

# Our Businesses

House  
with No  
Steps



# about us

House With No Steps (HWNS) is one of the leading not-for-profit organisations providing services and support to people with disability in NSW, QLD and the ACT.

**W**e offer employment, education, training, accommodation and social connection programs to over 3,000 people with a disability across 140 locations. Our focus is on people's abilities and what they can achieve. This positive, empowering approach has always been a hallmark of House With No Steps.

## Creating employment opportunities for people with a disability

We operate 27 diverse business enterprises providing employment opportunities for 600 people with a disability. We offer an environment that supports and promotes people's abilities, rather than focusing on a disability.

### We listen

We listen and provide customised solutions

### We deliver

We deliver what we promise and are professional.

### We're responsive

We provide specialist quality expertise, are innovative in our delivery and can respond to needs quickly.



## Our Businesses

- 2 Manufacturing
- 3 Landscape maintenance and supplies
- 4 Packaging, assembly and logistics
- 6 Hospitality, catering and venues
- 9 Horticultural services
- 10 Laundry and linen
- 11 Recycling
- 12 Staffing solutions



More than just good business

# our businesses

# manufacturing

## Regions:

Newcastle and Greater Hunter Region, Queensland Sunshine Coast and Gold Coast

## Key Services:

- Galvanised wire manufacture
- Light metal fabrication
- Diverse process work
- Woodwork
- Commercial sewing

## Contracts include:

- Retailers including manufacture of cloth bags for Eumundi markets
- Steel manufacturers and distributors including OneSteel
- Mining industry including DSI Mining Australia
- Electricity suppliers including TransGrid
- Surveyors and builders
- Local councils
- Wineries

## Galvanised Wire Manufacture

We are the exclusive Australian manufacturer of galvanised catenary wire with various types and diameters available. We also offer the manufacture of galvanised clothesline wire.

## Light Metal Fabrication

Including bending, folding, forming, shearing, cutting and welding of material such as sheet metal

## Diverse Process Work

Such as wire rewinding, drilling and sorting components.



## Woodwork

Our woodwork division manufactures a wide range of wood products including:

- Surveyor and construction pegs
- Wine/display boxes
- Hamper trays
- Crates and pallets
- Display stands

## Commercial Sewing

Our commercial sewing division manufacture a wide range of linen and cloth items in all shapes and sizes including:

- Reusable shopping bags
- Blankets
- Bowling ball bags
- Cleaning cloths and gourmet food packaging

## Contact us

### Newcastle and Hunter Valley

P: (02) 4941 8100  
F: (02) 4941 8199  
E: hunter@hwns.com.au

### Sunshine Coast

P: (07) 5471 0750  
F: (07) 5471 0948  
E: queensland@hwns.com.au

### Gold Coast

P: (07) 5593 8340  
F: (07) 5593 8341  
E: queensland@hwns.com.au

# landscape maintenance and supplies

## Regions:

Sydney, Northern NSW near Ballina, Hunter, Forbes and Parkes

## Key Services:

- Landscape maintenance
- Litter and debris collection
- Open space cleaning
- Primary bush regeneration
- Wholesale nursery and plant supply

## We specialise in:

- Major infrastructure, property maintenance and parks, reserves and open spaces

## Contracts include:

- Major contractors including Bilfinger Berger, Baulderstone Hornibrook, Transurban and Transfield Services
- Local councils including Kuringai, Manly and Hornsby Councils
- Government agencies including the RTA and Department of Housing
- Commercial corporations including Bankstown Airport
- Accommodation and strata properties

## Major Infrastructure

We are specialists in maintaining major infrastructure sites. We provide landscape maintenance and litter collection services for major roads, motorways, freeways and airports. Our experienced staff ensure safety on site including traffic control and safety management.

## Property Maintenance

Our team will look after all your property landscape management needs, from lawn mowing to weeding, litter collection and open space cleaning. Our clients include shopping complexes, private properties, strata blocks, industrial estates, development sites and community facilities.

## Parks, Reserves and Open Spaces

We provide large scale mowing, landscape maintenance and litter collection services for large open spaces such as parks and reserves. We also undertake primary bush regeneration work for councils.

## Wholesale Nursery and Plant Supply

Our Northern NSW site provide a variety of tree, shrub and grass species for sale. We have a wide range on hand at any point in time, and additional varieties can be grown to customer specifications. We cater for all project sizes offering tube stock through to advanced plants.

