A HISTORY OF HELP

Stories of HELPing people with disability for 50 years

HELP
WORKSHOP FOR THE HANDICAPPED
FISON AV. EAGLE FARM

OUR HANDICAPPED PEOPLE
PACKAGE AND ASSEMBLE CLIENTS GOODS
COLLATE PAPERS AND PRINTED MATTER
MANUFACTURE ITEMS IN OUR WOODWORKING
SECTION.
· MANUFACTURE MAIL-CAFE TIMBER AND
ALUMINIUM LETTER BOXES.
· CUT, DRILL, PUNCH, SHEAR AND THREAD STEEL
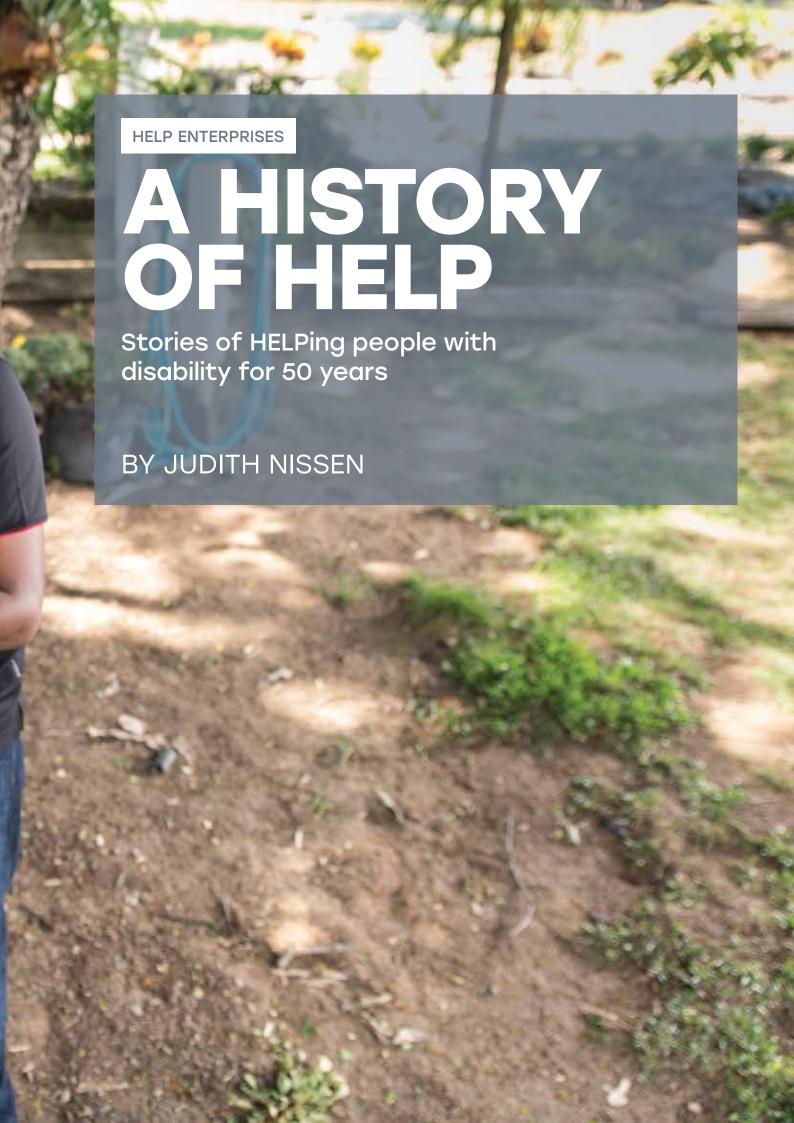AND ALUMINIUM

BY JUDITH NISSEN

HELP ENTERPRISES
CELEBRATING
50
YEARS
SUPPORTING PEOPLE
WITH DISABILITY
EST. 1968

Enhancing the lifestyle
and independence of
people with disability

A HISTORY OF HELP

Stories of HELPing people with disability for 50 years

BY JUDITH NISSEN

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FOREWORD

I'm delighted to recognise and celebrate 50 years of support that Help Enterprises has offered our community. Over this time, their dedication has enriched the lives of countless people with disability and disadvantaged job seekers, while also developing strong partnerships with employers, industries and communities to achieve diversity and inclusion in the workplace.

Since its humble beginnings in 1968 when the Rotary Club of Brisbane established a sheltered workshop for people with disability, Help Enterprises has continued to grow and now provides assistance for over 2000 people with disability into work.

This book reflects on the journey of Help Enterprises and the people who have been part of this story. It is impossible not to be touched by the remarkable work of this organisation and, as a community, we remain committed and positive about achieving greater inclusion and diversity.

On behalf of the people of Brisbane, I extend my sincere appreciation to Help Enterprises for their tremendous work over the past 50 years and offer my congratulations on this significant milestone.

The Right Honourable the Lord Mayor of Brisbane
(2011-2019)
Councillor Graham Quirk

HELP's head office in Eagle Farm, Brisbane

INTRODUCTION

This book tells the story of how Help Enterprises (HELP) has approached its mission of enhancing the lifestyle and independence of people with disability over the past 50 years.

I consider myself fortunate to have been part of this journey for the last twenty years, not only as a Board Member but also recently as Chairman of HELP. I am also a parent of a person with disability and therefore experience HELP as a customer as well.

There are two foundation principles which have always underpinned our philosophy on how we view people with disability. The first is that every person that uses our services is recognised as having intrinsic value that they can bring to society, and the second is that we then do our best to unlock the potential of this person to integrate them into community as appropriate.

This book describes some of those key initiatives, programs and services that HELP has delivered over the past fifty years to remain true to our fundamental principles. To achieve this we have always placed the person that we support and their parents and carers at the "epicentre" of our care delivery approach.

This 50-year milestone is surely one to be celebrated. We endeavour to do this through telling the stories of those involved with their energy, foresight, skills and achievements.

It has been a pleasure and a privilege to have had some involvement in discovering and documenting a half-century's worth of HELP's history in supporting people with disability. Along the way we have helped many thousands of people, and touched the lives of so many more. It has also grown to become one of Queensland's largest employers of people with disability.

HELP has never sought the limelight, but rather has determinedly gone about its business in delivering services, infrastructure and programs to support people with disability. HELP's scope has grown from one small facility at the Rosemount Repatriation Hospital to a large head office at Eagle Farm, as well as offices, warehouses and houses throughout Brisbane and southeast Queensland (and now into Townsville and Darwin). However the story of HELP is not about buildings. It is all about people. Here are some of their amazing stories.

Garry Butler
Chairman

INCEPTION

Beginnings are important. They represent aspiration and a hope, often a brave one, for development and growth. They become an idea – in action. Sometimes the idea lives and flourishes, because it contains a life-germ which is vital, valuable and enduring.

Sir Arnold Bennett QC, Rotary Club of Brisbane President 1959-60

Even up until the 1980s it was relatively common for people with disability to live in large institutions, often somewhat custodial in nature, and located on the outskirts of large cities. Often adults and children lived together in the same institution, the environment and programs offering little scope for choice and self-determination.

In Queensland, moves began during the 1960s to provide those with physical and intellectual disabilities with education and training as well as appropriate care, albeit still often within an institutional setting and frequently concerned with specific types of disability and established, run and funded by parents and family members of people with disability.

> The Commonwealth's *Sheltered Employment (Assistance) Act 1967* set out the extent of government assistance in the form of capital grants for buying, building and equipping facilities by non-profit organisations supporting the employment and/or accommodation of people with disability. Funding was capped at the lower of (a) two-thirds of the capital cost of the project; or (b) twice the funds contributed by the organisation.

The genesis of HELP lay in a combination of a gauntlet thrown down by a visiting American, and the taking up of that challenge by the Civic Committee of the Rotary Club of Brisbane.

Inspiration

In March 1966 Dr Percy Trevethan was brought to Australia by the Post Graduate Committee of Medicine to lecture to universities on the rehabilitation of handicapped people. On the 15th he presented a lecture at the University of Queensland's Medical School. That audience included John Russell, Chairman of the Rotary Club of Brisbane's Civic Committee. Dr Trevethan was a member of the World Commission for Vocational Rehabilitation and an Executive Vice President of Goodwill Industries of America. He had joined Goodwill in 1926 and went on to serve the organisation for four decades until his retirement in 1966.

Dr Trevethan commented in his lectures that the "worthiness" of sheltered workshops would soon no longer be questioned; instead, they would offer rehabilitation and would be accepted as opportunities for the disabled to live a useful life. The flip side was that such workshops needed to economically compete with other organisations in terms of products and marketing.

The founders

The day after Dr Trevethan's lecture at Herston, he addressed the Rotary Club of Brisbane's Civic Committee, where he further highlighted the practical results achieved by Goodwill Industries in the United States. In Queensland some successes were being achieved by organisations such as the Queensland Spastic Children's League (later Cerebral Palsy League

and now CPL) and the Queensland Sub-Normal Children's Welfare Association (renamed Endeavour Foundation). But these rather specialised organisations did not address the needs of many other members of the community with needs caused by disability, accident and illness.

By this time the Rotary Club of Brisbane, Queensland's first Rotary Club, had a proud, decades-long history of undertaking major projects which exemplified the Rotary motto of "Service above Self". These included founding the Queensland Society for Crippled Children in 1932 (now Montrose Access), International House residential college at the University of Queensland in 1958, and the Old People's Welfare Council inaugurated in 1957, leading to the establishment of many Senior Citizen's Clubs.

A 16-man Sheltered Workshop Project Committee comprising Rotary Club of Brisbane members was established in mid-1966:

Wallace Best, Chairman	State Manager Dunlop Australia Ltd
Cec Grimley MBE	Not recorded
David Picking	Manager Frank Mason Advertising Pty Ltd (Club President)
Wallace McAlpine	Public Curator (Club Vice President)
Douglas Mabbett	Department of Health
Alan Vivian	R.M. Gow & Co Ltd
Roderick O'Loan	State Manager David Jones (Brisbane) Ltd
Stewart Kerr	Comptroller General of Prisons
Les Padman	Managing Director Press Etchings Pty Ltd
Brian Eggleton	Thomas Cook & Son (A'asia) Pty Ltd
Heaton Blackman	White & Hancock
Frank Vidgen	Commonwealth Department of Works
Andrew Gibson	Department of Labor and National Service
Jack Lewis	A.E.I. Engineering Pty Ltd
Col Atkinson	Department of Social Services
William Rudder	Not recorded

Early days at Eagle Farm

Participants in the proposed workshop would include those not eligible for rehabilitation services through the Commonwealth Rehabilitation Centre. A study identified that there were thousands of people in need of such a facility, and so the Project Committee recommended to the Board of the Rotary Club of Brisbane that the Club adopt as its project for their "Year of Initiation", the establishment of a sheltered workshop. The expected cost was $650,000, almost $8.6 million in 2018 terms.

