



Capabilities Statement

Social Enterprise Solutions

Why use Ability Works?

At Ability Works Australia, inclusion is more than a value – it’s the way business is done. We are a certified and verified Social Enterprise creating meaningful work and better-designed workplaces with and for people with disability and those who are socially excluded.

Our impact comes to life through three connected areas

Enterprise Operations

A supported employment unit delivering mailroom and digital services, manufacturing, packing, assembly and 3PL for a large range of government, corporate, business and non-profit customers.


Employment Services

Inclusive Employment Australia (IEA) and NDIS-funded customised employment supports, using the Griffin Hammis model to help people move into open employment at full wages.

Inclusive Design, Consulting and Training

Partnering with organisations to design more inclusive workplaces, products, and services, so inclusion is built in from the start.

For over 60 years, we’ve been part of Melbourne’s community, working with businesses, government and community partners all across Australia to create a future where everyone’s skills and contributions are valued. When you work with Ability Works, you help make inclusion standard practice.

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abilityworks
AUSTRALIA

Wire, wood and metal fabrication

We deliver high-quality, cost-effective wire, wood and metal fabrication solutions for a wide range of industries, including partners involved in major construction projects across Victoria. We also support rail, electrical, plumbing, concrete and prefabrication and HVAC industries.

Focusing on the needs of our customers and maintaining a highly collaborative approach, our expert teams work with you to determine solutions that deliver value far beyond the cost of the products we manufacture for you.

Our services include

Core products made to meet specification

- HVAC brackets
- Landscape edging
- Metal stem brushes
- Plinths
- Concrete reinforcing mesh (snake mesh)
- Steel bollards
- Steel posts
- 3D and laser label printing
- Window brackets

Contract manufacturing

Our manufacturing capabilities include assembly, rework, metal fabrication, resistance, and robotic welding, punching, bending, machining, cutting, and spray painting.

Our in-house toolmaking and adaptive manufacturing capabilities ensure that we design and manufacture human-centred jigs, tools, automation and custom machinery for our employees to produce high-quality, volume production and short-run that meet technically challenging requirements.



Benefits for customers

- 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

Our customers include



Packing and Third Party Logistics (3PL)

We provide end-to-end packing and assembly services for fast-moving consumer goods (FMCG) and e-commerce businesses. Whether it's urgent rework or ongoing contract work, our packaging, labelling, finishing and rework service provides quick turnaround and flexible, inventive solutions for your product needs.

Our Third-Party Logistics (3PL) service manages pick, pack and dispatch for organisations sending out online orders.

If you're facing rework, packaging challenges or growing online orders, Ability Works can help you keep things moving.

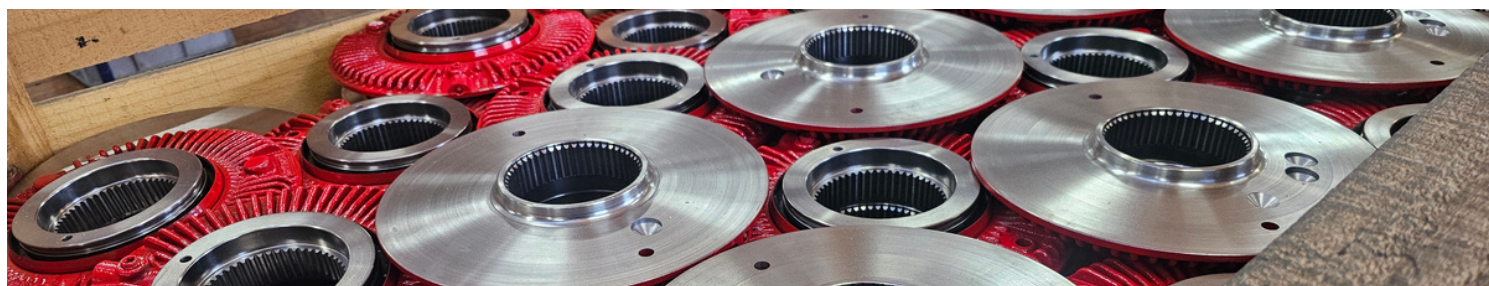


Our services include

- Picking, packing, kitting and assembly
- Wrapping and shrink wrapping
- Third Party Logistics (3PL)

We provide

- Hamper packaging services
- Food and beverage packaging services
- Retail packaging services
- Seasonal and promotional packaging
- Sample packaging services
- Games and toys packaging services
- Beauty products packaging
- Pharmaceutical and healthcare packaging
- Textiles repackaging
- Collection cans (single use metal tins)



Our customers include



Mailroom and digital services

We provide tailored mailroom and secure record-digitisation services that strengthen data integrity and free up valuable physical space.

Our team uses the latest information technologies and tools to support our people and deliver the highest standards of quality control and security for our customers.

Our services include

Our mail room service provides end-to-end handling of high-volume incoming and outgoing mail for organisations. This includes:

