



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 and creating meaningful employment opportunities.

Our Accreditations and Certifications



www.abilityworks.com.au

ABN: 87 075 933 612

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
- 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
- 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).



Packaging and Assembly



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
- 3PL (3rd Party Logistics)

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
- 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.

Norman G Clark - packing, assembly and rework across consumer goods for repairs in the transport industry (30,000 units packed per annum).

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).

Victoria Racing Club – pick, pack dispatch of Melbourne Cup tour & Oaks Day luncheon (1600 units packed per year).



Inclusive Design



Inclusive Design harnesses the lived experience of diverse people to improve products, services and customer experience, for the benefit of all people. We incorporate inclusion into the design process and help organisations embed inclusive practices into their strategies, operations and communications, enabling increased employment for people experiencing barriers to employment.

Services include:

Recruitment of people for:

- Co-design and user research
- Product development, usability and prototype testing
- Community engagement and consultations

Inclusion consulting and training:

- Inclusive design research
- Lived experience speaking program
- Disability and inclusion awareness programs
- Bespoke inclusion programs

Service benefits:

- Fully supported access to people with lived experience
- Unbiased & practical feedback
- Improves customer experience & engagement
- Avoids costly re-work & retrofitting
- Mitigates legal issues caused by exclusion
- Sparks innovation & differentiation

Customers include:



Department of Transport



Transport for NSW

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 Centered Design Leader at Aurecon**



Customised Employment



People with disabilities often face barriers to employment through a traditional job search and hiring process. With our customised employment model it's a win-win for the employers who engage our employees and the employees themselves. We support them and you the employer to create positive employment outcomes.

What is Customised Employment?

Customised Employment uses a one-on-one approach for people with disabilities interested in entering the workforce. It is funded through NDIS plans. Customised Employment is highly successful in supporting individuals into meaningful long-term employment within a business that is aligned with capabilities.

Partnering with each person to discover their unique talents, interests and skills, and working with employers that are aligned to ensure meaningful and financially rewarding jobs and careers. Employers will have ongoing support from Employment Specialists and counsellors. Customised Employment clients are like any other employee with some extra support.

Services include:

- Discovers an individual's skills and abilities
- Developing a negotiated job description
- Carving the tasks to align with capabilities
- Negotiating hours and the location of work
- Planning for and facilitating Customised Employment
- Developing a Customised Employment Plan
- Supporting the employment opportunity

Employer benefits:

- Creates an inclusive and diversified workforce
- Gain skilled employees
- Supported by counsellors and Customised Employment Specialists
- Needs mapped out collaboratively
- Job enjoyment and longevity
- Employees passionate about their field of work



“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

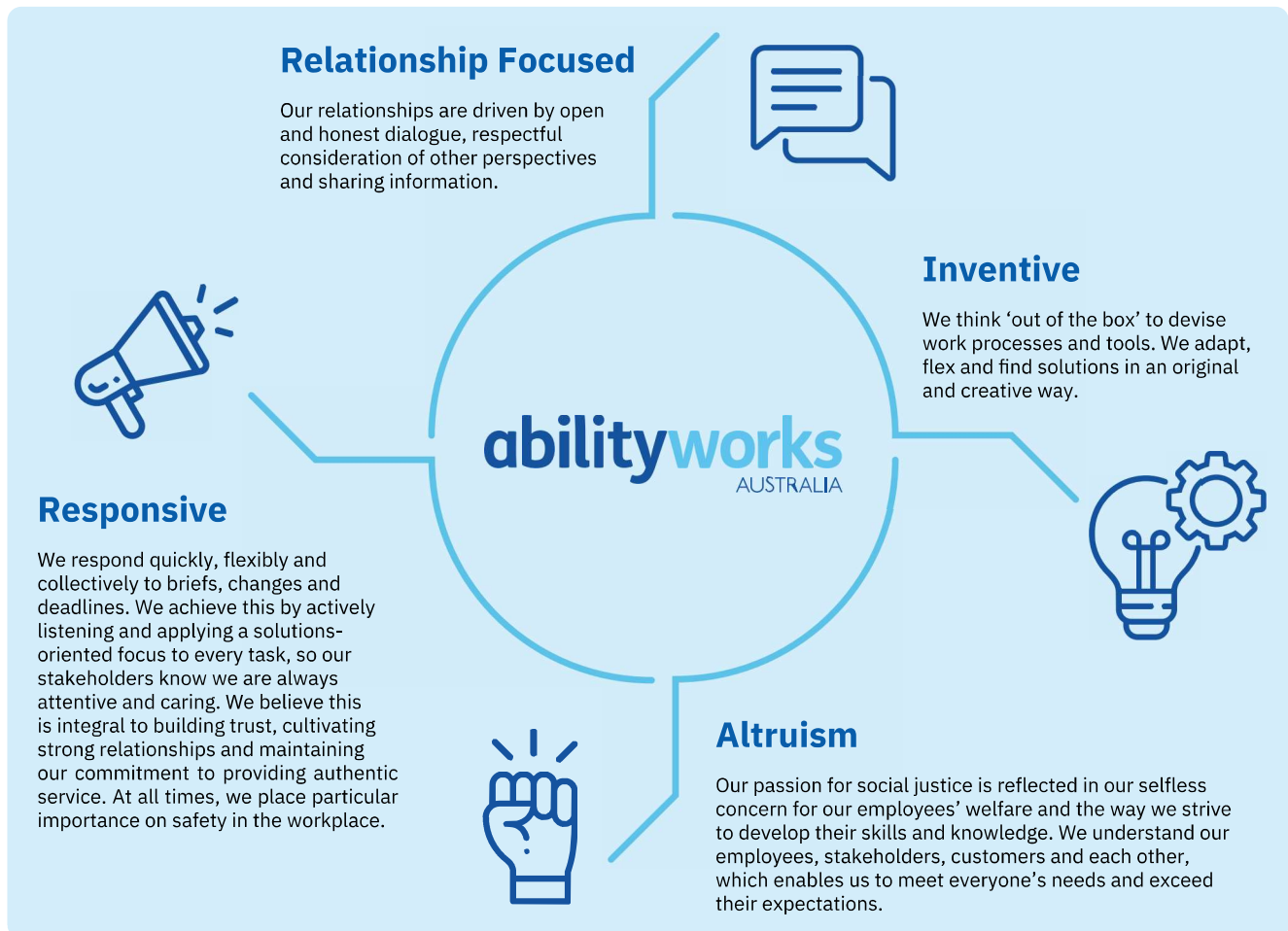
More people with a disability and those experiencing social disadvantage are in long term employment. All people in employment at Ability Works have a greater sense of self-worth and connection with the community.

