



Commercial Solutions Capability Statement

Help is a social enterprise helping people with disability lead fulfilling and independent lives.

Why Help?

With Help’s products and services, you’ll create lasting value for your organisation and simultaneously create employment opportunities for people with disability.

We provide commercial services across:

- Custom Manufacturing
- Warehousing & Supply Chain
- Product Assembly & Processing
- Wholesale Nursery
- Cafes and Catering.

We’re passionate about our inclusive workforce and helping businesses to drive business results, achieve social objectives, and make a positive difference.

Over the past 50+ years, Help has created an integrated network of services to provide people with disability the essentials, routine and stretch they seek in life.

We’ve grown into a diverse organisation that employs more than **700** staff; almost **300** of whom are people with disability.

Whether it’s employment, learning, living arrangements, community involvement or anything else in between – we work alongside people to help them achieve the things they set out to.

We do this with the help of our social enterprise businesses; organisational partnerships; and DES and NDIS service streams.

We pride ourselves on the precision, attention to detail, skill, and work ethic that Help’s diverse workforce brings to our commercial businesses.



Our accreditations and certifications:





Custom Manufacturing

We work with property developers, architects and councils to provide premium products and services that are built to last.

Our manufacturing team consists of an integrated workforce where one in three people employed has a disability.

Our services

We manufacture fit-for-purpose products to suit any application, including bin enclosures, park furniture, shelters, screening fence panels, signage, trolleys, metal artworks, balustrades, and so much more.

Our in-house manufacturing capabilities include:

- CNC machining
- Drilling, welding, and general assembly
- Powder coating, finishing, and laser engraving
- Parts or component manufacturing
- Fit for purpose manufacturing - we work with steel, aluminium and stainless steel.

Our products

Our expansive scope of production capabilities allows us to manufacture and supply our own range of products, such as:

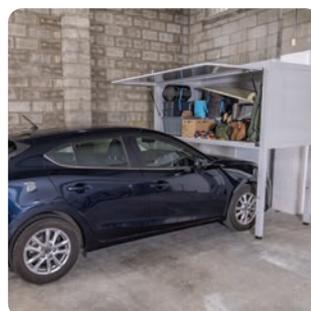
MailSafe: We have the capacity to produce over 6,500 commercial mailboxes every month, making us one of Australia's largest manufacturers of the product.

GarageSafe: Designed to maximise your garage space, over bonnet storage units can be used to store anything from cycling and sports gear to household tools and gardening equipment.

BinSafe: A permanent fixture in a number of Brisbane City parks, our modern wheelie bin enclosures don't just look good, they also serve a practical purpose, acting as protection against the elements, and preserving our environment.

Benefits to customers

- Premium quality, industry leading products
- Increased manufacturing capability – our services help builders, property developers, architects and councils save time, money and manpower
- Supporting local business and contributing to social procurement outcomes
- Consistent and reliable service - we offer a large range of services under one roof, we can ensure greater consistency and reliability
- Process monitoring and control throughout production with our CNC processing, fabrication, powder coating, finishing and laser engraving/cutting.





Customers include

Brisbane City Council Waste Management: Preferred supplier for Council bin enclosures for over 8 years. Our aluminium bins are manufactured with anodised aluminium frames, and parts are powder coated to suit individual colour specifications by our in-house powder coating team.

Australia Post: Variety of custom designed and manufactured trolleys, stands and tug trailers to assist Australia Post to prepare for their national transition of letter processing to parcel processing. Designed to meet strict requirements for spacing and suitability to integrate with current equipment. The tug trailers, allowed Australia Post to utilise current equipment and increase productivity by having their driver-less tugs pull up to 8 trolleys at once over large distances.

Hutchinson Builders: Production of over 2700 mailboxes for Hutchies developments since 2018. Ranging in size, design, and products with parcel boxes in some developments. *"If we can get a product that our customers are happy with the purchases of apartments and be doing some social good, then that's a win-win."*
- Jack Hutchinson Jr.

Queensland Rail: Queensland Rail embarked on a refurbishment of their City Rail stations in 2009, and elected to use our design. Made from a combination of stainless steel and 60% recycled material, and designed to meet rigorous safety requirements, we were able to design a stylish, environmentally friendly and safe product.



Ask us for more examples of our work

705
STAFF
294
SUPPORTED
EMPLOYEES



Commercial Solutions



Warehouse, Logistics, Supply Chain & Assembly

Supply Chain Services to businesses of all sizes, including repacking to meet Australian industry through to processing, assembly and quality control.

As a pillar of our social enterprise footprint, our Supply Chain Services employ over 280 staff members with disability.

Services

Warehousing and Logistics (3PL): Order fulfillment, receiving and sorting goods (cross-docking), storage, picking, packing, container unloading and distribution.

