

OUR HELP CHARTER

WHAT WE DO AND WANT TO ACHIEVE

OUR PURPOSE

Help Enterprises exists to enhance the lifestyle and independence of people with disability.

OUR VISION

To create a trusted and values-based social enterprise where we carefully balance the provision of quality, individualised services with long-term financial stability.

OUR DIVISIONS AND SERVICES

- ✓ Open Employment and Training
- ✓ Disability Support, Accommodation and Respite
- ✓ Commercial Businesses with Supported Employment

WHAT WE STAND FOR

BRAND VALUES

The Help Enterprises brand stands for:

- ▶ SUPERIOR QUALITY
- ▶ RELIABILITY
- ▶ INNOVATION
- ▶ PROGRESSION
- ▶ VALUE FOR MONEY

OPERATING VALUES

We value:

- ▶ HONESTY AND INTEGRITY – by being transparent and by doing what is right
- ▶ OUR REPUTATION – by valuing how people see us
- ▶ RESPECT FOR EACH OTHER – by asking questions, listening to the answer and following through
- ▶ OUR RELATIONSHIPS: COMMUNITY, CUSTOMERS, GOVERNMENTS – by recognising that community is why we exist, understanding we rely on customers and respecting government support

HOW WE CREATE VALUE FOR OUR STAKEHOLDERS

COMMERCIAL CUSTOMERS

- Best value for money
- Highest quality products and services
- Driven performance and a customer focus
- Service dependability
- Financial stability
- Longevity

CLIENT/COMMUNITY

- Values-based organisation
- Trust
- Commitment
- Personalised learning and care
- Deep understanding of the issues and challenges
- Partnership in care and support for the whole family

PHILANTHROPY

- High donation value and leverage:
 - Donations matched by HELP
 - All costs borne by HELP
 - 100% of donations go to the cause
- Solid investment in bricks and mortar
- Life-long value for a single contribution

GOVERNMENT

- Professional and responsible service delivery on government priorities at reduced costs to serve
- Knowledge and experience
- Two-way conduit for information
- Linking government to businesses and communities
- Direct investment in social assets

STAFF

- Recognition, respect and trust
- Skills to enhance careers
- Career progress through growth
- Rewards based on skills, responsibilities and efforts
- Encouragement for innovation and development

