

There To Care AWARDS

*Celebrating excellence, respect,
compassion, and community.*



Matthew

Workforce Team Leader
Home Care Services

2025 First Quarter Award Recipient

Matthew has been awarded the Quarterly There to Care Award for the compassion he brings to every part of his role.

Since joining Helping Hand less than a year ago, Matthew has made a strong impression—not only for his professionalism, but for the care and respect he shows to both clients and colleagues.

“It’s not just a job—it’s a community,” Matthew says. “Helping Hand is an organisation that truly values people. That culture of care is something I see in every team member, every day.”

In his role, Matthew helps coordinate the many moving parts that support home services—working closely with his team to ensure smooth operations, safe care, and meaningful outcomes for clients.

“Whether it’s a frontline worker or someone in scheduling, we all lean on each other. It’s not just about KPIs—it’s about people,” he says.

Matthew is also passionate about celebrating the everyday moments of kindness he hears about—whether it’s a colleague providing first aid or going the extra mile for a client.

“It’s important those moments are shared. Recognition matters—it lifts the team and reminds us why we do what we do.”

While he wasn’t expecting the award, Matthew says the recognition means a lot.

“I’m not usually one for accolades, but I was really touched. It’s all about that village mentality—supporting each other to be our best for the people we care for.”

Thanks Matthew for being there to care.

There To Care Awards focus on celebrating our values of excellence, respect, compassion and community, helping us to celebrate the amazing work our people do every day.