The aim of the workshop will be to provide opportunities for persons with a handicap, (physical, mental or social handicap i.e. a Multi Diagnostic workshop) who are unable to engage in open employment but are capable of some productive paid employment. This is to be the means of effecting their vocational and personal rehabilitation. The workshop will be run on business lines and workers will be given the opportunity to develop their skills through counselling, guidance and on the job training and be productive and self-supporting.

It is anticipated that some workers will eventually enter open employment. Workers will be selected from a number of diagnostic groups which might include, Hearing and Speech, Visual, Orthopaedic, Respiratory, Cardiovascular, Neurological, Mental Disorders, Mentally retarded and Alcoholism. It is anticipated that the range of activities, production and marketing will include many processes and types of work not presently undertaken by other sheltered workshops throughout Queensland.

It is conservatively estimated that some 3,500 people are in need of such facilities, in Brisbane, and that there are only places for some 250 to 400.

Minutes of Project Committee meeting, 1 September 1966.

The model

In 1966 there were seven sheltered workshops already operating in Queensland, six in Brisbane and one in Townsville. But only two of these, provided broader-based services. The Queensland Wattle League in College Road, Spring Hill ran a sheltered workshop that provided work and rehabilitation for people living with disabilities, mental ill health and acquired brain injury; and Capabilities Limited in Townsville. All others catered for specialised groups. Further research into interstate organisations identified one ideal model – the Bedford Industries workshop in Adelaide. Bedford Industries was established in c. 1945, initially as a rehabilitation centre for the South Australian Tuberculosis Association. In March 1967 Reverend Ken Jenkins, Executive Director of Bedford Industries, briefed members of the Rotary Club of Brisbane on the South Australian operation.

Initiation

By the end of 1967 the name "Help Industries Limited" had been suggested, a logo chosen comprising a stylised image of a person opening a door, draft Memorandum and Articles of Association prepared, and a fundraising campaign developed. More concretely, the Commonwealth Government had offered, on generous terms, workshop accommodation at the artificial limb factory at the Rosemount Repatriation Hospital in Windsor. The space would become available in May the following year.

The Rotary Club of Brisbane raised almost $9000 over the 1966/7 and 1967/8 financial years, including member donations, theatre functions and bowls and golf days, the funds going towards working capital which would be used to realise the plans.

Implementation

A meeting hosted by the Queensland Governor Sir Alan Mansfield at Government House on 16 April 1968 formed a public committee to implement the project. The Governor was elected Patron and the Queensland Premier, Jack Pizzey, President. This committee, comprising high ranking members of government, business and the community, as well as several Rotary Clubs, would be responsible for bringing the plans to fruition. The same 19 men on the Executive Committee (Chairman, Vice-Chairman and Secretary, plus 16 members) were then appointed Directors, without recompense, three months later when the company was registered:

Patron	His Excellency Sir Alan Mansfield KCMG (Governor of Queensland)
President	Hon Jack Pizzey MLA (Premier of Queensland)
Vice-Presidents	Senator Dame Annabelle Rankin (Federal Minister for Housing)
	Hon P.R. Delamothe OBE MLA (Member for Bowen)
	Hon Mr Justice Mostyn Hanger (President, Industrial Court of Queensland)
	Sir Abraham Fryberg (Qld Director-General of Health & Medical Services)
Executive Committee	
Chairman	Mr Wallace Best (Rotary Club of Brisbane, incoming President)
Vice-Chairman	Mr D.W. Picking (Rotary Club of Brisbane, past President)
Secretary	Mr W.L. Rudder MBE (Rotary Club of Brisbane)
Members	Mr C.A. Edwards CBE
	Mr A. Gibson (Rotary Club of Brisbane)
	Lt Col A.S. Gehrman
	Mr B.R. Lyne (Rotary Club of Brisbane North)
	Senator Bert R. Milliner
	Mr R.J.C. O'Loan (Rotary Club of Brisbane)
	Mr A.J. Stratigos CBE
	Mr B.T. Tunley (Rotary Club of South Brisbane)
	Mr J. Egerton
	Dr J.N. Heales
	Dr P.G. Livingstone
	Mr J.D. Mabbett (Rotary Club of Brisbane)
	Mr W.R.A. McAlpine (Rotary Club of Brisbane)
	Sir Arthur Petfield (Rotary Club of Salisbury)
	Mr E.D. Summerson
	Mr C.W. Williams

Help Industries Limited was registered as an Australian public company, limited by guarantee, on 25 July 1968; three months later it was also registered as a charity. Its Memorandum of Association spelt out the company's reason for being:

> To establish and carry on business of a sheltered workshop or workshops and the provision of personnel services and facilities for the purpose of providing vocational training and conditioning for handicapped persons whereby they may more fully realise their potential as socially contributing members of the community.

For Australia, and indeed the world, 1968 was a momentous year.

In the United States, the Apollo space program was approaching its climax with two successful missions. Robert Kennedy, running for the Democratic Party's presidential nomination, was gunned down in Los Angeles. Martin Luther King Jr was also assassinated that year. In China, Mao Zedong, the chairman of the Chinese Communist Party, called for revolutionary committees to be established to help preserve the ideological purity of the Chinese Revolution. During succeeding years, millions were persecuted and forced to relocate.

Closer to home, in January 1968 new Prime Minister John Gorton was sworn in, following the December 1967 disappearance of Harold Holt in the surf at Cheviot Beach, presumed drowned. And there was growing unrest, including large demonstrations, protesting against conscription for overseas military service and Australia's involvement in Vietnam following increasing numbers of Australian deaths.

Fundraising brochure

On a more positive note, Australia's economy was buoyant, our first heart and liver transplant operations were performed in Sydney, Rod Laver won Wimbledon's first Open singles, and the nation's population reached 12 million.

Bob McMillan operating machinery in the engineering workshop

CHAPTER TWO
FROM SMALL BEGINNINGS

We have completed the task we set out to do.

Chairman David Picking, Rotary Club of Brisbane meeting, 8 April 1968

The 1968-9 Rotary year saw the completion of the project and the opening of the workshop at Windsor. It was "all systems go" and the Rotary Club of Brisbane moved immediately to its next endeavour, another workshop, this time a training and placement centre for the blind at Annerley.

In November 1967 the Project Committee was notified that the Commonwealth Repatriation Department would be vacating its artificial limb and appliance factory at Rosemount Hospital at around the end of May 1968. While the factory itself comprised three separate buildings totalling an area of around 9,000 ft^2, it came with furniture and fittings, and several pieces of industrial equipment such as an air compressor, grinder and sewing machines. Help Industries paid the Commonwealth a peppercorn rental.

The Help Industries sheltered workshop began operating at Windsor on 23 September 1968 under the managerial oversight of Peter Grainger, HELP's only employee not on a full invalid pension. A formal handover ceremony on 26 September 1968 was attended by Governor Sir Alan Mansfield and 132 guests. Starting with six participants, this number grew to 30 within nine weeks. After only nine months of operation the workshop reached a financial break-even point, 40 people with disability were employed, and a further eight had already moved on to full time external employment.

Supporting the rationale for establishing Help Industries, an early statement of policy spelt out some of its operating principles:

2. **Purpose of the Workshop**

The workshop operated by the Company is a "Workshop for the Handicapped" – a production workshop which must be commercially viable, offer a variety of work to handicapped persons and provide an element of vocational training and/or the possibility of advancement to open employment.

Whilst the workshop is a Sheltered Workshop in terms of the Commonwealth Social Security legislation, it should be regarded as a workshop which provides rehabilitation to handicapped employees in a working environment largely similar to that which exists in comparable industrial establishments.

3. **Employment of Handicapped Persons.**

Handicapped person employed as trainees will be carefully selected on the basis of their suitability for the type of useful employment and associated training available from time to time, and will be trained under conditions as similar as practicable to those met with in comparable outside industry.

Increasing sophistication and modernisation of plant, equipment and work methods will encourage the recruitment of trainees capable of reasonable work performance and the acquiring of the knowledge and skills related to the workshop's production.

Handicapped employees will fill all jobs in the workshop where this is practicable.

The atmosphere of the workshop should be such that all handicapped employees will recognise the dignity of working in a regular job which provides a useful occupation.

Where possible earnings of handicapped employees shall be on a piece work basis related to award wage rates applying to the particular occupation.

4. **Plant & Equipment**

The initial appeal in 1966 was headlined as "Give them tools – to match their courage". The concept inherent in this philosophy has been demonstrated in the installation of plant and equipment which is, by and large, equal to and may be better than that found in outside industry, and which should enable the workshop to compete in the open market.

It is policy of installing modern plant and equipment will continue to be followed.

5. **Responsibility**

The responsibility for implementing this policy statement lies principally with the General Manager who should ensure that each of the senior officers answering directly to him understand and actively apply the principles set out in this policy statement. In turn the senior officers will ensure that supervisory staff are aware of and also apply these principles where appropriate.

Help Industries: Statement of Policy

From its beginnings, the work performed by HELP participants tended towards the technical, rather than handcrafted items such as basketwork. Grainger, a former production manager for an English engineering firm, combined that experience with a decade's experience working with the disabled in Queensland, to negotiate manufacturing contracts.

Queensland Newspapers

By 1970 Help Industries employees had constructed settling boxes for a sand mining machine, welded products such as ornamental exterior lamps (pictured here in the Sunday Mail on 1 March 1970), built timber cases for an encyclopedia publisher, and packaged the monthly newspaper for RACQ, using an electric conveyor designed by a 17-year-old carpenter employee.

Planning for expansion

So rapid was the growth that more space was urgently needed. A larger site would also offer the opportunity to undertake continuous and long-running industrial operations, in lieu of the largely short-run, one-off jobs which were the mainstay at Rosemount. Efficiencies of operation could be attained, proper job training developed, and sub-contracts negotiated with larger manufacturers; there was even the possibility of manufacturing overseas companies' products under licence. The hunt was on for a larger site. It was also clear that a significant level of funding would be required to establish a workshop sufficiently large to meet the identified needs.

In the 1968/9 financial year a further $7459 was raised by the Rotary Club of Brisbane itself, $5000 of this coming from a donation by Dunlop Australia Ltd in return for member services in the running of the Dunlop International Golf Tournament at Royal Queensland Golf Club.

