

2018

(Calendar Year)

Outcomes Report



Board member Michael Cherry receiving a prestigious Westpac Social Scale Up grant in Sydney on behalf of the Co-op

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 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 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

2018 saw growth in trade in both parks and café businesses which have managed 10% p.a. increase (adjusted for inflation) over the previous 10 years. Overall the cooperative made a small-profit with close to 75% of its income derived from trading and 25% from other sources and remains a going concern.

The enterprise focus for 2018 has been on:

- 1) Retaining existing parks contracts to ensure sustainability
- 2) Responding to increased demand for café and catering whilst managing this growth efficiently.
- 3) Developing a business and strategic plan to double business activity, employment and training opportunities over the next three years with support of Bryan and Westpac Foundation grants. This has seen us already gain contracts with Mirvac Toombul and new contracts with Brisbane City Council

FINANCIAL OUTCOMES

| | 2018 | 2017 | 2016 |
|-----------------------|-----------|-----------|------------|
| Total Income: | \$949,388 | \$893,546 | \$ 706,247 |
| Profit/(Loss): | \$40,339 | \$9,558 | \$ 51,803 |
| % from trade: | 73% | % 78 | 80 % |



Above : The NCEC Community Enterprise Model

STAKEHOLDER OUTCOMES / SOCIAL-IMPACT

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 measure

QUANTITATIVE MEASUREMENTS

Measurement of employment and wage creation for calendar year 2018 is as follows:

Work created for members* = 8645 (hours) (*primarily people experiencing intellectual disability/mental illness)

Payments to members \$156,000 (or 40% of total staff wages)

Work positions created / sustained = 26 (up five from 2016)

Turnover generated by external Refugee led businesses NCEC has mentored and is continuing to assist = >\$250,000.00

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 culture encourages members to have a say, values workers for who they are, and supports their autonomy.

The findings of this research was published in the leading international disability studies Journal ‘Disability and Society’ on May 3rd 2019

VOICES FROM THE RESEARCH

“I get a vote I get to vote and have a part/say, if I think something’s not right I can put up my hand and say, ‘hey I disagree with this’”.

“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”.

TRAINING & ENTERPRISE DEVELOPMENT:

Supporting the Social Enterprise Sector :

- NCEC continued to support the Social Enterprise sector through maintaining our role as voluntary secretary of the Queensland Social Enterprise Council (QSEC).
- The disability, refugee and asylum seeker led enterprises we have mentored in recent years - thanks to pro-bono support - continues to create social impact and more than \$300,000 in income annually to a range of disadvantaged communities.

Hands on Training:

More than 40 people with disability and/or refugee background have accessed certified training in partnership with Community Living Association’s Skilling Queenslanders for Work (SQW) program in 2018. NCEC hosted trainees in our businesses pro-bono through offering hands on work experience. Close to 70% have found employment post-training.

