support the manufacture of 3D metal printing machines, New Product Development, at Regal Beloit Australia, Engineering Project & Quality Manager at Fasco Australia, and Development & Design Engineer at Onga. He is well versed in Lean Manufacturing and is a Certified Six Sigma Green Belt.

## Ability Works Board

The Ability Works Board oversees organisation governance.



Number of  
staff **+181**



Annual revenues  
**\$4 million +**



Net Equity  
**+\$2.9M**



Contract size  
**Up to \$2m**

### **Does your business need a competitive edge to win big government contracts?**

Ability Works can help give you that edge by providing compelling evidence of the social procurement value that your business generates by working with a certified social enterprise. This includes creating competitive advantages on government tenders, more staff engagement, building brand equity, transforming lives and reducing social inequity.

### **Do you need to leverage commercial advantage through social procurement?**

The Victorian Government's Social Procurement Framework offers benefits for businesses that implement their own social procurement strategies. Partnering with Ability Works is a great way to realise these benefits. As social procurement experts, we can also help ensure your social procurement strategies operate smoothly.

### **Need a supply partner that fully understands your needs?**

At Ability Works, we're proud of our long-standing relationships with our commercial clients. Each and every one is based on trust and efficiency. That is, delivering inventive, design-led solutions for all kinds of manufacturing, packaging and records management needs. Prioritising relationships with our clients and our employees is simply what we do.

### **Need a manufacturer that can meet your small production runs and expectations of quality?**

Ability Works' hands-on, bespoke approach is perfect for creating high quality outcomes on small scale production runs. Our 'out of the box' thinking enables us to devise work processes and tools that align your needs with the skills of our employees. That means we can always adapt, flex and find solutions in a unique and original way.

### **Need a fast and highly responsive supplier?**

That's Ability Works. We respond quickly, collectively and with flexibility to every brief, amendment and deadline. We actively listen to work out the precise solution that meets your needs.

### **Are you motivated to contribute to a greater social mission at the same time as achieving strong commercial outcomes?**

At Ability Works, meeting our social mission of "purpose through employment" is as important as delivering great commercial value and results. We know our costs and quality are equal to and often better than the rest of the market. You'll be surprised at how competitive we can be!

## **Contact us.**

**03 9853 7080** or  
**info@abilityworks.com.au**