A public fundraising campaign was also kicked off. The theme of providing tools, not charity, was probably inspired by the motto of Goodwill Industries of Southern California, with Dr Trevethan as Executive Director: A tool in the hand, not a coin in the hat. The brochure set out the funds needed for a workshop with 450 employees. The total came to $682,000 (almost $8.5 million in 2018 terms), of which around 60% would come from government subsidies. That still left the challenging figure of $261,000 left to be raised from the community. Undaunted, the Rotary Club of Brisbane set about doing just that.

In 1968 Everald Compton, Managing Director of fundraising consultancy Compton & Associates, personally directed a program with a revised target of $275,000. If the fundraising program was successful, a Commonwealth subsidy of $425,000 would bring the total available to $700,000. A gifting plan involved an Appeal Committee of 18 prominent Brisbane citizens, all of whom would contribute to the project personally. They would identify a further list of contributors, who in turn would bring in more donors. This cascading structure of supporters (over 100 in total) raised over $100,000 in under 18 months, earmarked for the construction of a 70,000 ft^2 (6500m^2) workshop suitable for up to 450 employees as well as an amenities section of some 12,000 ft^2. Donations of equipment helped, including shelving and fittings, tables and chairs, work benches, and a lathe.

Although the Rotary Club of Brisbane always intended HELP to be a self-sustaining organisation (which, indeed, it was) the Club would, however, go on to make further donations to the new organisation throughout the 1970s. Additionally, in 1976, the Rotary Club of Hamilton constructed a tennis court and barbecue area in the grounds.

THE MOVE TO EAGLE FARM

Give them tools to match their courage.

Rotary Club of Brisbane, fundraising brochure, 1968

The 1968 fundraising campaign by the Rotary Club of Brisbane aimed to construct and equip a multi-diagnostic workshop to provide productive work for people with disability

While Help Industries' workshop was growing apace at Windsor, others were busy working on plans for a more permanent base.

This project was led by Wallace Best of the Rotary Club of Brisbane. In 1968 he was appointed the first Chairman of Help Industries; he served in that position until 1 July 1985. From around March 1968 Best negotiated with Fred Campbell MLA, Queensland Minister for Industrial Development (and a fellow Rotarian, of the Chermside Club), to identify a larger site which would meet the current needs and cater for future growth of Help Industries. The Minister, along with his Under Secretary Sir David Muir, identified five acres (two hectares) in the Hamilton Industrial Estate at Eagle Farm. The Estate was nearing completion with most of the land taken up and only a few roads and ancillary works remaining to be completed.

Eagle Farm

Although its origins were in the farm which fed the Moreton Bay penal settlement from 1829 (and confined female convicts), Eagle Farm began to be transformed into an industrial and transport hub from the 1890s. By the 1940s numerous large industries had established facilities there and the aerodrome had become Brisbane's domestic and international airport. The 2011 census recorded not even one person as resident in the suburb.

Golfers at Royal Queensland Golf Course, 1931, courtesy State Library of Queensland

The culmination of HELP's negotiations with Minister Campbell was a 12 February 1969 letter from Wallace Best to the Minister, formally requesting the lease of five acres in the Hamilton Industrial Estate at nominal rent. The Minister supported the request. His lengthy Cabinet submission outlined, in somewhat bald terms, the proposal:
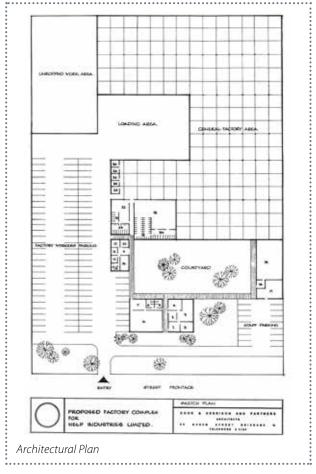
Help Industries Limited … has as its objective the establishment of a multi-diagnostic workshop to provide productive employment for disabled persons who could not otherwise be absorbed in the workforce. The term multi-diagnostic embraces cardiac, neurological, medical, orthopaedic and intellectually retarded cases.

Repetitive production work is a suitable type of employment for this class of person… I understand it has been accepted by authoritative sources that one-half percent of the population could benefit from some type of sheltered workshop experience. This would place the figure for Brisbane in excess of 3,000 persons. There can be no doubt therefore of the need for such a project.

A fortnight later, on 25 February 1969, Cabinet approved the five-acre lease "subject to a satisfactory developmental programme being negotiated with the Department of Industrial Development". The lease payments would be the minimum permitted under the prevailing Land Acts, of $6 a year (less than $75 in 2018), in June 1987 converted to a Deed of Grant in Trust.

A planning committee comprising Andy Cooke (succeeded by David French), Everald Compton, Austin Donnelley, Gordon Olive, and Andy Gibson as Chairman, began in April 1968 to develop plans for the workshop. Engineer Kevin Marshall, drew up a proposal to provide 20,000 ft^2 (1860 m^2) of factory space as well as administrative and amenity facilities of 2,500 ft^2. Preliminary quotes indicated a cost of around $60,000. Architect Walter Kerrison prepared detailed plans and specifications. After some delays, when tenders were finally called in September 1970, the quoted prices more than doubled the original estimates. With fees and equipment costs a sum of around $167,000 would be needed. The plans clearly had to be trimmed and new tenders were called. The project as built eventually comprised a workshop of half the originally planned area, plus an administration block.

In May 1971 J.S. Box & Co started construction at Fison Avenue, Eagle Farm. A brick administration building would include office, sales, training, canteen and staff amenities; and a steel-framed, corrugated-iron-sheeted building would provide a 1000m^2 workshop. The final cost of just under $90,000 (a little over $1 million in 2018 terms) was funded two-thirds by the Commonwealth, and the remainder via the Rotary Club of Brisbane's fundraising.

Architectural Plan

Artist's impression of the future Eagle Farm site

Five months later all operations and the 50 employees were transferred from Rosemount to the new premises in Fison Avenue, Eagle Farm

Q-Imagery QAP 2520 frame 6828, 12 September 1972

A year after HELP moved in, the large Eagle Farm site hosted only two buildings – the administration building fronting Fison Avenue, and the workshop at the rear. The Gateway Bridge was but a twinkle in the eye of a Main Roads engineer.

Opening Commemoration Plaque

After four years of planning and effort, and six years after Dr Trevethan's visit, HELP's new home at Eagle Farm was officially opened.

HELP staff at the Eagle Farm site

BUILDING A BUSINESS

In full operation [the business] should put back into the community goods and services to the value of several hundreds of thousands of dollars annually.

Wallace Best, Chairman, Help Industries, February 1968

The first two decades saw further development of the site and a dramatic expansion in the operations of Help Industries, which competed for contracts in the open marketplace. These years also saw changes in government approaches to disability programs and funding.

3D model of planned expansion of Eagle Farm

Plans made in 1975 incorporated a sports field complete with grandstand, outdoor recreation areas and tennis court, as well as expansion of the orginal factory. The tennis court and barbecue area were constructed in 1976 by the Rotary Club of Hamilton.

In 1989 Help Industries was sited within attractive landscaped grounds. The administration office on Fison Avenue was converted into the Fison Food Factory in 2013.

Image from Comalco Ltd, 'Aluminium in Use' brochure, April 1989

Government approaches

The Commonwealth's *Handicapped Persons Assistance Act 1974* replaced much legislation enacted over the previous 15 years. The Act increased and extended Commonwealth subsidies to eligible organisations providing training, and accorded official status to services offering pre-work preparation in adult training centres.

A sampling of successful Australian Government tenders showcases the range of products manufactured and work undertaken, from Help Industries' earliest occupation at Eagle Farm in October 1971. From 1971 to 1975 HELP was supplying the Postmaster-General's Department with steel pit covers; these covers were also supplied to the Australian Telecommunications Commission in 1984. The Department of Defence and Australian Army were customers, buying plastic tablecloths in 1983, and silhouette targets for the Army in 1977 and 1978. In 1983 HELP also held an enveloping contract for the Department of Veterans' Affairs.

Sunday Mail, 18 April 1982

HELP staff featured in the Sunday Mail, 18 April 1982

Willing workers at HELP assembled goods ranging from security screen doors, to packaged products such as pegs, steel nails and shampoo. The centre operated as a stepping stone, according to General Manager John Kinnane, aiming to retrain people and get them into the workforce. All workers were paid on a piecework basis.

A photographic essay published in the Sunday Mail in 1982 showcased the range of businesses being run at Eagle Farm. Included were woodworkers making cutting boards and assembling cots, packaging of Reva pegs, and fabrication work in the dedicated engineering shop.

In addition to undertaking manufacturing and assembly contracts, the 1980s and early 1990s saw a number of patents and trademarks registered, relating to clothes peg assembly, and manufacture and assembly of mailboxes.

HELP was installing banks of letterboxes in new high-rise buildings and unit blocks across Brisbane and the Gold and Sunshine Coasts, including these holiday units in Surfers Paradise. HELP even exported them to Singapore.

1980s Mailboxes

Assembly of clothes pegs was a long-term business for Help Industries. As early as 1976 plastic pegs were being assembled at Eagle Farm, under the supervision of Don Ritchie. In 1986 Max Stegman and Help Industries applied for patents for a "clothes peg assembly machine", and a "clothes peg assembly and packaging machine". More patent applications would follow as the engineering was refined and developed.

The Pegman machine in operation, inspected by (from left) Chairman Des Knight, George Pleasance (Manager of General Department), Max Stegman (Managing Director) and Bruce Turner (Welfare Officer – Personnel)

In October 1989 the trademark "Pegman" was registered for "automatic clothes peg assembly machines". The following month Stegman, then Managing Director of Help Industries, applied for a further patent, for a "peg member orientation apparatus". The machine correctly oriented the two plastic halves of a peg so that the connecting spring could be inserted, thus assembling the finished product. This markedly sped up the process of assembly, as the plastic components would be taken in bulk from storage containers and dispensed to a conveyor line and from there, presented to workers already oriented correctly for final assembly. Then in 1990 Stegman and Help Industries applied for a further patent for something called a "shuttle apparatus" which automated the assembly of pegs. The process was now completely automated, with over 40,000 pegs able to be assembled every day.

The Pegman III Clothes Peg Assembly Machine was a finalist in the 1990 Rolls-Royce Qantas Award for Engineering Excellence. These annual awards, inaugurated in 1988 to celebrate Australia's bicentenary, recognised outstanding achievement by a person or team working in the area of manufacturing, engineering and technology. The judges looked for innovative engineering design, quality in manufacture, marketability of the product, and benefits to Australia.