Guiding principle

Achieving our social mission is as important as commercial success.

Goal in next 2-3 years

Create a further 130 jobs.





Key Personnel



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.



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.



Natalie Collins
Inclusive Design

As an organisational strategist, technologist and inclusion leader, Natalie is a creative, strategic thinker with unique business acumen to enable organisations to create purpose and profit with heart. She has over 20 years of experience working with purpose-driven enterprises to deliver real-world employment-focused social and environmental impact and holds governance roles with several non-profit organisations.



Jon Adams
Group Manager, Customised Employment

Jon specializes in Customised Employment for people with disabilities, drawing on 4 years' experience and training from international experts. He has also trained Australian professionals in this method, seeing tangible results. Jon believes that everyone has unique skills and the ability to contribute positively to community and the workforce. Jon has worked in creating inclusive communities within local Government and Health Promotion within the not for profit sector and Community Health.



Key Personnel



Leon Gairns

Engineering and Operations Manager

With over twenty-five years of leadership in manufacturing and product development, Leon has successfully delivered innovative projects globally, with a proven track record of enhancing and scaling successful businesses. Leon's diverse career includes roles as an Industrial Designer collaborating with manufacturers and design agencies in Australia and the UK, emphasising Design for Manufacture expertise, Manufacturing Process Engineer, Manufacturing Engineering Leader, and Plant Engineering Manager and Additive Manufacturing. At RP Group Ltd as the Technical Operations Manager he was involved in overseeing two factories in southern China, providing full-service rapid prototyping, tooling, and ongoing production to diverse industries.



Anu Khosla

Continuous Improvement & Procurement Manager

Anu has over 24 years' experience in the Financial Services Industry with particular expertise in business lending, managing knowledge management tools and operation's functions. Skilled in Business Process Improvement, Change Management, Risk Management, Classroom Training, transition projects impacting large numbers of teams with multiple business unit stakeholders. Anu is Green belt six sigma accredited with a demonstrated ability to understand the root cause of complex business issues and implement solutions that improve productivity and quality customer outcomes.



Wendy Bezzina

General Manager, Commercial

Wendy has over 27 years of experience managing both public and private sectors, including social enterprises. Her expertise in group management has enhanced operational efficiency and staff performance, contributing to revenue growth and business expansion through strategic planning in large-scale organizations. Holding an MBA, Wendy's diverse skills include operational strategy, National operations management, and lean enterprise strategies. Wendy has seen first-hand through running a social enterprise how the investment from business and governments can make a significant difference to the lives of marginalised people and improve opportunities for meaningful employment.



Amy Bourke

Human Resources Manager

Amy is a seasoned HR Manager and versatile generalist with a rich background spanning diverse industries such as hospitality, manufacturing, and the realm of music and live entertainment. With over 15 years of experience, Amy has forged strategic partnerships with numerous national and international businesses, offering expert guidance in HR management, strategic planning, coaching, and comprehensive training solutions. Amy is channeling her wealth of experience to empower the team at Ability Works, leveraging a passion for building high-performance teams and fostering a culture of excellence. As a dedicated professional, Amy is committed to driving organisational success through effective people management and innovative HR practices.



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

Some of Our Key Partnership Organisations



(03) 9853 7080
1 Yarra Boulevard, Kew 3101
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