



WHEN YOU NEED MORE THAN A FRIEND



**HELENE  
&  
GERRY**

@ OUR ENGAGEMENT

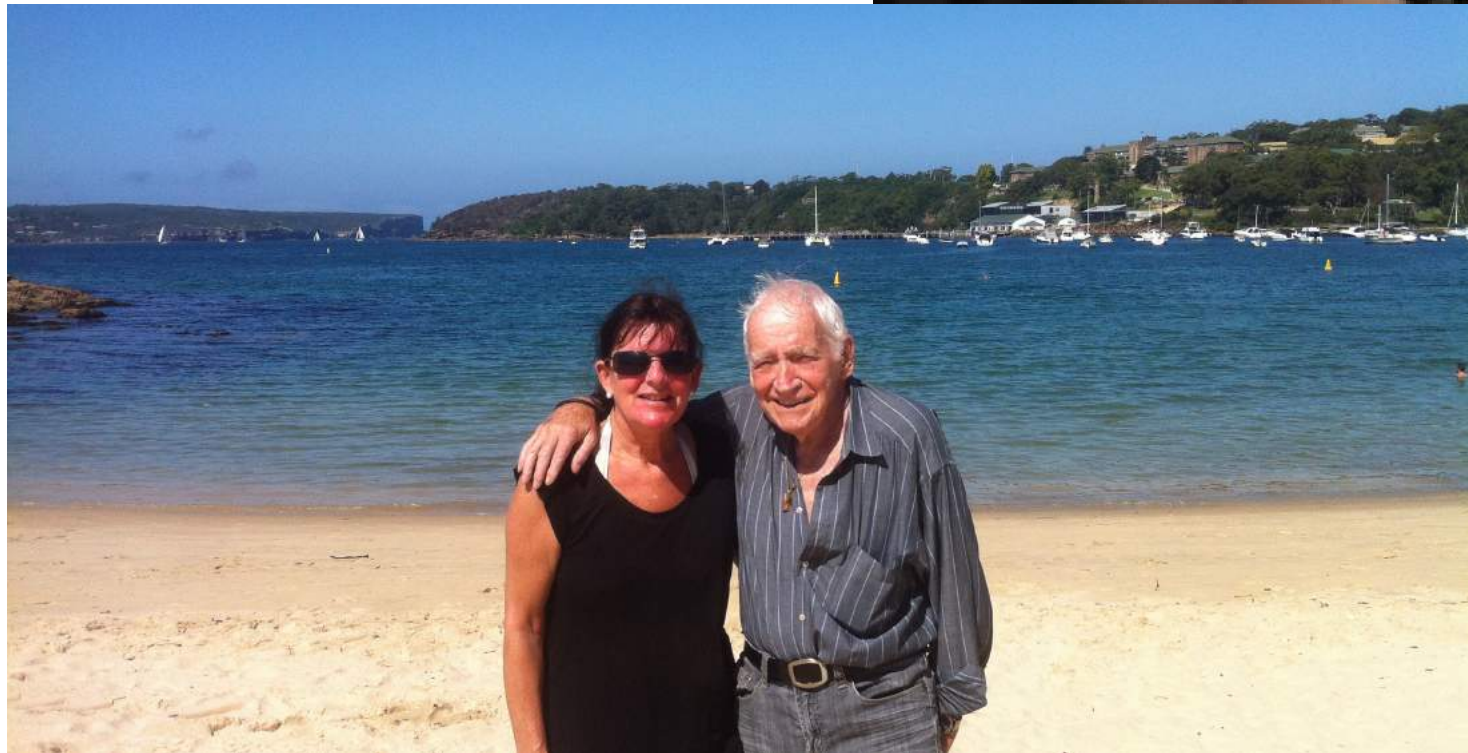
2015

# DESTINY

TO THE RESCUE!