Fantastic plastic

In 1988 Help Industries made its first acquisition of a business when it bought Rand Plastics. Expanding work opportunities for people with disability, Rand, located in Shed 3 at Eagle Farm, made low density plastic sheeting and tubing, printed plastic bags, timber wrap, nursery film and shrink film. In addition to manufacturing, Rand offered bulk mailing of shrink-wrapped goods, label application, insertion and collation services, and blister packaging. Suffering a loss of profitability, Rand Plastics was sold to QIS Packaging in 2001.

In the shadow of the Gateway

As early as 1965 the Queensland Government was planning for a cross-river bridge here, reserving around 40 acres within the Hamilton Industrial Estate for the bridge approaches. The bridge, when constructed, became a near neighbour to HELP. Construction by Transfield (Qld) started in 1980 and was completed in 1986. Construction of a duplicate bridge by Leighton Abigroup began in 2007, opening in 2010. Duplication resulted in the loss of the lawns where participants and staff played cricket. The twin bridges were christened the Sir Leo Hielscher Bridges from May 2010.

Greg's story: HELP works for young Greg

In 1980 HELP's first apprentice fitter and turner was featured in a Telegraph newspaper article and pictured working on MailSafe letterboxes. Born without legs, and with "crippled hands", 18-year-old Greg Singh's philosophy was that "these small handicaps don't make any difference" to his determination and ability to succeed.

Telegraph, 4 July 1980

Gordon Bevis from Supply Chain Services, began work at HELP in 1980, the year the first bridge was begun. He remained at Help Enterprises to see the second bridge completed, and remembers Gateway workers holding the occasional sausage sizzle for HELP workers.

Staff firing up the BBQ with those manicured lawns getting mown in the background

Allan's story: I like to find things to fix and don't like to waste stuff that can be fixed

Allan Bullock was named HELP Trainee of the Year in 1987. He began at HELP in 1981, making timber bedframes, spray-painting bed brackets and assembling nursery furniture. He went on to laminate desks and lacquer tops for office furniture and then learnt how to spray paint Army tool boxes which need four coats of paint. Now he powder-coats letterboxes and BCC bin enclosures. During his 37 years working for HELP, Allan has seen the construction of both bridges.

Allan still has his trophy from 1987

Letterboxes, constructed using specially designed extrusions supplied by Comalco, were assembled in the factory to customer specifications, ready for installation as banks of free-standing units or for insertion into masonry or timber walls.

By 1989 HELP supplied around 90% of the Queensland demand for letterboxes and it had patented the design and trademarked the name MailSafe.

Comalco Ltd, 'Aluminium in Use', April 1989. Russell Matthew fits a key to a finished bank of MailSafe letterboxes, watched by Welfare and Personnel Officer, Bruce Turner

Changes in government assistance

In 1983 the Federal Government had sole responsibility for income support for people with disability, and non-government organisations provided a wide range of services for which they received both Commonwealth and State subsidies. By this time pressure was mounting for major changes to the organisation in the provision and funding of disability services. One of the most significant pressures for these changes was an increasing acceptance of the philosophy of "normalisation" which argued that people with disability should be assisted to establish patterns of life close to, or the same as, those of society generally. One practical expression of this philosophy was employment in the open labour market rather than in sheltered workshops.

The 1985 Federal review report "New Directions", involving input from people with disability and their families, was extremely critical of the sheltered workshop model of employment. They wanted access to paid employment, opportunities for community participation, and community acceptance. The Commonwealth's *Disability Services Act 1986*, which replaced the *Handicapped Persons Assistance Act 1974*, was a direct governmental response. Among the range of services addressed were supported employment, competitive employment, training and placement, aiming to integrate people with disability into the general community to the maximum extent possible, while protecting those for whom that was not an option. Sheltered workshops, training centres and the like were given a maximum of five years to meet the more stringent requirements linking funding to demonstrated outcomes.

Sir James Ramsay, Governor of Queensland, and Wal Best, HELP Chairman

Consequences for HELP and its participants

In 1987 Help Industries was a respected service provider, but, nonetheless, a sheltered workshop. The Eagle Farm site encompassed three factories. Workers in the general factory undertook mailing and packaging duties, and made Reva Pegs on the Pegman Machine patented by Max Stegman. The engineering factory undertook general welding and manufacturing MailSafe letterboxes under the managerial oversight of "Mr MailSafe" Angus McLellan and his sales manager John Button. The woodwork factory constructed babies' cots and the Amatilda range of desks, bookshelves, chairs and filing cabinets sold into the domestic, commercial, outdoor and office markets.

HELP's woodworking shed, circa 1987

Q-Imagery QAP5048 frame 6, 7 November 1991

By 1989 HELP had a workforce of 140, of whom around 70% were people with disability. In addition to jobbing work in light engineering, woodwork, assembly and packaging, over 100 different products were being manufactured in three factories. Once selected as employees, people were trained in as many jobs as possible to avoid monotony, develop skills and allow for job rotation.

Despite a desire for "normalisation" of employment options for people with disability, the potential impacts of the *Disability Services Act 1986* were frightening for many people with disability and their families who had fought hard for access to invalid pensions and sheltered employment allowances. These were replaced by a disability support pension, eligibility for which would be rigorously assessed.

Introduction of the *Disability Services Act* prompted an extensive review of the operations of Help Industries which would result in a restructure of the entire business and entry into new services and new ways of operating. The organisation accepted that it needed to continue its focus on developing income streams separate from government funding so that the work of HELP could continue on a secure and sustainable basis.

All HELP staff, circa 1990

50 YEARS OF HELP: A TIMELINE

The Rotary Club of Brisbane raises over $500,000, with community support to fund a prospective Sheltered Workshop project in Brisbane. HELP is founded and registered as a not-for-profit Company Limited by Guarantee on 25 July 1968.

Opening of Rand Plastics & Packaging to expand business offerings and learning opportunities for people with disability.

The new name of 'Help Enterprises' is adopted on 27 October 1995, along with the launch of a Skills Training Centre offering pre-vocational training for people with disability and disadvantaged job seekers.

Establishment of HelpWest Skills Training Centre and a wholesale nursery at Mitchelton, made possible through the purchase of a disused TAFE site. First employment office opens in Nundah, providing tailored services for job seekers.

1968
HELP INDUSTRIES FOUNDED

1972
FIRST WORKSHOP OFFICIALLY OPENS

1987-89
BROADENING ABILITIES & SCOPE

1991-92
PROGRESSING DISABILITY EMPLOYMENT

1995-96
NEW NAME & TRAINING CENTRE

2000
PRIORITISING YOUNG PEOPLE

2001-03
EXPANDING ACROSS BRISBANE

Governor of Queensland, His Excellency Sir Alan Mansfield, officially opens a workshop with 50 clients in Fison Avenue East, Eagle Farm on 24 February 1972.

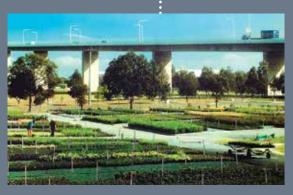Operations restructured from helping people in a sheltered workshop environment to include the provision of employment opportunities and industry based skills training. Employment Services commence, assisting people secure open employment.

Operated 3000 square metres of nursery beds at HELP's Eagle Farm site to deliver work experience pathways and training opportunities for young people with disability.

Mitchelton house built to provide independent living for four people with disability. Manufacturing expands with the acquisition of Traditional & Malibu Awnings and Supply Chain Services is established, following upgrades to Eagle Farm.

Employment & Training opens 31 offices through the jobactive contract. Our Mitchelton disability housing initiative is backed by major funding and partners, with homes for 20 people.

Completion of the Mitchelton housing project offers homes and greater independence for more people with disability. HELP's disability support is rebranded to Help Disability Care and McIntyre Centre is welcomed under their banner.

2008
PURCHASE OF NUNDAH SITE

2010-13
UPGRADES & GROWTH WELCOMED

2014
EXPANDING DISABILITY SERVICES

2015
NEW CONTRACTS & PROJECTS

2016
ADVANCING SUPPORTED EMPLOYMENT

2017
CELEBRATING MORE HOMES & SERVICES

2018-19
OUR JUBILEE

Nundah Street property becomes the main head office for Help Employment & Training operations.

HELP acquires 'MACH1', as well as 'Kingfisher Adult Learning Program' and a new Wynnum disability support hub. Fison Food Factory cafe officially opens to the public.

HELP acquires Red Cross Business Services at Bowen Hills and Gympie and Select Lifestyle Disability Services. Purchase of a $4.75 million warehouse in Acacia Ridge enables expansion of Supply Chain Services across Brisbane South.

Celebrating 50 years of caring for our disability communities. Today HELP can be proud of a 900+ strong workforce – offering a trusted brand that balances the delivery of commercial products and services with individualised disability care.

NEW STRATEGY, NEW DIRECTION

The objects of this Act are ... to assist persons with disabilities to receive services necessary to enable them to work towards full participation as members of the community; [and] ... to assist in achieving positive outcomes, such as increased independence, employment opportunities and integration in the community, for persons with disabilities who are of working age.

Commonwealth Disability Services Act 1986

After the introduction of the *Disability Services Act in 1986*, HELP began working to restructure its business to allow it to transition from providing employment solely in a sheltered workshop, to supported employment and industry-based skills training.

Transforming the business

1991 was a watershed year for the approach and operations of HELP.

Responding to financial pressures, Managing Director Max Stegman and Company Secretary Maureen La Caze worked on a special project for three months to determine a strategy that would turn HELP into the commercial business it has become today.

At this time there was only one computer in the entire organisation; it was used for payroll in a secure room. La Caze recalled working on the project at home on her kitchen table on a new computer. The end result included a reorganisation of services:

- Eagle Farm was downsized but the two factories were retained; the canteen was closed;

- The new Network Employment Services were begun;

- The main office at Eagle Farm was rented to Magna Pacific Videos, and until 2000, HELP staff worked from portable offices lining the driveway;

- The woodwork business was sold to Endeavour, and the engineering department was also sold.

The new strategy was presented and adopted by the Board under the chairmanship of Des Knight. The commercialisation of HELP would begin.

What's in a name?

In a temporary rebranding of Help Industries, public relations agency Rowlands was engaged to develop a new brand name. The term "industries" was thought to have some negative connotations. Reflecting the new strategic direction of the organisation, moving from the sheltered workshop model to a community-based support organisation, "Hilcom Limited" was registered as a trade mark in 1991, and in May 1992 the company began to trade under that name. The name was developed from Help Industries Limited, with the addition of COMmunity.