## Contact us

### Sydney

P: (02) 9451 1511  
F: (02) 9452 5932  
E: sydney@hwns.com.au

### Newcastle and Hunter Valley

P: (02) 4941 8100  
F: (02) 4941 8199  
E: hunter@hwns.com.au

### Northern NSW

P: (02) 6628 0610  
F: (02) 6628 3718  
E: northernnsw@hwns.com.au

### Forbes

P: (02) 6852 2399  
F: (02) 6852 3785  
E: westernnsw@hwns.com.au



We provide landscape maintenance of the M2 and M5 east motorways and litter collection for entire M2 and M7 motorways.

# 21,933

items produced for OneSteel ranging from barbed wire to wire clip guns

# packaging, assembly & logistics



## Regions:

Sydney, Greater Hunter Region, Newcastle, Sunshine Coast, Gold Coast

## Key Services:

- General packaging
- Mailing and printing
- Therapeutic and medical packaging: Australia wide service

## Contracts include:

- Personal and household products including Avon, SC Johnson, Colgate Palmolive and Bremick Fasteners
- Film production and distribution companies including Village Roadshow, Paramount and Warner Bros
- Public and private hospitals
- Emergency Services including the Police Force and NSW and QLD Ambulance
- Not for profit organisations including the Guide Dogs and House With No Steps fundraising

## Pick and Pack Services

We can assemble your products into packs, presentation folders or point of sale displays as per your specifications

## Bottling and Packaging

Turn your bulk produce into small point of sale packages through packaging into jars and bottles and other containers.

## Shrink Wrapping

Including items such as CDs, DVDs, cosmetics, photos and other small components.

## Blister Forming/Sealing

Package items including cosmetics, toothbrushes, garden and household tools, stationery and batteries

## Heat Sealing

Securely seal plastic bags to keep your products safe or fresh inside

## Product Labelling

We can apply new or replacement labels to your products or provide corrective re-working

## Bundle Wrapping

We can wrap multiple bottles, jars, cans and cartons in clear or printed film

## Food Preparation and Production

In our Sunshine Coast commercial kitchen, we can assist with preparation of food for restaurants, hotels and local gourmet products.

## Mailing and Printing

We offer a wide variety of mail out services using the latest high speed folding and collation machine. Our services include:

- Mail outs, print post, parcel post and plastic wrapped mail
- Envelope labelling and barcode printing
- Folding, collation and insertion of inserts/literature
- Database creation
- Returns processing

## Therapeutic and Medical Packaging

Our therapeutics division, MediRedi, manufactures and distributes medical and procedure packs to hospitals, ambulance services, and police forces across Australia.

MediRedi is a fully TGA accredited facility, complying with Conformity Assessment procedures. We follow rigorous quality assurance procedures including in-house bioburden and cleanroom monitoring and validated Gamma Irradiation processes when required.

We offer 130 packs in our product range and also offer packs customised to specific requirements. Some of our standard packs include:

- Catheter
- Dialysis
- Maternity & delivery
- Minor procedure
- Anaesthetic
- Ward procedure
- Forensic and bone bank

## Contact us

### Sydney

P: (02) 9451 1511  
F: (02) 9452 5932  
E: sydney@hwns.com.au

### Newcastle and Hunter Valley

P: (02) 4941 8100  
F: (02) 4941 8199  
E: hunter@hwns.com.au

### Sunshine Coast

P: (07) 5471 0750  
F: (07) 5471 0948  
E: queensland@hwns.com.au

### Gold Coast

P: (07) 5593 8340  
F: (07) 5593 8341  
E: queensland@hwns.com.au

### MediRedi

P: (02) 4941 8100  
F: (02) 4941 8199  
E: enquiries@mediredi.com.au



Every NSW and QLD ambulance carries a MediRedi maternity pack

# hospitality, catering & venues

## CONFERENCE & VENUE HIRE

### Regions:

Queensland Sunshine Coast, Northern NSW near Ballina

### Key Services:

- Function rooms
- Conference and wedding facilities
- Two unique and convenient locations:
  - :: 156 acre recreational bush site
  - :: Working avocado and macadamia farm

### Contracts include:

- Australian Police and Fire Departments
- Large outdoor events including Ripe Music Festival
- Corporate events including conferences, seminars and functions
- Rotary Clubs



### Northern NSW

Located in Alstonville near Ballina in Northern NSW, our Function & Conference Centre is the perfect venue for your next event. Nestled on a working avocado and macadamia farm, we cater for all occasions including conferences, corporate presentations and meetings, dinners, weddings, kids birthday parties and more.