@BALMORAL BEACH



# LONELINESS IS INCREASING



**Social Isolation**

60% of Australians often feel lonely

**43%**

**Not enough support workers**

Only 43% of Disability Service Providers are able to meet demand

**35%**

**of the workforce is under-utilised**



# A GLOBAL HUMAN PROBLEM

People with disabilities, elderly & mental illness

**AUSTRALIA**



**UK**



**GLOBAL**





# BUILDING ONGOING RELATIONSHIPS



## People in need

with disability, elderly, ill or injured

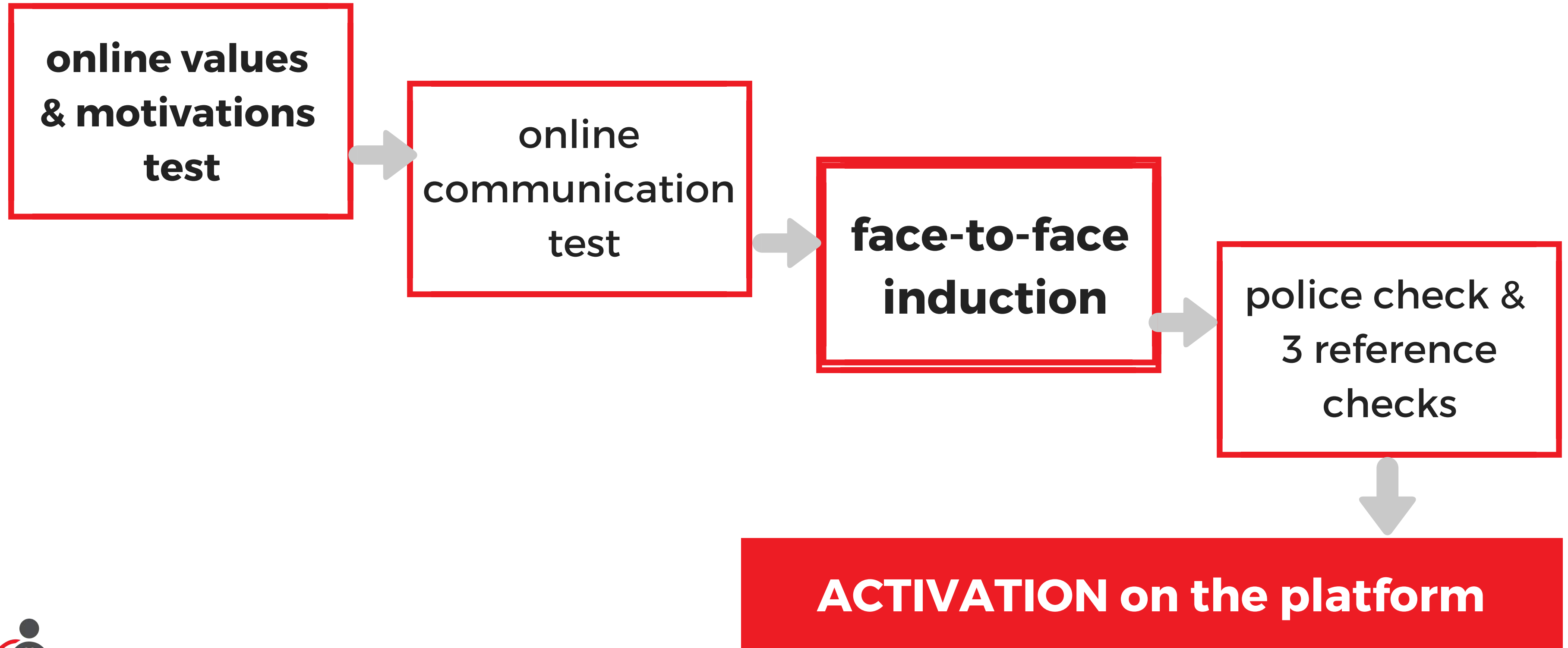


## Heroes

Enthusiastic, motivated, proactive & creative



# UNIQUE SCREENING PROCESS





# GET MATCHED

# &

# CHOOSE YOUR HERO

## Heroes in Wahoonga

We found 5 Heroes for you. Click on a photo to view the Heroes profile.

- Arts & Crafts
- Errands & Chores
- Fun & Games
- Going to Events
- Health & Wellbeing
- Meal Preparation
- Outdoor Pursuits
- Skills Training

[Refine Search](#) Only show Heroes with cars

Sandi D.



Wahoonga

Errands & Chores

Going to Events

Meal Preparation

Hero Has Car



Hello there lovely people. my name is Sandi 25 years old live

Hugo H.