The new name failed to stick, and the Board acknowledged that the organisation's profile within the community was still HELP. So, in October 1995 the organisation's name reverted to HELP, this time as Help Enterprises. The Board accepted that the name reflected the work of HELP as it had a dual meaning: *people need our help, and we give our help.*

Skills training

Help Enterprises became a registered training organisation in 1995. Over the next two decades it would develop to become an award-winning provider.

Established in 1996 at Eagle Farm, the Help Enterprises Skills Training Centre was created to assist people with disability to gain marketable industry skills for open employment. The Training Centre helped unemployed youths, mature-aged job seekers, people from ethnically diverse backgrounds, and disadvantaged job seekers. The centre also offered fee-for-service training to industry and individuals seeking to retrain or upskill. Early in 2000 a new Skills Training Centre opened with assistance from the State Department of Employment, Training and Industrial Relations.

Signage on Fison Avenue

Work underway to create the Training Centre

Employment services

HELP's employment services, while not formally labelled as such, began when the workshop opened in the Rosemount Hospital buildings at Windsor. Employees who spent a transitional period working in the factory, and who showed that they could cope with regular employment, were found work with other companies. Thus places were freed for more of the many applicants seeking jobs with Help Industries.

Network Employment Services were established in June 1992 to assist people with disability to secure open employment. The services, operating out of the former cinema at Toombul Shoppingtown, and later an office upstairs in the shopping centre, incorporated job placement, training and ongoing job support. These services would dramatically expand over the next decades.

Bernie Lagas (Trainer) in the Training Centre

CHAPTER SIX

EXPANDING REACH FOR A NEW CENTURY

People with disability can gain independence and skills that will enable them to add value in both industry and the community.

Help Enterprises Purpose Statement, 2003

As HELP entered the new century, business continued to expand, with new services and additional locations. Its strategic intent was to identify areas of unmet need where the organisation could continue to develop its specialised services. A continuing dual focus on service provision and commercial activities would require a dual approach to finances – further capital expenditure on infrastructure, plant and equipment, alongside continuing sourcing of government assistance, grants and subsidies. As the decade progressed it became clear that individuals and families needed assistance with lifestyle, care and residential needs, in addition to employment support and training.

By 2002 Help Enterprises employed more than 140 people in its engineering business and wholesale nursery at Eagle farm, as well as its offices in Nundah.

The Help Enterprises Eagle Farm site in 2001 comprised the administration building on Fison Avenue and a tennis court alongside, three factory buildings, and nursery beds on the south-western section of the site, facing Curtin Avenue. Shortly after this time the tennis court on Fison Avenue disappeared to make room for more garden beds, and ultimately, a new driveway.

Q-Imagery QAP5911 frame 228, 31 May 2001

At the 2006 annual general meeting, Chairman David Colenso reported on the past decade. Net asset worth had more than doubled from $2.4 million to $5.4 million; revenue from commercial sales, government contracts and other income increased from $2.5 million to $7.7 million; and the number of people on the payroll had jumped from 80 to 209 employees. He added that over the past 38 years a total of 47 people had contributed 415 years' worth of voluntary service to the Board – a truly generous contribution by these unpaid directors with a diverse range of skills and experience.

A growing concern

As early as 1997 moves were afoot to develop a facility at Mitchelton. Rod Welford, Minister for Education and Training, Minister for the Arts and Member for Everton 1992 to 2009, recalled:

> I helped the-then Managing Director Don Nicol to start setting up the Hub in Mitchelton … I strategised with Don around land use, acquisition and development. The Nursery was put there on the site instead of apartments which pleased the neighbours and helped HELP set up a different business in order to grow.

As an interim measure, and after an alliance was formed with Birkdale Nursery HELP constructed 3000m^2 of nursery beds at Eagle Farm in late 2000, triggering HELP's entry into post school option programs.

Three young men, Luke Butler, Tim Maloney and Nicholas Carle had finished their education at Mitchelton State Special School, and received government approval to amalgamate their individual funding to employ a support worker. The three lads began working at Eagle Farm three days per week. Under the supervision of manager George Palos, they developed a vegetable plot and kept chickens. Every few days they would pick vegetables and collect the eggs. Tim also trained through TAFE for various modules of the Cert III in Horticulture and was assessed verbally so he could achieve a Certificate of Completion for these modules. When the Mitchelton nursery was established, all three moved to work there.

Garden beds on Curtin Avenue East

The Grovely campus of the Brisbane North Institute of TAFE was originally the market garden for the Redemptorist Fathers' monastery, acquired by TAFE from that order in 1973. In 2002 Help Enterprises purchased ten acres here from the State Government on favourable terms; the total purchase price of $550,000 would be paid over three years, free of interest. The following year, in March, HELP began to develop its new HelpWest Industry Skills Training Centre here. Capital funding of over $500,000 for construction of the facilities was obtained from the Australian National Training Authority and the Commonwealth Department of Transport and Regional Services. By October 2003 stage one of the wholesale nursery had been constructed, as well as the first building; HELP already had around 15 participants in its Moving Ahead Program (a pre-cursor to the Post School Options Program).

HelpWest Industry Skills Training Centre in 2005

In a partnership with Loganlea State High School a propagation nursery was established at the school in 2006/7, with the capacity to produce more than 300,000 plants annually. This facility, and production at Eagle Farm, were both closed down in 2009/10, with all horticultural activities consolidated at the Mitchelton site.

The wholesale plant business continued to boom at Oxford Park Nursery, the trading name adopted in 2010. A local delivery service was begun in 2013/14, and the horticultural team expanded their duties to maintenance of the various Help Enterprises sites

around the city. After construction of their first shade house in 2014 and the subsequent positive feedback from customers and new sale enquiries, within a year plans were made to erect a second shade house.

Charles Lawson potting in the nursery

Supporting individuals and families

In 2006 HELP developed a new service stream, "Community Lifestyle Support" which would assist individuals with disability and their families plan future lifestyle and care. With the Post School Options program this formed the basis of Disability Support Services and the current Help Disability Care.

Within a couple of years of establishing the nursery at Mitchelton, the services offered at this site had grown beyond the horticultural. In 2005 a second building was constructed to house a commercial kitchen, and bathroom, bedroom and laundry facilities allowing life skills training to be delivered to participants with disability. Employment Services also operated from this new building.

After the opening of a new cafe at Eagle Farm, the Fison Food Factory, the training centre received an $800,000 "spruce up" and from early 2014 was used by the Disability Support Services team, offering programs which built life skills for participants, enhancing their independence and personal development.

In 2008, Chairman Anthony Wetmore embarked on a process to reinvigorate the Board, along with a new CEO and management team. The agenda was very clear – to gain financial independence and commit to major growth in services for people with disability, in tandem with commercial activity being increased. As part of this process, Kerry Browne commenced his tenure as CEO.

Manufacturing also grows

By 2010 HELP's manufacturing business had expanded beyond MailSafe letterboxes. This range was performing so well that a $300,000 extension to the MailSafe manufacturing facility was underway. In 2009/10 enclosures for recyclable and rubbish bins were added to the range, and these were being purchased by Queensland Rail as they began to refurbish their city rail stations, as well as other clients. In mid-2011 HELP won a large tender to also supply the rubbish and recycling bin enclosures, marketed under the brand name BinSafe, to Brisbane City Council. In October 2012 Help Manufacturing signed an agreement for three to five years to be one of only two preferred suppliers of bin enclosures for the entire city.

BinSafe bins in Brisbane City

A range of Safe Storage Solutions, aimed at the growing apartment market, would be launched early in 2011. The powder-coated, freestanding, lockable aluminium storage boxes later christened GarageSafe, utilised the space above the bonnets of parked cars. Allied to these manufacturing activities, plans were also underway to expand the powder-coating capacity.

Ready for the next phase

The close of the first decade of the new century saw an upbeat outlook for Help Enterprises, and a strategy was in place taking the organisation forward to 2015.

Culturally, the organisation was on the cusp of another major change, moving from a welfare model to one of empowerment, and creating workplaces that respected its employees as independent and valued workers. The philosophy of HELP's Board, then and now, was to present the organisation as a business rather than a charity. A strong business arm would ensure a sustainable organisation not totally reliant on possibly-varying government funding. HELP was also poised for large-scale expansion beyond its 198 staff members, three Eagle Farm sheds, and three other Brisbane sites.

Employment services had expanded rapidly and markedly, manufacturing activities were recovering from the uncertainty caused by the global financial crisis, and all debt had been cleared. On the back of new training facilities at Nundah, training numbers were up considerably, and the organisation's training efforts were recognised by winning the State Government's 2010 Training Award for best Small Training Provider of the Year. The packaging and assembly activities were being transformed into the Supply Chain Services business incorporating more skills, and interesting and challenging work. This business would soon need more room than could be provided in the premises at Eagle Farm.

GarageSafe in situ

SPREADING WINGS

Help has a substantial growth agenda, directed at increasing job skills and finding quality and reliable employment for people with disabilities. All this to improve our clients' work life balance.

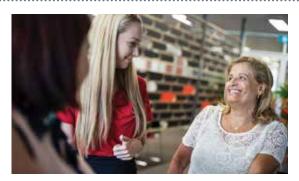*Anthony Wetmore, Chairman's Report 2009/10*

The 21st century saw the expansion of Help Enterprises via the acquisition of new businesses, amalgamations with existing service providers, and developing or participating in new support services.

The infrastructure at Eagle Farm also grew significantly, including the opening of a new $4.2 million warehouse and Centre for Excellence in Transport and Logistics Training, and an Administration Building, both at Eagle Farm. The new Administration Building on Curtin Avenue East opened in 2012 and was expanded again in 2016.

Employment services

Established in 1992, Network Employment Services continued to expand, and in May 1998 moved to leased premises in the former telephone exchange in Buckland Road, Nundah.

As part of a strategy towards consistent branding of the various divisions of Help Enterprises, Network Employment Services was renamed Help Enterprises Employment Services in 2006. The following year

negotiations began for the purchase of premises in Nundah Street, Nundah with a view to co-locating employment and training services – this was completed in 2008, becoming the main centre for delivering disability employment services . In 2013/14 a new office was opened in Sandgate Road Nundah.

The organisation took a long-term approach to the growth of Employment and Training and how it would fit with the overall strategy for Help Enterprises, particularly in the knowledge that the National Disability Insurance Scheme (NDIS) would be rolled out in Queensland in 2018. It became clear that once the Disability Employment Services (DES) contract moved across to the Department of Social Services, that DES would also move towards a "Choice and Control" model.