### Large and flexible spaces:

- Enjoy the beautiful and quiet location amongst the orchards
- Two function rooms which can be combined or used separately, seating up to 230 theatre style or 170 people dining.
- Courtyard set amongst tropical landscaped gardens offering seating for up to 50 people
- Marquees available on request

### Queensland Sunshine Coast

Located in Doonan, 10 minutes from Queensland's Noosa, Sunshine House offers a wide range of facilities to host your next event. We cater for all types of events from a corporate conference or seminar to a wedding or school formal.

We can provide top quality facilities including audiovisual and presentation equipment and top quality catering.

### Large and flexible spaces:

- Unique outdoor 156 acre site. Fantastic facility for wide variety of outdoor events including sports days and festivals
- Two conference rooms offering theatre seating for 30
- Executive boardroom
- Grand hall function room with capacity to seat 300 theatre style or 180 banquet style



### Contact us

#### Northern NSW

A: 253 Wardell Road  
Alstonville NSW 2477  
P: (02) 6628 0610  
F: (02) 6628 3718  
E: functions@hwns.com.au

#### Queensland Sunshine Coast

A: Charles Duke Memorial Dr  
(off Fellowship Dr) Doonan  
QLD 4562  
P: (07) 5471 0750  
F: (07) 5471 0948  
E: sunshinehouse@hwns.com.au

70,000 customers visited the Northern NSW site in 2010

## BISCUIT MANUFACTURING

### Regions:

shipped Australia wide

### Contracts include:

- Hotels and motels
- Local Councils
- Clubs
- Training facilities
- Wholesalers
- Offices



### Aussie Biscuits

Our famous Aussie Biscuits use only the finest Australian produce for that unique homemade taste and texture. Following the original recipe, our range is a favourite amongst businesses and households across Australia.

Aussie Biscuits come in either convenient individually sealed 2-biscuit packs or in standard 200g packs. The twin-packs are ideal for use in hotels, training venues and offices and are available in five delicious varieties:

- **Jam Drop** - Our flagship biscuit and a must try
- **ANZAC** - The traditional Aussie hard biscuit
- **Ginger** - Made with lots of real ginger pieces
- **Choc Chip** - An all-time favourite
- **Peanut** - Delicious nutty flavour

Aussie Biscuits are made under the Australian Food Standards guidelines and HACCP accredited.

### Contact us

#### Aussie Biscuits:

P: (02) 6852 2399  
F: (02) 6852 3785  
E: enquiries@aussiebiscuits.com.au



2.3 million Aussie Biscuits manufactured in 2010

# hospitality, catering & venues

## MACADAMIA NUTS

**Regions:**  
shipped Australia wide

**Contracts include:**

- Retail stores
- Hamper companies
- Hotels and motels
- Wholesalers
- Offices

HWNS has launched a range of delicious macadamia nuts grown locally in Northern NSW. Macadamia nuts are available in 150g, 300g or bulk packs and in three mouth-watering flavours:

- Natural
- Roasted and salted
- Honey roasted

**Contact us**

**HWNS Macadamias:**

P: (02) 6628 0610  
F: (02) 6628 3718  
E: northernnsw@hwns.com.au



## COMMERCIAL CATERING

**Regions:**  
Sydney

**Contracts include:**

- Government departments including Department of Families, Housing, Community Services and Indigenous Affairs
- Local Councils
- Educational Institutions including Catholic Education Office and schools

The HWNS catering arm, UpperCrust, prepares top quality, delicious food daily for our clients. We cater for all types of events; large or small, corporate or private, formal or casual. We offer a wide range of menu options including morning and afternoon tea platters, finger food, sandwiches and wraps, hot buffet food and more.

**Contact us**

**UpperCrust:**

P: (02) 9451 1511  
F: (02) 9452 5932  
E: sydney@hwns.com.au



# horticultural services

**Regions:**  
Northern NSW near Ballina

**Key Services:**

- Macadamia nut dehusking and sorting
- Macadamia and avocado growing and farming
- Fruit packing and grading

**Contracts include:**

- Local growers: We are Northern NSW's largest independent dehusking and central fruit packing facility

**Macadamia Nut Dehusking**

Using the latest Multiscan technology, we provide a consistently high quality macadamia dehusking and sorting service. We will arrange transport of the nuts, dehusk and sort the product and assign to the grower's processor of choice. 100 regional growers use our macadamia dehusking services.