Wahoonga

Hero Has Car



--- Availability: Weekends--- Hey There! My name's Hugo and I'd love to be your Hero! I...

[View profile...](#)

Jennifer v.



wahoonga

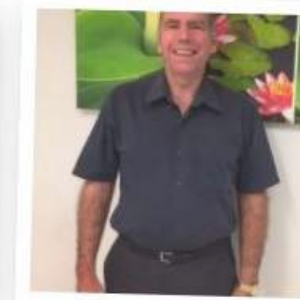
Hero Has Car



Hi I'm Jenny, I'm a 22 year old, passionate Christian and studying a bachelor of diagnostic...

[View profile...](#)

Geoffrey S.



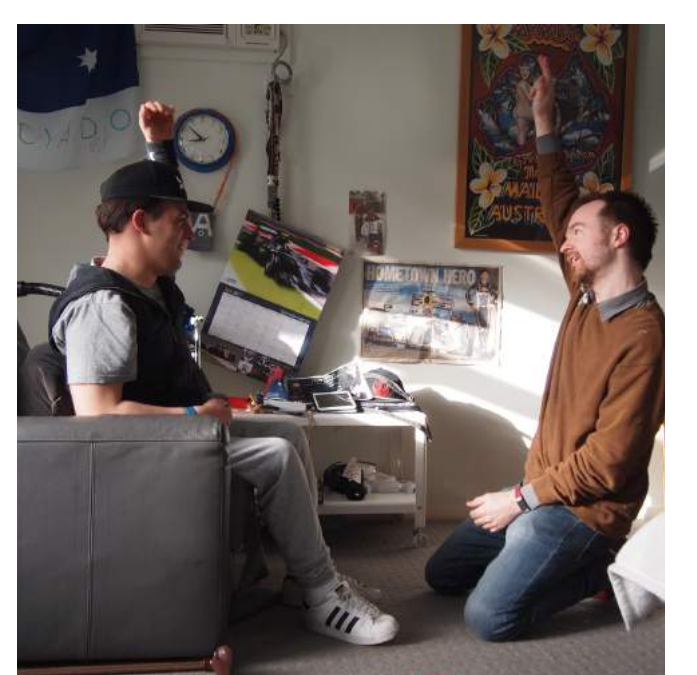
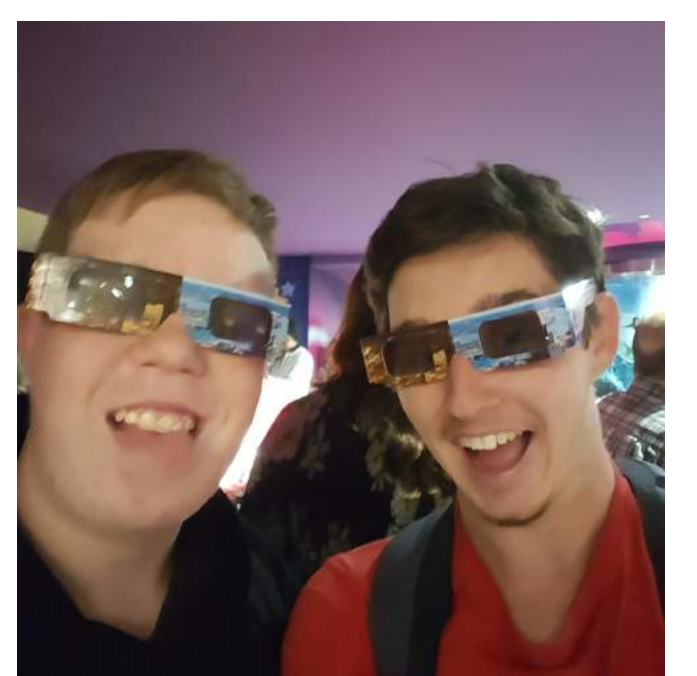
Wahoonga

Hero Has Car

Hi my name is Geoff I am hoping that I might be able to help you...