Staff and job seekers in a new-look E&T office

What is NDIS?

The National Disability Insurance Scheme aims to help people under the age of 65 and who have a permanent and significant disability to access their right to determine their best interests and to have choice and control over their lives. This may include greater independence, community involvement, employment and improved wellbeing.

2015 saw major growth in HELP's Disability Employment Services when several tenders for expansion to new geographic areas were won. By July 2015 Help Employment and Training had extended its footprint right across southeast Queensland, delivering new jobactive services across 37 sites from as far north as Caboolture, west to Ipswich and south to Tweed Heads.

What is jobactive?

jobactive is an Australian Government scheme introduced in 2015, aiming to connect job seekers with employers, providing Tailored support for job seekers.

What is DES?

Through Disability Employment Services, people with disability, injury or health condition may be able to receive assistance to prepare for, find and keep a job.

This new footprint gave Help Employment and Training the ability to establish services in new areas and to build not only a network of employers, but also a market share of job seekers and a brand to prepare for the growth and new world of Choice and Control.

In 2018 HELP tendered for its existing footprint for Disability Employment Services, as well as expansion into new geographic areas including Sunshine Coast and Toowoomba. The bid was successful, and increased the delivery of Disability Employment Services to 44 sites in southeast Queensland.

Tyrone's story: Supporting his family and working hard for their future

As a job seeker, Tyrone was helped by Help Employment Services to attain his goal of sustainable employment in 2014. Learning and practicing techniques for interview, body language, presentation and effective communication gave Tyrone the skills and confidence he needed – and he got the job! Tyrone began work as a storeman at the AMart Warehouse, allowing him to independently support his family as a proud young family man, working hard and living his dreams.

Tyrone at work at AMart Warehouse

Skills training

Trainer Michael Toumazou assists student Dale Beetham at the Help Enterprises Skills Training Centre. Michael developed a number of new training courses relating to warehouse and forklift operations, and construction induction.

Trainer Michael Toumazou with student Dale Beetham, c2005

Building on its formal registration as a training provider in 1995, in 2010 HELP won the Queensland Government's Training Award for best Small Training Provider of the Year.

Further accolades on the national stage would follow. The Help Training Institute won the 2013 Small Training Provider of the Year Award at the Australian Training Awards – recognition of its outstanding commitment to the provision of nationally recognised training. By 2013 HELP was placing approximately 70 per cent of these trainees in the workforce, and was training students to industry standards at a range of locations from Toowong to Bribie Island.

Training in progress

Small Training Provider of the Year Award, 2013

The Small Training Provider of the Year Award recognises a registered training organisation that has demonstrated outstanding achievement in all aspects of the delivery of vocational education and training.

"Being named Small Training Provider of the Year will make a huge difference to Help Enterprises," Help Enterprises' Stacey Turnbull said.

"We are a small not-for-profit that flies under the radar, so to get this recognition will be absolutely incredible.

"We will be able to reach more employers and more people with disabilities who need training to find employment.

"The Australian Training Awards are incredibly important for organisations like ours, registered training organisations, it offers up new opportunities, new avenues, people know who we are."

The organisation partners with employers and invests in infrastructure and technology to ensure students graduate with the best chance of succeeding. Trainers with skill-specific qualifications are employed while training is customised.

The group targets blossoming industries such as tourism and transport logistics to ensure the greatest success for students.

Once workers are placed, Help Enterprises' field officers check on their progress and provide guidance.

From December 2014 training activities expanded when the Help Training Truck hit the road. The truck visited four schools (Glenala, Tullawong and Kedron State High Schools, and Brisbane Bayside State College) bringing practical activities to the schools as a part of delivering Certificate II Automotive Servicing Technology to students in years 10 to 12.

The HELP Training Truck was a drawcard at training and employment expos

In 2017 Help Enterprises received another accolade when it was awarded Queensland's inaugural Community Training Initiative of the Year for its HELP2YouthSuccess program. This award, for the metropolitan region, recognises outstanding assistance by a community-based not-for-profit organisation to Queenslanders to gain the skills, experience and vocational education and training qualifications required to enter and stay in the workplace.

A place to call home

In partnership with Queensland's Department of Communities, Help Enterprises entered the housing business in 2010 when a large, five-bedroom, five-bathroom house was constructed in Cribb Avenue, Mitchelton to provide independent living for four people with disability, along with accommodation for a carer. Help Enterprises would be the landlord, and support services were provided by Open Minds. The residents were settled in time to enjoy their first Christmas in their brand new digs and plans were being made to build more accommodation in a variety of designs.

Approval from the State Government was received in 2012/13 to develop a small parcel of land at Mitchelton to provide six more purpose-built homes (two five-bedroom houses plus four villas) for 20 people with disability. Thanks to a grant of $250,000 from the Lord Mayor's Charitable Trust, the fundraising activities of FoundationH, and generous support from Harridan Constructions, after some lengthy delays, construction began in January 2016.

Turning the sod, David Melloy from Help Enterprises, Lady Mayoress, Lord Mayor and Wade Mellish from Harridan

Five bedroom house at Mitchelton

These modern homes, completed in June 2017 and occupied from the October, provide a safe, comfortable, independent lifestyle for residents, while also catering to a range of disabilities and providing access to skills programs and social activities at HELP's Mitchelton Hub.

The new Mitchelton houses were officially opened on 11 October 2017. Former Chairman Anthony Wetmore, Lord Mayor Graham Quirk, Lady Mayoress Anne Quirk and Managing Director Kerry Browne

FoundationH

The Help Enterprises Foundation ("FoundationH") was launched in July 2013. Its role was conceived as funding projects that provide important social infrastructure to support the accommodation needs and better service delivery for people with disability. The Foundation was the recipient of the grant from the Lord Mayor's Charitable Trust for construction of the Mitchelton housing. In 2018, the FoundationH name was retired, with all activity to continue under the Help Enterprises banner.

Manufacturing yet more growth

On 8 March 2013 HELP acquired the small, Stafford-based business Traditional and Malibu Awnings, suppliers to the trade and domestic markets. The manufacture, supply and installation of powder-coated aluminium fences, gates, awnings, balustrades and privacy screens was shifted to Eagle Farm. By 2016 this product range had been rebranded ShadeSafe, and security doors and window screens were also being manufactured.

Aluminium privacy screens. Photo courtesy Mosaic

In an effort to streamline manufacturing processes, improve productivity and remain competitive, in 2014/15 the manufacturing division reorganised itself along process lines, replacing its historical organisation by product or brand. Teams of welders, cutters, assemblers, powder-coaters, detailers, installers and general hands would work on whatever products required those specific skills or work processes. Thanks also to computer-controlled cutting and further automation, by 2018 MailSafe was turning out 5000 letterboxes a month, compared with around 800 a month in 2000.

Supply Chain Services

Supply Chain Services provides essential third-party logistics including warehousing in partnership with the customers' businesses. Supply Chain Services does not market or sell its own products but instead, offers services, assembly processes and warehouse capacity. Workers may receive and unload containers for a customer and warehouse those products, or assemble products for another, or manufacture and distribute products for someone else.

These services have a long history at HELP, beginning as packaging and assembly work. In 2007, after meeting strict quality assurance standards, Help Enterprises Business Services secured a major contract with Qantas, packing flight cutlery and associated goods.

John Matthews and Janelle Callen cleaning cutlery for QANTAS

From around 2010 the packaging and assembly business began their transition to an integrated Supply Chain Services business. A 1200m² warehouse was leased to accommodate growth in this business on a trial basis.

In October 2012 the first stage of a new $4.2 million Eagle Farm home was completed for Supply Chain Services, and another $1 million warehouse was constructed there in late 2013. "Shed 6" added another 7200m³ of warehouse space and by mid 2014 was already fully utilised.

Ross, Matthew and Darren – always time for a smile in Supply Chain Services

The merger with MACH1 in June 2014 added two new sites, at Sunnybank Hills and Ipswich, to HELP's Supply Chain Services.

Food processing at Sunnybank

Craig's story: It is good working with HELP

Craig Sheppard started work at HELP at 15 years of age. Then the work, located in just one building on Fison Avenue, included assembling and packing plastic pegs, and packaging dates, brown sugar and dog food. After working for HELP for 36 years (but who's counting?), Craig still enjoys the work, gets on well with all, and loves attending the annual Christmas party.

Craig with his parents, Sally and Jeff

A new Supply Chain Services contract in 2016 with Cedar Sales saw employees at Ipswich cutting, processing, warehousing and despatching timber. Installation of equipment including band and docking saws allowed further contracts to be taken on. In August 2017, construction of an additional warehouse and distribution facilities commenced, and was completed in 2018. A further 2500m^2 warehouse was purchased in Crestmead at Logan in 2018.

Supply Chain Services outgrew its space at Eagle Farm so the decision was made to replicate the successful model on the south side of Brisbane to service the southern and western industrial corridors. The new 2500m^2 warehouse in McCotter Street, Acacia Ridge was purchased from Bunnings and opened in December 2015

Chris cutting timber at Ipswich

The new Ipswich Warehouse opened in 2018 in Pound Street

Fison Food Factory

In 2013 the former administration block on Fison Avenue East, Eagle Farm was transformed into a training centre for hospitality and commercial cookery training, and the attached Fison Food Factory café. Eagle Farm staff, numbering over 230, could purchase nutritious and affordable meals, and workers from surrounding Trade Coast businesses quickly decided that the Fison Food Factory offered good, healthy value.

Staff enjoying a coffee in the Fison Food Factory

Disability support

Support for the individuals and families associated with Disability Support Services was delivered as close to their own communities as possible, using suburban "hubs" as a central point for connection. Expanding the footprint of Disability Support Services beyond their established hubs at Mitchelton and Carole Park, in March 2014 HELP bought a restored Baptist Church in Wynnum West to become a community hub for supporting families in the Wynnum and Manly area.

The Hub in Wynnum West

Spreading wings

The Defence Administrative Assistance Program (DAAP) was set up between HELP and the Department of Defence to provide a supported workforce embedded within Defence establishments. The DAAP team began a pilot program in September 2014. Eleven workers plus a HELP support worker were rostered at the Gallipoli Barracks, Enoggera to file, shred, do mail-outs, compile information packs, scan hardcopy files to electronic records, transfer electronic promotional material to USB sticks, and perform any other administrative tasks required. Team members also stocked and audited field medical kits, audited and filed medical records, attended to reception, answered phones, and looked after book returns in libraries. Such was the success of the program and the positive feedback received by the DAAP workers from the staff at Gallipoli Barracks that the initial 12-month contract was renewed for a further three years and the Enoggera team doubled in size.