Product Assembly and Processing: Parts assembly, kitting, weighing and filling, product assembly, sorting, collating, mail management and recycling

Packaging Solutions: Palletisation, wrapping and shrink wrapping, heat sealing, labelling, reworking and repacking, food packaging and retail-ready packaging.

Benefits to customer

- Current capacity to process thousands of new retail products
- HACCP approved food processing facilities with capacity to process between 90-100 tons of bulk dry goods per month
- Monitor and control your stock levels remotely, and receive daily inventory reports
- Centralise your processing and warehousing under one roof
- Use of trusted carriers throughout Australia means greater security for the distribution of products
- Customised high and low volume packaging solutions
- Converting manufacturing faults into high quality products, reducing wastage

ON AVERAGE

924,000

Packets of chips per month repacked for retail in supply chain services.



Ask us for more examples of our work



Commercial Solutions

The nursery provides a unique, supported workplace environment for many employees with a disability.



Help Nursery

Our wholesale nursery just west of Brisbane CBD supplies high quality plants and horticultural to customer specifications Australia-wide.

Services

Wholesale nursery: Stocking trees, shrubs, palms, cycads, grasses, bamboos, succulents, ground covers and native plants.

Procurement services: Rare and exotic indoor and outdoor plants

Delivery: Direct to your door, within the greater Brisbane area with options for national and overseas delivery.

Benefits to customer

- Choice and convenience - Help Nursery is the largest inner-city Brisbane wholesale nursery
- High quality range of plants grown and maintained on site means less wear and tear due to unnecessary transportation
- A range of plants in 100ml pots to 45L bags, caters to projects of all sizes
- No harsh chemicals or pesticides used
- Positive environmental impact – all water is captured and reused to reduce wastage
- Your support is an investment in social procurement outcomes for people with disability

Customers include

Brisbane City Council: Beautification of Brisbane City with street plantings, as well as rare and exotic plant procurement for parks such as the Brisbane Botanical Gardens.

Department of Defence: Design, supply and completion of a landscaping project for Gallipoli Barracks. Our manufacturing team supplied powder coated custom laser-cut screens with defence imagery, and our property management services completed the transformation of the base entrance.

Raw Botanical Landscapes: Supply of plants for high-end residential garden upgrades and refurbishments for inner-city Brisbane apartments.

Ask us for more examples of our work

10,000

Grown and delivered for Brisbane parks in 2023



We create custom catering solutions to suit any occasion, from breakfast and morning tea througha to fruit and hot food platters.



Cafés and Catering

Our café in the Brisbane Airport precinct offers a comprehensive catering menu and delivery service for businesses and events across the greater Brisbane region.

Services

Business Lunch or Event Catering

Goodwill Brew: Café on the Goodwill Bridge between Southbank and QUT Gardens Point campus

Boronia Brew: Café & Catering in the DaVinci Business Park near Brisbane Airport.

Benefits to customer

- Directly support the socialisation and skills development of people with disability
- High quality catering with delivery available across Brisbane

You can visit us in person for a coffee or snack at Goodwill Brew, our coffee cart on the Goodwill Bridge in Brisbane or Boronia Brew in the Brisbane Airport precinct.

Ask us for more examples of our work



Our Vision

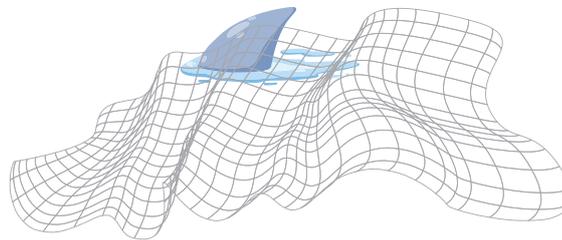
An inclusive world, where people with disability lead fulfilling, independent lives.

294
SUPPORTED
EMPLOYEES**55,000+**
customers served
across our 2 cafes

Almost 1000 catering
platters made by our Brew
Crew in six months

**705**
TOTAL
STAFF**750+**
customers
chose social
procurement
with Help**10,000**

plants grown and delivered
for Brisbane parks per year

**4584** metres of shark netting
woven for QLD beaches**31**

Tonnes of waste
diverted from
landfill through
BlockTexx QLD

**500**

Translink sites supported
with materials and bus
stop infrastructure

**7.35%**

of our DES clients
supported into work
each month, on
average

**30,674+**
mailboxes
produced
per year**150** outings for NDIS
participants to
discover new places
and activities**80%**

of DES customers
rated our services
'good' or 'excellent'

160+ hours of Zumba
danced together**50+**
recipes learned
and cooked**250+**
sports activities
on our tennis and
basketball courts**950+**

masterpieces crafted in
our Creative Crew activity





Commercial Solutions

**Good for business,
good for people.**

Visit help.org.au or phone 1800 877 545

