

# 2022

(Calendar Year)

## Outcomes Report



### 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 awarded finalists Australia's best Social Enterprise in 2015 (small) and 2020 (large).

### ENTERPRISE OUTCOMES

2022 was an eventful year. Trade in our hospitality businesses was significantly impacted due to the post-pandemic economy. Flooding in early 2022 saw us lose a major contract at a local shopping centre which was inundated. Support from philanthropy and quick movement to secure new contracts enabled us to retain workforce with nil reductions in staffing. We also managed to re-secure all major gardening contracts due for renewal and a new contract managing supreme court complex in Brisbane. Despite major challenges in 2022 we have posted a

comparatively minor loss, have suitable financial reserves and future business prospects and remain a going concern.

The enterprise focus for 2022 has been on managing continuing COVID-19 impact on trade, whilst maintaining a growth trajectory which has seen us more than double enterprise activity and social impact outcomes since 2018. A new government funded project supporting the Social Enterprise sector has seen a short-term increase in non-trading income.

### FINANCIAL OUTCOMES

	2022	2021	2020
<b>Total Income:</b>	\$2025,423	\$1674,070	\$2196,219
<b>Profit/(Loss):</b>	\$(59,046)	\$(10,387)	\$484,277
% from trade:	61%	70%	70%*

\*(excluding government subsidies – job keeper and cashflow boost)



Founding Members Danny and Michael in our new City Café 'Marhaba'

## 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 2022 is as follows:

**Work created for members\*** = 19,235 (hours) (\*members who were from disadvantaged backgrounds and formerly long-term unemployed. Primarily people experiencing intellectual disability/mental illness)

**Payments to members\*** = \$471,094 (increased from \$394,743 in 2021)

**Work roles created / sustained for members** = 42 (increased from 35 in 2021)

## 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. In late 2021 NCEC embarked on a strategic planning and 'theory of change' review with support of Social Impact Hub (SIH) and will be updating its qualitative data collection)

## 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:

- In 2021 NCEC took up the role of Chair of the Queensland Social Enterprise Council at a pivotal time where an 8 Million Dollar Social Enterprise Jobs Fund had been announced. CEO Richard Warner was voted on in the same position again for 2022.
- NCEC continues to mentor a number of external social enterprises and social entrepreneurs and ran a series of regional workshops for community and neighbourhood centres supported by the QLD Governments Social Enterprise Jobs Fund (SEJF)

### Hands on Training:

Again, this year more than 40 people with disability and/or refugee background have accessed certified training in partnership with QLD Governments Skilling Queenslanders for Work (SQW) program. NCEC hosted trainees in our businesses via offering of hands-on work experience and training opportunities. 73% have found employment post-training.



*(SQW Trainees on grounds of NCEC Parks Depot at Hendra Pony Club*