**Fruit Packing and Grading**

We provide a complete service for local growers. We offer management of freight, grading/sorting, packing, delivery to market and payment back to growers. We also 'pool' fruit allowing us to service larger order requirements including access to the major retailers. Our primary lines include avocados, peaches, nectarines, custard apples, limes and persimmons.

**Macadamia and Avocado Growing and Farming**

Our own macadamia and avocado farm produces 100 tonnes of macadamia nuts and 15,000 Trays of avocados each year which are sold directly to markets and retailers around Australia.

**Contact us**

P: (02) 6628 0610  
F: (02) 6628 3718  
E: northernnsw@hwns.com.au



1,500 tonnes of macadamias were dehusked in 2010

# laundry and linen

## Regions:

Newcastle and Hunter Valley, Port Stephens and Forbes

## Key Services:

- Laundry
- Linen hire
- Dry-cleaning
- Pick-up and delivery

## Contracts include:

- Major hotels including Grand Mercure, Crowne Plaza, Chifley and Sebel
- Australian defence organisations
- Local restaurants and wineries
- Community facilities including the aged care and disability sectors

## Laundry

Our industrial washers provide a thorough clean, followed by drying and crisp folding. We launder a wide range of items including bedspreads, doonas, bath towels, tablecloths, napkins, tea towels and uniforms.

## Linen hire

Whether your business requires additional linen or you are hosting a function, we can supply the additional linen you need. We offer a diverse selection of items including all hotel room, bathroom and table linen.

## Dry-cleaning (excluding Forbes)

We offer a dry-cleaning service for items including uniforms and work clothes.

## Contact us

### Newcastle and Hunter

P: (02) 4968 3507  
F: (02) 4967 1556  
E: hunter@hwns.com.au

### Port Stephens

P: (02) 4982 7259  
F: (02) 4984 6843  
E: hunter@hwns.com.au

### Forbes

P: (02) 6852 2399  
F: (02) 6852 3785  
E: westernnsw@hwns.com.au



# recycling

## Regions:

Newcastle and Lower Hunter Region

## Key Services:

- Recycling of paper, cardboard and plastic
- Confidential document destruction
- Secure bin hire
- Sale and rental of wheelie bin
- Sale of shredded paper

## Contracts include:

- Waste services including Tip Top "N" Tidy
- Local businesses including Home Works Centre and Bunnings
- Shopping centres
- Office premises
- Medical organisations including Australian Pharmaceutical Industries

## Confidential Document Destruction

We are dedicated to protecting our client's personal information through a secure destruction service. We can provide secure bins for regular disposal or arrange bulk pick-ups. Secure bins are collected on a next day basis and remain locked until emptied into a paper compound. The paper is then put through a commercial shredder and when required a certificate of destruction issued.

## Recycling and Material Disposal

Collected from your premises, we can process cardboard, waste paper and plastic materials on a regular collection basis or one off clearance.

## Wheelie Bins

We offer 240 and 120 litre wheelie bins for sale or rent for your office.

## Shredded Paper

Available in 40kg bales, shredded paper is ideal for commercial packing jobs.

## Contact us

P: (02) 4952 2478  
F: (02) 4952 2857  
E: hunter@hwns.com.au



3.2 million items washed per year

190 tonnes we sort and recycle of cardboard, paper and plastic a month

# staffing solutions

## Regions:

Queensland Gold Coast

## Key Services:

- Contract, temporary and permanent staffing solutions
- Specialising in the community services sector
- Disability Employment Service (NSW and Qld)

## Contract, Temporary and Permanent Staffing

Onelink Contract Employment Solutions provides qualified and experienced care and support staff on a labour hire/brokerage basis to community service providers in the Disability, Aged Care and Home and Community Care sectors. We also offer tailored permanent recruitment solutions.

Onelink can provide skilled and experienced staff for the following:

- Community Access Support
- Personal Care and Support
- In-Home Domestic assistance
- Specialist nursing care including :: AIN's, EENs, & RNs

## Disability Employment Service

The Employment House offers employers a range of free services to assist in employing people with disability.