A team was also installed at Amberley Air Base, and another at Lavarack Barracks, Townsville in October 2016, signalling HELP's first presence in North Queensland and bringing the total number of participants in the scheme to 30. The team at Lavarack Barracks would be HELP's first participants involved in the National Disability Insurance Scheme. Further expansion to Robertson Barracks in Darwin from May 2017 added another ten people to the DAAP team.

Growing via mergers

The years leading up to HELP's 50th anniversary saw a number of acquisitions of businesses and organisations. These have yielded economies of scale in professional program management, provision of high levels of support when needed, and even operating an internal transport network allowing participants to experience more variety and expand their horizons. Mergers also resulted in HELP accessing new areas, both geographically and service type.

While the Australian history of financially-motivated mergers and acquisitions over the past several decades saw its share of poor outcomes, HELP's expansion was rather more successful.

Mergers such as those with Mach1 and KALP signalled a subtle shift in HELP's direction, which would see it more directly involved in providing employment for people with disability and offering a more diverse support program. These two mergers alone doubled the numbers of supported employees.

Kingfisher Adult Learning Program

Kingfisher Adult Learning Programs (KALP), based at Geebung and Ascot, offered disability support services to school leavers and their families. After its merger with HELP in 2014, KALP became an integral part of Disability Support Services.

MACH1 Australia

Mach1 was an Australian Disability Enterprise based at Sunnybank Hills on Brisbane's Southside, and at Ipswich. Merged with HELP in June 2014, it employed a large team, including 95 people with disability, expected to fit well with HELP's existing Supply Chain Services business. Mach1 also had a house at Sunnybank, which added to the housing stock HELP made available to people with disability.

Ben, Kitty and Peter enjoying their art at Sunnybank

Select Lifestyle Services

In February 2016, HELP acquired Select Lifestyle Services, adding two additional service hubs at Scarborough and Kallangur, opening the opportunity for increased day support and overnight respite. This also expanded the range of the service offerings to include transition from school to work, post-school services, and in-home support.

Red Cross' Australian Disability Enterprise

HELP acquired the Australian Disability Enterprise (ADE) business services of Australian Red Cross in Bowen Hills and Gympie in October 2016. HELP was able to offer the 126 supported staff at Red Cross Business Services a more secure and sustainable future in HELP's Supply Chain Services at Acacia Ridge, Eagle Farm, Gympie, Ipswich and Sunnybank Hills. This acquisition took the total number of HELP employees with disability to over 370.

Aarav and Bundy at the McIntyre Centre

McIntyre Centre Riding for Disabled

In 1964, June and Peter McIntyre initiated Australia's first horse riding program for people with disability, operating at their 42-acre "Gwandalan" on the outskirts of Kenmore. Four years later the Pony Riding for the Disabled Association was formed. Outgrowing the McIntyre's property, in 1973 the Association moved to a 40-acre site in Pinjarra Hills on the corner of Moggill and Mount Crosby Roads, running equestrian based programs for young people with disability.

On 30th June 2017 the McIntyre Centre merged with Help Enterprises and now operates as a valued service of Help Disability Care. Jankees van der Have, former McIntyre Centre Chief Executive Officer was appointed a Director of Help Enterprises. The merger provides the long-term stability to ensure that horse riding for people with disability continues at McIntyre Centre for many years to come. Echoing its support for Help Industries, the Rotary Club of Brisbane also supported the McIntyre Centre, in 1980/81 donating $5000 to assist with maintenance and operating costs.

Further increasing HELP's services to Brisbane's western suburbs, in March 2019 HELP acquired a site close to the McIntyre Centre for a new disability support hub which includes short-term accommodation in a farm-stay environment.

Allamanda community housing

In May 1994 Jacqueline and Neil Davie AO created the incorporated organisation, Allamanda Autistic Adult Accommodation Association (AAAAA) to provide an appropriate home in the community for their son, Nicholas. Funded by the Queensland Government's Department of Housing, the enterprise grew from four homes completed in 1997, one of which Nicholas occupied with others, to fifteen houses completed by 2015, accommodating a total of 34 tenants. Each house has been specially designed to offer affordable housing to its target group of adults with Autism Spectrum Disorder and similar challenging behaviours.

In May 2018 AAAAA was officially amalgamated with Help Enterprises. The amalgamation, branded Allamanda Disability Housing, increased HELP's housing portfolio to 25 houses supporting 75 people who live with disability.

Chardae hanging out her washing

CHAPTER EIGHT

HELP 50 YEARS ON

HELP is a social enterprise that exists to enhance the lifestyle and independence of people with disability... Here at HELP we don't just care *for* people with disability, we care *about* them.

Kerry Browne, Managing Director, 2018

25 July 2018 marked the 50th anniversary of the registration of Help Industries Limited as an Australian public company. It had been a long road from those beginnings, inspired by a visiting American, conceived by a group of Brisbane Rotarians, and brought to fruition through the hard work, dedication, imagination and compassion of many supporters and staff members.

And HELP wasn't resting on its laurels – in June 2018 plans were announced for a $3.3 million Disability Employment and Skills Hub and Supply Chain Services business in Logan City, supported by a $1 million contribution by Hand Heart Pocket, the charity of Freemasons Queensland – the largest donation ever received by HELP. The facility will empower students with disability in the Brisbane Bayside, Logan City and Brisbane's southside to transition into meaningful employment by the time they finish high school. The 2500m² Supply Chain Services facility provides valuable work experience and permanent supported employment for up to 100 people with disability.

Announcement of the partnership with Hand Heart Pocket

Help Enterprises in 2018

As HELP embarked on its second half century, its operations comprised three divisions – Commercial Operations, Employment and Training, and Help Disability Care (the rebranded Disability Support Services).

We provide the supportive environment needed for people with disability to develop their life, work and social skills.

Dianne Avenell, Executive General Manager Organisation Development

The Commercial Operations portfolio incorporates all the HELP enterprises that operate in a competitive commercial sphere. Not only do these businesses provide direct employment for people with disability within a fully integrated workforce, but they also provide the operating surpluses that fund the organisation's support functions.

Manufacturing of MailSafe, BinSafe, GarageSafe and ShadeSafe branded products is undertaken at Eagle Farm. Supply Chain Services operates out of a number of locations – Eagle Farm, Acacia Ridge, Sunnybank Hills, Ipswich, Gympie and Crestmead. The Fison Food Factory at Eagle Farm operates as a commercial café and catering business, and the Oxford Park Nursery wholesales plants.

Jasmine and Nataly at the North Lakes Employment Office

A growth area for HELP, Employment and Training now operates from 44 offices and combines support for job seekers in the open market, specialising in diversity and disability employment. Such support ranges from specific job skills to more general, albeit essential, life skills such as budgeting, resume writing and interview skills – whatever it takes to place people into meaningful employment and then support them to stay there. The Help Training Institute at Eagle Farm offers easy access to job seekers and potential employers.

> I am really proud to work for Help and support people into meaningful work. People with disability just want to be like everyone else. They want to contribute. It empowers them.

Matthew Knight, Employment Consultant

Help Disability Care includes the employee support function within HELP's commercial businesses. Service hubs at Mitchelton, Wynnum West, Sunnybank Hills, Geebung, Ascot, Scarborough, Kallangur and Ipswich bring services closer to participants and their families and local communities.

> I have a really positive perception of HELP. It's a well organised and run organisation. It's sustainable, not reliant on government funding. I respect and like those aspects.

Lachlan McFarlane, parent of a Wynnum Hub participant

Help Disability Care's offerings include Life Planning, Post School Pathways, in-home and respite support, accommodation, the Defence Administration Assistance Program, and the programs offered by the McIntyre Centre.

Kenny, Andrew and Carly at Oxford Park Nursery

Generous contributors

During the five decades since July 1968, many people have served on the Board of HELP, giving generously of their time and expertise to enhance the lives of those with disability. HELP owes a debt of gratitude to these Directors.

Tony Adams	Geoffrey Galt	Catherine Miller	Helen Skippen
Rupert Atkinson	Clarence Garnsworthy	Bertie Milliner	Erwin Spork
Ross Beasley	August Gehrmann	Lester Moran	Anthony Stratigos
Wallace Best	Andrew Gibson	Beryce Nelson	Edric Summerson
Archibald Blackman	Jamie Harris	Donald Nicol	Derek Thomson
Kerry Browne	Rodney Hart	Roderick O'Loan	Bertram Tunley
Garry Butler	John Heales	Arthur Petfield	Jankees van der Have
David Colenso	Phillip Hourigan	David Picking	Belinda Watton
Thomas Conway	Desmond Knight	Leo Power	Anthony Wetmore
Arthur Crawford	Yvonne Levien	Susan Purdon	Brian White
Andrew Crooke	Peter Livingstone	George Purdy	Rodney White
John Edgerton	Dermot Lynch	Geoffrey Rodgers	Ross Wilding
Charles Edwards	Barnaby Lyne	William Rudder	Cecil Williams
Megan Elliott	Douglas Mabbett	James See	Graham Yates
David French	Wallace McAlpine	William Sharpe	

Celebrating that significant birthday

A flagship event was held at Howard Smith Wharves on 28th February 2019 to commemorate HELP's 50th anniversary, with representatives from government, politicians, staff and the wider community in attendance. The Story Bridge was lit up in HELP's colour red in celebration.

As Help Enterprises enters its second half century, it continues to develop and innovate to meet the demands of its ever-expanding workforce and to support and enhance the lifestyle and independence of people with disability.

HELP's 50th anniversary gala event

FOCUS ON THE NOW TO SECURE OUR FUTURE

A message from our Managing Director, Kerry Browne

Our organisation has at its very heart, wonderful people … staff, volunteers, our loyal customers and our community.

From humble beginnings as a Sheltered Workshop at Eagle Farm, through the efforts of all those who have worked and volunteered at HELP over the years, we have grown into the incredibly diverse organisation that we are today. Throughout the years the organisation has managed to stay true to our Founders' objective which can best be expressed through our mission "to enhance the lifestyle and independence of people with disability".

Almost from the day I started at Help Enterprises in 2008, it became clear that we needed to make a conscious decision to treat staff with disability on an equal basis – we needed to treat them as valued employees and recognised that we needed to see them and they needed to see themselves, like everyone else in the workplace. At that time there appeared to be limited opportunity for people with disability to improve their skills and a lack of connection between their job to a product or service in the community.