[View profile...](#)



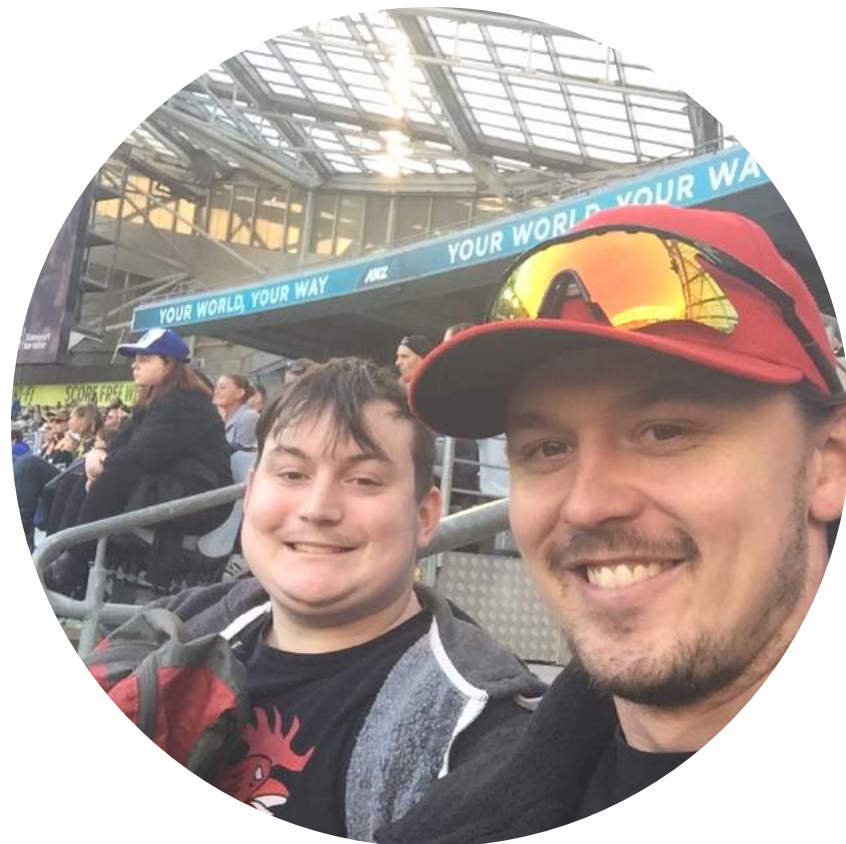






**93% repeat customers**

“



**Thanks for helping us create a meaningful and socially inclusive life for our son. You've provided real people options for real people!**

...

