



**DonorTec**  
Connecting Up Australia™

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## No Longer Disadvantaged



Heta Incorporated have been providing specialist support services for the community for over 30 years. Through the process of empowerment, Heta Incorporated aim to increase the valued participation of disadvantaged individuals in their community.

Heta Incorporated help the community through the provision of training, employment and support services with a focus on assisting the disadvantaged and disabled.

Over a short period of time Heta has experienced rapid growth and its staff numbers have grown from 20, to over 120 in just 3

years. Shane Wood, the IT Coordinator for Heta says "We had all this hardware that was out of date. We needed licenses to keep up with the times and to run our email systems. We had issues rising due to the amount of growth and our limited budget." That is where Donor Tec stepped in to help.

Having access to information and training resources are vital to Heta moving forward. Using current software certainly helps promote Heta's functionality and success. With generous donations made from Microsoft, Symantec and Cisco, Shane says "DonorTec's donating companies have helped us fill a very large gap with our software and this has really supported our growth."

The benefits reach far and wide. Heta provides services throughout SA and NT, including remote locations such as Katherine, Tennant Creek and Whyalla. Through DonorTec Microsoft, Symantec and Cisco have played an integral role in enabling Heta to create an effective, up-to-date working environment for all staff and participants across their various locations.

Shane says of the program "Our staff are now able to utilise a remote desktop which gives them access to emails as well as all of the files in the system. This applies to our many staff working from home, who travel or who may be on maternity leave."

"We're just really appreciative of the support that we can give to the community, and for being provided this service. For nonprofits and those who are financially under hardship it really allows us to concentrate on things like service delivery" says Shane. "It enables us to reallocate funds, otherwise spent on IT. In fact we just wouldn't have computer rooms for our participants at all - we just wouldn't have been able to afford it."