We set about focussing the organisation on changing this and today we deliver that promise through modern and competitive businesses that directly employ over 350 staff who live with disability, and through helping thousands of people find and maintain meaningful employment over the years.

Excitingly, we celebrate our 50th Anniversary by being granted a $1million Flagship Donation from Hand Heart Pocket, the charity of Freemasons Queensland, which has enabled us to open a new Supply Chain Services Distribution Centre and Disability Support Hub at Crestmead, that will have the capacity to employ an additional 100 people with disability.

> Every day we support hundreds of people with disability through our ever-growing network of community-based Disability Support Hubs and we now provide housing sufficient to support some 75 people with disability.

HELP is now in a financially stable position and thus able to continue to honour its commitment to participants and residents long-term. By 2020 we aim to increase the number of people to whom we deliver services to over 1000. Supported by our commercial businesses which will continue to create a trading surplus sufficient to support the necessary increase in the social infrastructure required to do so.

There is much to be proud of but in these ever-changing times, we need to remain focused on the 'here and now' and with a clear eye on the future, continue to grow our capacity to support people in need.

Lisa, Supervisor Paola, Andrius, Keiran and Ruth enjoy working together at Eagle Farm

Proving the robustness of our model, in our 50th year, we have in excess of 1000 staff and volunteers, helped almost 6000 people into employment, have a balance sheet of $35 million and a revenue base in excess of $50 million. A long way from where we started.

As the current custodians, the Board and Management acknowledge the great contribution of all those who have helped to create this wonderful organisation and we are very proud to be leading this purposeful and enterprising organisation at this point in its history. My role as Managing Director has given me tremendous satisfaction over the past 10 years as I watched our staff build confidence, increase their network of friends and engage in meaningful work.

I believe Help Enterprises is well positioned to deliver ongoing success for many years to come by continuing to strike the right balance between its commercial enterprise and disability care and continue to positively impact many people's lives.

We thank you for your support.

Kerry Browne
Managing Director

HELP'S JOURNEY AT A GLANCE

A snapshot of some of the more significant milestones from the past 50 years.

March 1966	The idea of a Sheltered workshop project of The Rotary Club of Brisbane resulted from a visit to Australia by Dr Trevethan of Goodwill Industries, USA
1967	Rotary Club of Brisbane's "Year of Initiation" project decided to investigate concept of a sheltered workshop
1968	Rotary Club of Brisbane raised over $100,000 with community support, to fund a sheltered workshop project
March 1968	Negotiations initiated with State Government to purchase land at Hamilton Industrial Estate, Eagle Farm
25 July 1968	Help Industries registered as a not-for-profit, company limited by guarantee
26 July 1968	First Directors of Help Industries appointed, chaired (to 1985) by Wallace Best
23 September 1968	Pilot sheltered workshop commenced at Rosemount Hospital with six employees, growing to 30 within nine weeks
May 1971	Construction at Fison Avenue, Eagle Farm commenced: administration building and a 1000m^2 workshop
October 1971	All operations and the 50 employees transferred from Rosemount to completed premises in Fison Avenue
24 February 1972	Help Industries workshop at Eagle Farm officially opened by Queensland Governor Sir Alan Mansfield
1976	Tennis court and BBQ area were provided by the Hamilton Rotary Club
1983	Construction of first Gateway Bridge commenced
1986	*Disability Act* changed to make services to people with disability more community based
1987	Eagle Farm had expanded to three sheds: general, engineering and woodwork
1988	Rand Plastics was acquired, making plastic sheeting and plastic bags
1988-1990	Max Stegman and HELP registered several patents for the Pegman machine
1991-1992	Operations restructured from helping people in a sheltered workshop environment, to include providing employment opportunities and industry-based skills training
1992	Engineering department (except MailSafe) and woodworking business both sold as part of restructure
May 1992	Company name changed from Help Industries to HILCOM
June 1992	First Network Employment Services office opened at Toombul Shoppingtown
October 1995	Company renamed Help Enterprises Limited
1996	Skills Training Centre launched, offering pre-vocational training for people with disability and disadvantaged job seekers
1997	Plans began with local MP Rod Welford to start the Mitchelton hub
2000	3000m^2 of nursery beds constructed at Eagle Farm site to deliver work experience pathways and training opportunities for young people with disability
2001	Rand Plastics sold to QIS Packaging
2002	10 acres purchased at Mitchelton on former Grovely TAFE site
2003	New MailSafe range was introduced
October 2003	Helpwest Skills Training Centre and wholesale nursery built at Mitchelton
2005	A second training building constructed at Mitchelton, including a commercial kitchen, bathroom, bedroom and laundry facilities to deliver life skills to participants
2008	Sheds at Eagle Farm expanded

May 2008	A new building purchased at Nundah and fitted out to deliver a range of accredited training and act as the main centre for delivering disability employment services
2010	Oxford Park Nursery trading name adopted
October 2012	$4.2 million new warehouse and Centre for Excellence in Transport & Logistics Training and Administration Building completed at Eagle Farm
April 2013	HELP acquired Traditional & Malibu Awnings
2013	Former Administration Building at Eagle Farm renovated into the Fison Food Factory as a café and hospitality training centre
March 2014	Acquisition of a property in Wynnum West as a new disability hub
June 2014	Merger with Kingfisher Adult Learning Programs (KALP) based at Geebung and Ascot delivering disability services
June 2014	Merger with MACH 1 Australia with two additional sites delivering disability support at Sunnybank Hills and Ipswich
2015	Defence Administrative Assistance Program (DAAP) established to provide a supported workforce embedded within Defence establishments
July 2015	Help commenced delivery of jobactive employment services across 31 sites in Somerset, Brisbane South East and Gold Coast regions
December 2015	New 2500m^2 Acacia Ridge Supply Chain Services warehouse opened
2016	New Administration Building opened at Curtin Avenue East, Eagle Farm
February 2016	HELP acquired Select Lifestyle Services adding service hubs at Scarborough and Kallangur
August 2016	HELP acquired Red Cross Business Services at Bowen Hills and Gympie
October 2016	DAAP expanded to Townsville, HELP's first presence in North Queensland
2017	Mitchelton housing project completed giving homes & greater independence for a further 20 people living with disability
2017	HELP's disability support rebranded Help Disability Care
2017	Ipswich premises doubles its capacity to include a Supply Chain Services business and disability support hub
January 2017	DAAP employees in Townsville became the first of HELP's participants involved in NDIS
April 2017	DAAP team established in Robertson Barracks, Darwin
June 2017	$250,000 grant for the Mitchelton Housing Project received from Lord Mayor's Charitable Trust
30 June 2017	Merger with the McIntyre Centre Riding for Disabled
October 2017	Brisbane Lord Mayor and Lady Mayoress Graham and Anne Quirk officially open the Mitchelton Housing Project
May 2018	Merger with Allamanda Autistic Adult Accommodation Association (AAAAA) and rebranded Allamanda Disability Housing
June 2018	Hand Heart Pocket (the charity of Freemasons Queensland) donates $1 million to assist with $3.3 million purchase of a new distribution centre and disability support hub at Logan City
25 July 2018	Help Enterprises Limited celebrates its 50th year anniversary

ACKNOWLEDGEMENTS

Help Enterprises holds some records pertaining to its history. Unfortunately, there are some large gaps in the archival record, partly due to water damage of many stored corporate records in the early to mid-1990s. Despite these regrettable losses, researching and writing the history of HELP has been a fascinating and enlightening journey. Many people assisted in the documenting of the story of HELP and other sources from within and outside the organisation fleshed out the story.

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People
In some parts of this history the words of interviewees and informants have been used verbatim, or nearly so. All listed here contributed information which fleshed out the story of the organisation – thank you for your assistance in painting a picture of Help Enterprises over five decades.

Interviews and photographs
Nunzia Confessore, David Melloy, Elaine Parker and Megan Cairney.

Interviewees and informants
Dianne Avenell, Executive General Manager Organisation Development, Help Enterprises

Ross Bauer, HELP Production Assistant

Gordon Bevis, HELP Production Assistant

Wallace Bishop, Rotary Club of Brisbane member & former President

Lance Brett, HELP Production Assistant

Allan Bullock, HELP Powder Coater

Garry Butler, Chairman Help Enterprises

Nunzia Confessore, Executive General Manager Innovation & Growth, Help Enterprises

Marty Elliott, Maintenance Officer, Help Enterprises

Kelly Fels, Quality & Compliance Manager, Help Disability Care

Rod Hart, Property Development & Property Maintenance Manager, Help Enterprises

Matthew Knight, Employment Consultant, Help Enterprises

Maureen La Caze, former Company Secretary

Paul Logan, HELP Production Assistant

Colleen & Evan Maloney, parents of Mitchelton Hub participant Tim Maloney

Lachlan McFarlane, parent of Wynnum Hub participant William McFarlane

Louise Morton, parent

Dush Munasinghe, Production Supervisor, Help Enterprises

Maurizio Piazza, Employment Consultant, Help Enterprises

Craig Sheppard, HELP Production Assistant, and parents Sally & Jeff Sheppard

Michael Toumazou, Safety, Health and Environment Coordinator, Help Enterprises

Jankees van der Have, Director Help Enterprises

Rod Welford, former MP and State Minister & parent of HELP Production Assistant, Lisa Welford

Anthony Wetmore, former Director and Chairman Help Enterprises

Graham Yates, past Director Help Enterprises.

Images
Unless otherwise acknowledged, all images have been sourced from the internal files and collections of Help Enterprises. HELP acknowledges and appreciates the donations of photographs from staff and supporters, and the work by Maureen La Caze in identifying many of the people and events pictured.

If you believe an image of yours has been used without acknowledgement, please contact HELP so that it may be updated for future editions.

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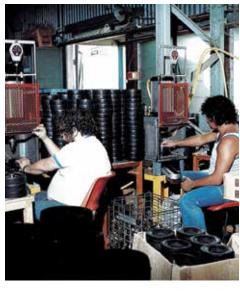
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Telling Brisbane's Best Kept Secret

Stories of HELPing people with disability for 50 years

A HISTORY OF HELP relates some of the stories from the 50-year history of Help Enterprises and its people. From modest beginnings in a Brisbane workshop with one employee and six participants, Help Enterprises has expanded its reach across southeast Queensland, supporting people with disability into training, employment, and housing. During that time HELP and its staff, volunteers and participants met and overcame many challenges to become one of Queensland's largest employers of people with disability.

As it enters its second half century, Help Enterprises continues to meet the demands of an ever-expanding workforce, and to support and enhance the lifestyle and independence of people with disability.

HELP ENTERPRISES

HE083-0519