



Nundah Community Enterprise Co-Operative

2016

Outcomes Report (Calendar Year)

OVERVIEW

Nundah Community Enterprises Cooperative (NCEC) provides meaningful work for people with cognitive disabilities who were long-term unemployed, having fallen through gaps in the employment system. This is achieved through the establishment of employment generating businesses. NCEC measures its performance by the sustainability of its businesses (Espresso Train Café and NCEC Parks and Maintenance) and the quantity and quality of employment it creates. NCEC adopts a *depth* approach to social impact, creating employment for those whom the private market and funded government programs had been unable to assist. Our leadership is demonstrated in being finalists in each year of the Australian Social Enterprise Awards (2013-2016) winning best Australian Social Enterprise in 2015.

ENTERPRISE OUTCOMES

2016 saw a continued focus to improve business circumstances in our café and catering division. We are pleased to report 2015 and 2016 have been among our best, due in part to a renewed food and customer service focus and increased catering trade. The café was close again to a break even position in 2016.

NCEC Parks and Maintenance was again sustained by its own business operations and did not require external subsidy or subsidy from another part of the co-operative. 2016 also saw development of a new second Parks crew, creating employment for Skilling Queenslanders' program graduates. Parks 2 is also a going concern.

FINANCIAL OUTCOMES

	2015	2016
Total Income:	\$ 536,512	706,247
Profit/(Loss):	\$739	51,803
% from trade:	% 92	80 %

STAKEHOLDER OUTCOMES / SOCIAL-IMPACT REPORTING

The Co-op continues to operate according to the model outlined in a Social Return on Investment (SROI) report (2011) which found employment in the Coop to be "highly valuable" to its members and achieving a SROI ratio of 3.31 : 1 (indicating that for every \$1 of investment in the cooperative \$3.31 of social value is created). NCEC maintains its commitment to measuring social impact by reporting annually according to quantitative and qualitative measures (overleaf).





QUANTITATIVE MEASUREMENTS

Measurement of employment and wage creation for calendar year 2016 is as follows:

Work created for members* = 7012 (hours)

(*people experiencing intellectual disability/mental illness)

Payments to members \$103,127

Work positions created/sustained = 19

Turnover generated by Refugee -led businesses

NCEC has mentored = >\$100,000.00

QUALITATIVE MEASUREMENTS

In 2015 NCEC embarked on a three year research partnership with the University of Queensland (UQ) to document qualitative outcomes for workers within the co-operative as well as our model of sustainable job creation. The study had two key findings:

1) Most participants acknowledged they had an increased sense of belonging, happiness and confidence in comparison to past experiences of work.

2) The Co-operative structure and culture encourages members to have a say, values workers for who they are, and supports their autonomy.

MEMBER'S VOICES FROM THE RESEARCH

"I get a vote I get to vote and have a part/say, if I think somethings not right I can put up my hand and say 'hey I disagree with this'".

"I wanted to find a job that I could fit in...basically something that would help me with my disability... here people really treat you [with] respect and when you need help you can just ask them and talk to them. They can sit down and talk to you about it, and you really know they're listening..."

"Feeling good because you have done something for yourself and proud because you have done something for the community"

"This job has helped me to become the person I am".

(A copy of the report is available on request)

TRAINING and ENTERPRISE DEVELOPMENT:

Refugee and Asylum Seeker Led Businesses:

NCEC continued support the development of refugee and asylum seeker led businesses established by long-term unemployed including: Hari's mowing, Doostan Persian Kitchen, Mama's Momo's, Northlakes Hand Car Wash and the Mountain Mowing Men (Pictured below). In the calendar year these businesses generated over \$100,000 in turnover.

Hands on Training:

53 people with disability and/or refugee background have accessed paid traineeships in partnership with Community Living Association's Skilling Queenslanders for Work (SQW) program in 2016. Close to 70% have found employment post-training.