KAREN MARTIN

MOTHER OF MCLEAN WHO HAS AUTISM

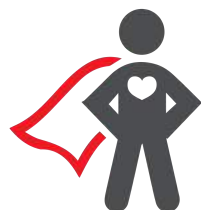
# MAKING SOCIAL INCLUSION ACCESSIBLE

> 7,500 Hero profiles created

Unique placement in the share economy

**Get paid to:**

1. Make a social impact in their community
2. Interesting & fun experiences





# OUR CUSTOMERS ARE STICKY

**93% repeat customer rate**  
**\$780 average monthly spend**

## **1. Find someone compatible for them**

Matching process

&

over 1,200 active Heroes

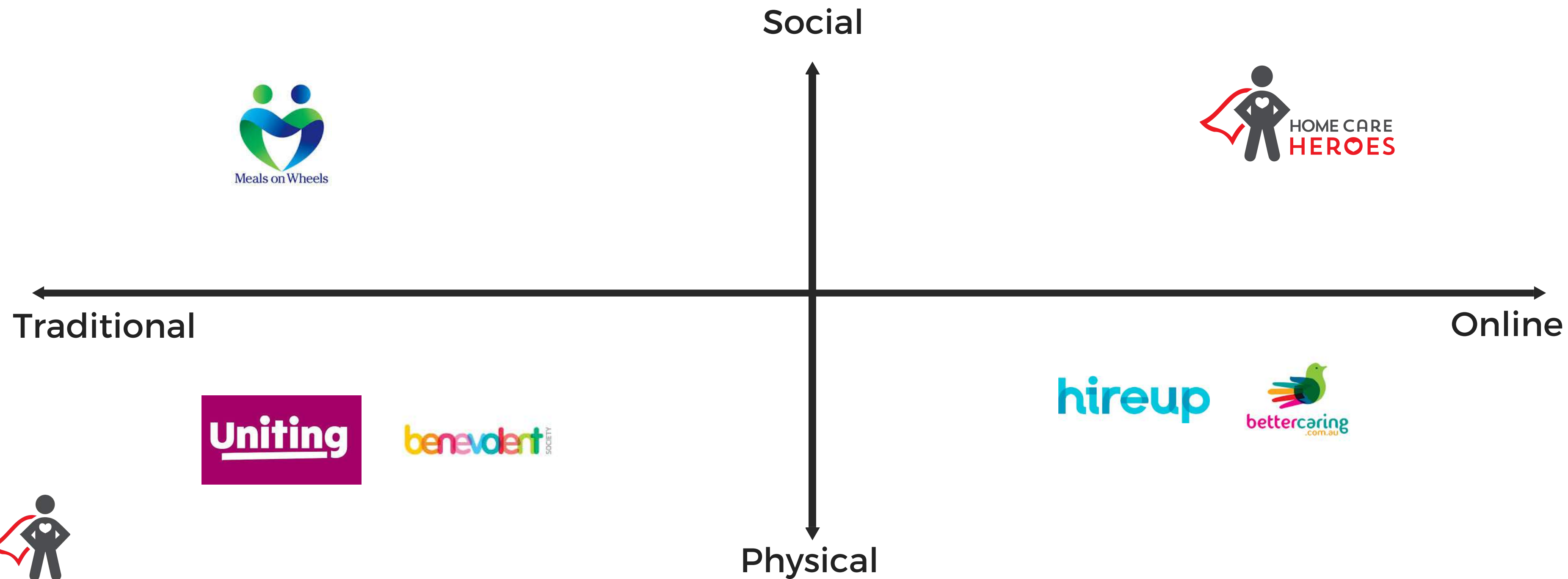
## **2. Simple, Easy & affordable**

Flat rate is 28% cheaper than  
competitors



# LEAVING MEDICAL CARE TO THE PROFESSIONALS

Focus on the emotional need to connect & belong in their communities



# SUSTAINABLE BUSINESS MODEL

We take a **22% fee** on each transaction

Customers pay \$35/hr & Heroes are paid \$27.30/hr



\$123



\$490m

**HCH BOOKINGS**

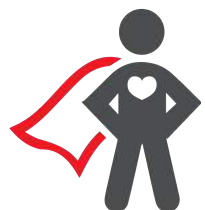
1.5% of Aus market/yr

**AVERAGE FEE**

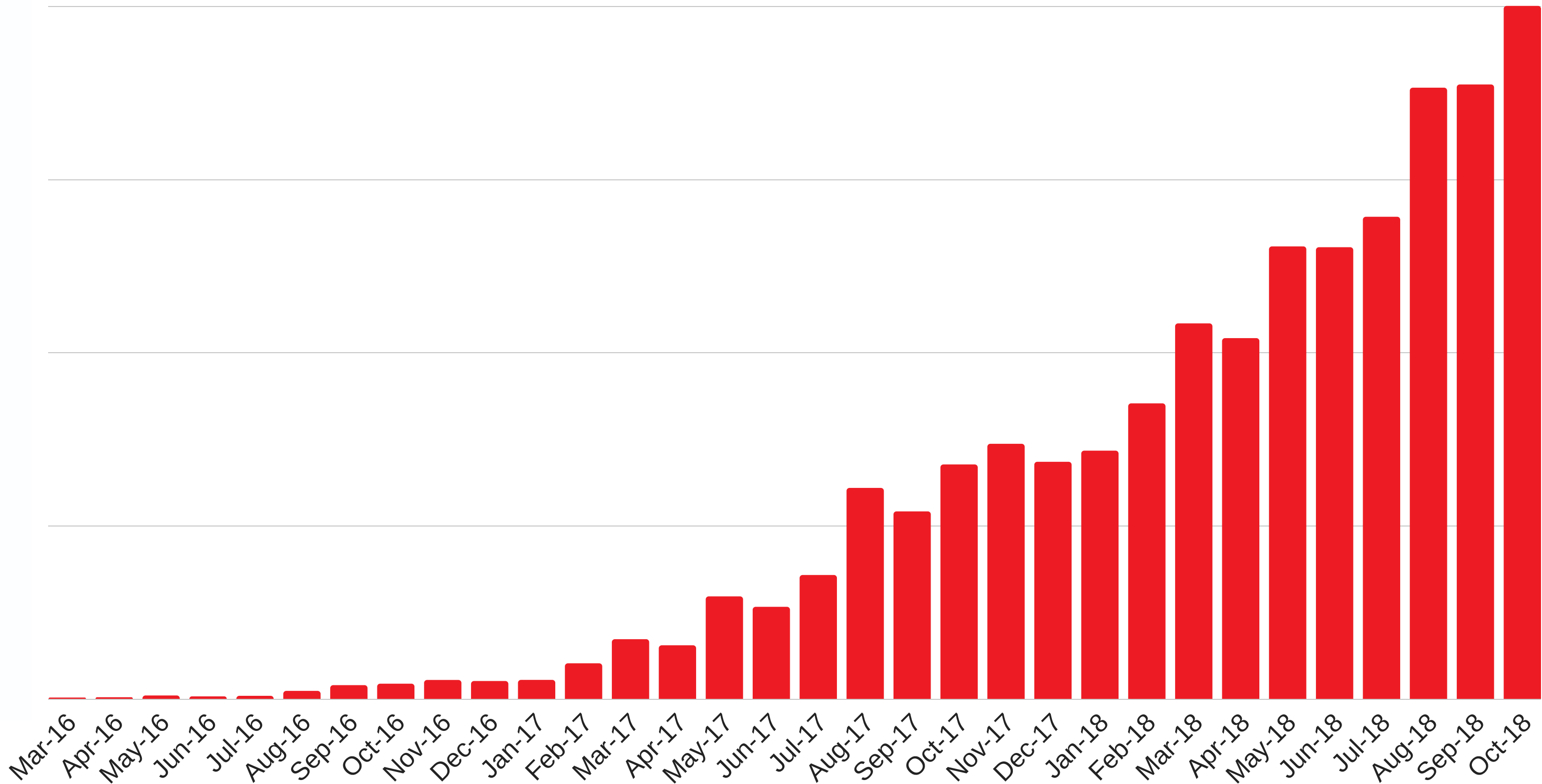
3.5 hours at \$35/hr

**GMV**

per year



# WE'RE GROWING!





# A PASSIONATE TEAM OF HUSTLERS



**JENNA LEO**

**CEO & Co-founder**

5+ years in business at  
MNCs



**MATHIEU BERTRAND**

**COO & Co-founder**

7+ years customer experience  
& workforce manager at CFS



**EMILY HALLAM**

**Head of Customer Success**

Founding team at Zova  
Fitness App



**HOWARD FRASER**

**Technology Lead**

18+ years software  