We work to connect people with a disability with employers in their local community and provide services for employers including:

- professional recruitment advice, job matching and job design
- supported wage assessment if an individual is not able to work at the same productivity level as their co-workers
- financial support and incentives such as wage subsidies, workplace modifications, assistive technology and training
- ongoing support for employees and employers

## Contact us

### Onelink

P: (07) 3209 9581

F: (07) 3209 8477

E: [enquiries@onelink.net.au](mailto:enquiries@onelink.net.au)

W: [www.onelink.net.au](http://www.onelink.net.au)

### The Employment House

P: (07) 55 938 155

F: (07) 55 210 684

E: [queensland@hwns.com.au](mailto:queensland@hwns.com.au)



## Services contact details



House  
with No  
Steps

### House With No Steps Head Office

49 Blackbutts Road  
Belrose NSW 2085  
T (02) 9451 1511  
F (02) 9452 1882  
enquiries@hwns.com.au

### www.hwns.com.au

ABN: 31 001 813 403  
Charitable Fundraising Number:  
NSW 13051

### Manufacturing

#### Newcastle and Hunter Valley

T (02) 4941 8100  
F (02) 4941 8199  
hunter@hwns.com.au

#### Sunshine Coast

T (07) 5471 0750  
F (07) 5471 0948  
queensland@hwns.com.au

#### Gold Coast

T (07) 5593 8340  
F (07) 5593 8341  
queensland@hwns.com.au

### Landscape maintenance and supplies

#### Sydney

T (02) 9451 1511  
F (02) 9452 5932  
enquiries@hwns.com.au

#### Newcastle and Hunter Valley

T (02) 4941 8100  
F (02) 4941 8199  
hunter@hwns.com.au

#### Northern NSW

T (02) 6628 0610  
F (02) 6628 3718  
northernnsw@hwns.com.au

#### Forbes

T (02) 6852 2399  
F (02) 6852 3785  
westernnsw@hwns.com.au

### Packaging, assembly and logistics

#### Sydney

T (02) 9451 1511  
F (02) 9452 5932  
sydney@hwns.com.au

#### Newcastle and Hunter Valley

T (02) 4941 8100  
F (02) 4941 8199  
hunter@hwns.com.au

#### Sunshine Coast

T (07) 5471 0750  
F (07) 5471 0948  
queensland@hwns.com.au

#### Gold Coast

T (07) 5593 8340  
F (07) 5593 8341  
queensland@hwns.com.au

#### MediRedi

T (02) 4941 8100  
F (02) 4941 8199  
enquiries@mediredi.com.au

### Hospitality, catering and venues

#### Conference and Venue Hire

##### Northern NSW

253 Wardell Road  
Alstonville NSW 2477  
T (02) 6628 0610  
F (02) 6628 3718  
functions@hwns.com.au

##### Queensland Sunshine Coast

Charles Duke Memorial Dr  
(off Fellowship Dr) Doonan  
QLD 4562  
T (07) 5471 0750  
F (07) 5471 0948  
sunshinehouse@hwns.com.au

#### Biscuit manufacturing

##### Aussie Biscuits:

T (02) 6852 2399  
F (02) 6852 3785  
enquiries@aussiebiscuits.com.au

##### HWNS Macadamias

T (02) 6628 0610  
F (02) 6628 3718  
northernnsw@hwns.com.au

#### Commercial catering

##### UpperCrust:

T (02) 9451 1511  
F (02) 9452 5932  
uppercrust@hwns.com.au

### Horticultural services

T (02) 6628 0610  
F (02) 6628 3718  
northernnsw@hwns.com.au

### Laundry and linen

#### Newcastle and Hunter

T (02) 4968 3507  
F (02) 4967 1556  
hunter@hwns.com.au

#### Port Stephens

T (02) 4982 7259  
F (02) 4984 6843  
hunter@hwns.com.au

#### Forbes

T(02) 6852 2399  
F(02) 6852 3785  
westernnsw@hwns.com.au

### Recycling

T (02) 4952 2478  
F (02) 4952 2857  
hunter@hwns.com.au

### Staffing solutions

#### Onelink

T (07) 3209 9581  
F (07) 3209 8477  
enquiries@onelink.net.au  
www.onelink.net.au

#### The Employment House

T (07) 55 938 155  
F (07) 55 210 684  
queensland@hwns.com.au

