

2019

(Calendar Year)

Outcomes Report



(above) NCEC were finalists in the 2019 Social Traders Awards for our first corporate partnership with Mirvac

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 (2013-2019) and being awarded Australia's best Social Enterprise in 2015.

ENTERPRISE OUTCOMES

2019 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 (6%) with 70% of its income derived from trading and 30% from other sources (govt and philanthropy) and remains a going concern.

The enterprise focus for 2019 has been on growing parks and landscaping contracts and café and catering trade to generate additional employment for disadvantaged staff and overall enterprise sustainability and economy of scale.

The goal of which is to double in size from 2017 base by end of 2021.

FINANCIAL OUTCOMES

	2019	2018	2017
Total Income:	\$1343,882	\$ 949,388	\$ 893,546
Profit/(Loss):	\$ 82,431	\$ 40,339	\$ 9,558
% from trade:	70%	73%	% 78



(above) Australia's first Social Enterprise Cafe

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 MEASUREMENT

Employment and wage creation for calendar year 2019 is as follows:

Work created for members* = 10,844 (hours) (*members who were from disadvantaged backgrounds and formerly long-term unemployed. Primarily people experiencing intellectual disability/mental illness)

Payments to members = \$234,700 (or 30% of total staff wages) increased from \$156,000 in 2018

Work positions created / sustained for members = 38 (up twelve from 2018)

Training opportunities for disadvantaged job seekers (work experience / placements) = 45

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 were 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:

- After 5 years as secretary NCEC retired from the Queensland Social Enterprise Council, but continues to support the sector by participating in the Minister for Employment’s Social Enterprise Round Table.
- NCEC is looking to the development of a new enterprise focused on creating employment for Young People with Disability from disadvantaged backgrounds, in collaboration with At Risk Resource and Outreach Service (ARROS).
- NCEC members gave the opening address to the Queensland Community Development Conference in Toowoomba to a standing ovation.

Hands on Training:

Again this year 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 2019. NCEC hosted trainees in our businesses pro-bono through offering hands on work experience. 70% have found employment post-training.



(above) NCEC Parks Team Celebrate Signing of Contract with Mirvac Toombul Shopping Centre