development experience



**CINDY TRAN**

**Growth Marketing**

3+ years in digital  
marketing



**CHLOE PADFIELD**

**Partnerships & Community**

Founding team at  
BNBbuddy, ex AWS



**ISHKA BLESS**

**Community Engagement**

3+ years in disability  
industry



**LOUISA JACA**

**Software Developer**

8+ years software  
development experience



**ANDREW LEONARD**

**Software Developer**

5 years in startup as a  
developer



# WORD IS GETTING OUT



# WHERE WE'RE HEADING



## 2016-17

NDIS approved  
Provider



Remarkable  
Accelerator



Awards



## 2018

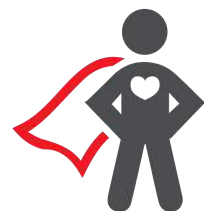
- Hero Academy launched - Youth Employment Innovation Challenge with the NSW govt
- Pilot partnership with New Horizons
- NSW expansion
- Nov - Mobile app for Heroes launched
- Own office

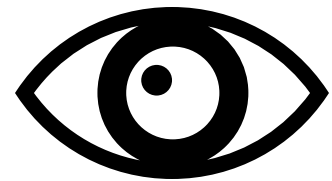
## 2019

- Remote City launch - Australian Capital City x 2
- Machine learning for onboarding and matching developed
- Mobile app for Members

## 2020

- International Remote City expansion (Asia, Europe or Canada)





## **VISION**

Our vision is to create stronger, more sustainable communities, where all people are equally valued, connected and cared for.



## **MISSION**

Our mission is to prevent social isolation and advance the wellbeing of the entire community by connecting our most vulnerable with caring companions.





# CONTACT US

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