

# 2020

(Calendar Year)

## Outcomes Report



(above) NCEC were winners of the 2020 Social Traders Awards for Best Large Social Enterprise!

### 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 (small) and 2020 (large). [watch the [awards video](#) on you-tube]

### ENTERPRISE OUTCOMES

Like all businesses in Australia, 2020 was an unusual year. Trade in our hospitality businesses plummeted due to COVID-19 with closure for a period and catering trade significantly reduced upon reopening. Our gardening and landscaping division was relatively unaffected. Support from the Federal government meant that our businesses and all employment positions within them were sustained and

continue post lockdown. Without the assistance our hospitality businesses would likely have closed and NCEC reported a net loss. With government support we have maintained our strong growth trajectory and remain a going concern.

The enterprise focus for 2020 has been on managing COVID-19 impact on trade, whilst maintaining a growth trajectory which will see us double our enterprise and its related impact from a 2017 base by end of 2021.

### FINANCIAL OUTCOMES

	2020	2019	2018
<b>Total Income:</b>	\$2196,219*	\$1343,882	\$ 949,388
<b>Profit/(Loss):</b>	\$484,277	\$ 82,431	\$ 40,339
% from business:	50%*	70%	73%

\*( $\$940,000$  government subsidy – job keeper and cashflow boost)



Tania and Taurean from our 'Good Food Project' and 'Espresso Train'

## 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 measures.

## QUANTITATIVE MEASUREMENTS

Measurement of employment and wage creation for calendar year 2019 is as follows:

**Work created for members\*** = 11,384 (hours) (\*members who were from disadvantaged backgrounds and formerly long-term unemployed. Primarily people experiencing intellectual disability/mental illness)

**Payments to disadvantaged members** = \$269,146 (excluding job-keeper) increased from \$234,700 in 2019

**Work positions created / sustained for members** = 35 (same as 2019)

## 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 3<sup>rd</sup> 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:

- At the end of 2020 NCEC was approached to take up the role of Chair of the Queensland Social Enterprise Council at a pivotal time where an 8 Million Dollar Social Enterprise Jobs Fund has been announced.
- NCEC has started a new social enterprise focused on creating employment for Young People with disability from disadvantaged backgrounds called the 'Youth Co-op'.
- NCEC continues to mentor a number of external social enterprises and social entrepreneurs

### Hands on Training:

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



*(NCEC maintenance team on site at Mirvac Toombul Shopping Centre)*