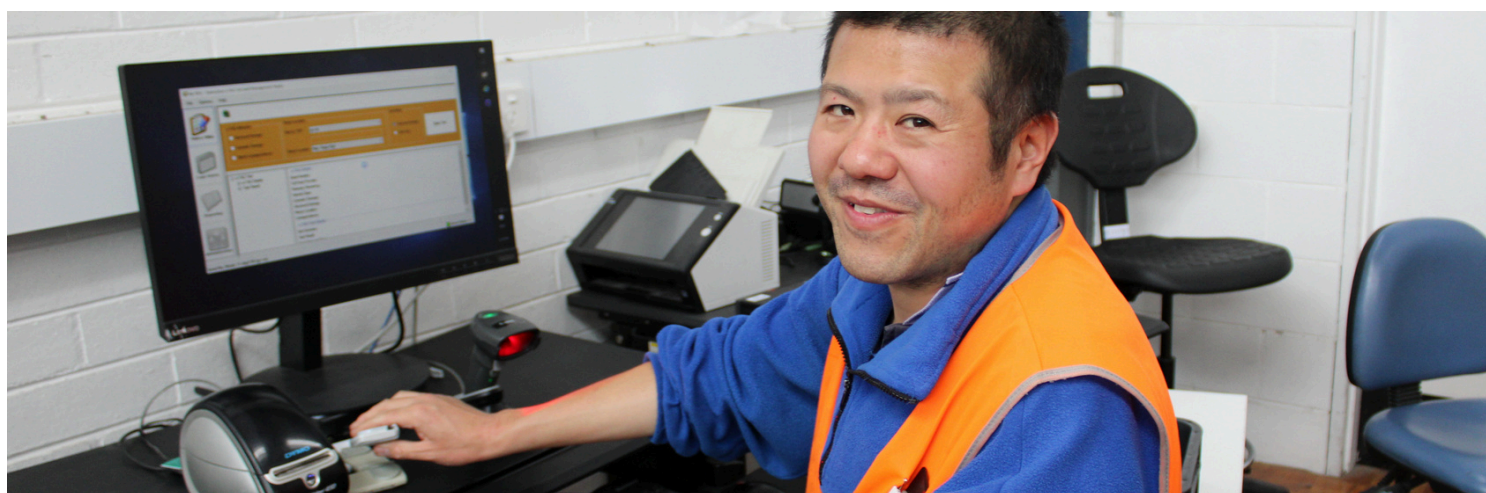
- **Mail sorting:** Physical sorting of incoming mail by type, priority, or department
- **Digital scanning:** High-speed, secure digitisation of documents for electronic delivery
- **Returns processing:** Managing items such as e-tags, kits or forms returned by customers
- **Data capture and classification:** Identifying key information, categorising correspondence, and routing it to the correct teams
- **Shredding and archiving:** Secure document disposal or long-term digital archiving

Benefits for our customers

- Save time and money on mail room, storage and warehousing costs
- Eliminate the cost of storing and maintaining records and files
- Eliminate future degradation and loss of records
- Provide rapid search and filing of records
- Create employment opportunities for people facing barriers

Check out the Ability Works and Transurban collaboration video:

<https://www.youtube.com/watch?v=ZfQb8RGYKOK>



Our customers include



Employment services

We support people with significant barriers to employment to find meaningful, sustainable work. At Ability Works, we believe everyone deserves the opportunity to secure a job where they can contribute, grow and feel valued.

We currently employ more than 120 people with diverse experiences and backgrounds, and we work with a further 300 NDIS and Inclusive Employment Australia (IEA) participants to secure fulfilling mainstream employment.



Our services include

Supported Employment

We offer a range of employment opportunities across our social enterprise, designed so people of all abilities can succeed. With an in-house toolmaker and a dedicated wellbeing and support team, we break down tasks to their most accessible elements. This means anyone can find a role that matches their strengths, interests and capacity.

Customised Employment

Customised Employment (CE) is a one-on-one approach for people with barriers to employment who want to enter or re-enter the workforce. We work closely with each person to discover their strengths, interests and skills, and use these insights to shape meaningful and financially rewarding job pathways.

The CE process involves negotiating tailored roles with mainstream employers to create a strong match between the individual and the workplace. The goal is simple: positive, sustainable outcomes for both the employee and the employer.

[Find out more about our Employment Services and Customised Employment on our website:](https://www.abilityworks.com.au/employment/)
<https://www.abilityworks.com.au/employment/>

Inclusive Design, Consulting and Training

Inclusive design considers the full range of human diversity and works best when it's integrated early in the design lifecycle. Early consideration reduces the risk of costly retrofits, legal challenges and reputational impacts. Late-stage inclusive design can cost up to 10,000 times more than early integration (Mynott et al., 1994).

Our services include

We offer organisations access to people with disability who provide authentic, lived-experience insights across:

- Co-design, user experience and inclusive design research
- Product development, usability and prototype testing
- Design for Inclusion reviews (New build and existing workplaces) and inclusive design research
- Accessible brand, marketing and communications reviews
- Community consultation, focus groups and engagement with diverse user groups

Our services deliver deeper insights for designers, engineers and innovators, improving accessibility, usability, and customer experience while reducing design risk and creating more commercially successful outcomes.

Inclusion consulting and training

Strengthening organisational capability

We support organisations to create inclusive workplaces that attract, retain and empower people with disability through:

- Disability inclusion workplace assessments and gap analysis
- Bespoke inclusion and accessibility micro credential short courses
- Organisational maturity assessments tailored to your inclusion goals
- Support for teams and managers to build confidence in inclusive practices
- Consulting aligned to the person-centred Customised Employment model unique to Ability Works

Our approach is practical, grounded in evidence, and informed by deep lived experience. We partner with leaders, HR, frontline supervisors and teams to embed inclusive practices into everyday operations.





Inclusive Insights Platform

Gig-style work powered by human diversity

Our Inclusive Insights Platform connects organisations with people with disability and diverse lived experience who want to contribute to:

- Usability and accessibility testing
- Co-design activities
- Product or service feedback
- Research participation
- Short-term or gig-style work opportunities

This model provides flexible earning opportunities for people with disability while giving organisations fast, high-quality access to authentic lived experience insights at scale.

[Find out more about our Inclusive Insights Platform](https://www.abilityworks.com.au/services/disability-inclusive-usability-testing/inclusive-insights-platform/) on our website:

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Our customers include:



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