

2024

(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 employment generating businesses. We measure performance by the sustainability of our businesses and the quantity and *quality* of employment we create.

We adopt a *depth* approach to social impact, creating jobs for those whom the private market and funded programs have been unable to assist. In addition to the label of intellectual disability, many of our staff face additional complex barriers to finding and keeping a job, including psychological and physical disability, homelessness and current or past involvement with the justice system and/or child safety.

Our leadership is demonstrated in being awarded Australia's best Social Enterprise in 2015 (small) and 2020 (large) and being winner of a Brisbane Lord Mayor's Business Award for Social Enterprise (2023).

ENTERPRISE OUTCOMES

2024 was a year of stabilisation and preparing of our businesses for the next stage of growth. Whilst losses were recorded in our café and catering businesses and youth co-op, they were reduced from previous years. Our gardening and landscaping businesses continued to perform, based on a stable and diversifying contract base, free rental at our depots and support in the purchasing of equipment from generous philanthropic donors.

ENTERPRISE OUTCOMES (excluding grants and donations)

| | 2024 | 2023 | 2022 |
|---------------|-----------|-------------|-------------|
| Total Income: | 2,506,459 | \$1,938,616 | \$1,763,404 |
| % from trade | 79% | 73% | 71%* |

Whilst the cooperative made a loss of 3% this year, we have made a valuable investment in growth of the cooperative and in our city café which is now trading well. The co-operative has retained earnings of \$687,102 which enable us to manage this downturn. Overall, the Co-operative remains a going concern but focus on businesses profitability is a key to long term sustainability and ensuring future growth in impact.



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

STAKEHOLDER OUTCOMES / SOCIAL - IMPACT

NCEC continues to operate according to the model outlined in a Social Return on Investment (SROI) report in 2011, which found employment in the Co-op to be ‘highly valuable’ to its members - achieving an 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 – DIRECT EMPLOYMENT

Measurement of employment (hours) and wages (dollars) for calendar year 2024 is as follows:

Work created for members* = 21,242 (hours) increased from 19,239 hours in 2023 (*members who were from disadvantaged backgrounds and formerly long-term unemployed. Primarily people experiencing intellectual disability/mental illness)

Payments to members* \$559, 616 increased from \$522,182 in 2023.

Work roles created / sustained for members = 55 increased from 51 in 2023.

QUALITATIVE MEASUREMENTS – DIRECT EMPLOYMENT

In 2016, NCEC embarked on a three-year research partnership with the University of Queensland (UQ) to document outcomes for workers within the co- operative as well as our model of sustainable job creation. The study had two key findings:

- 1) The majority of participants acknowledged they had an increased sense of belonging, happiness and confidence in comparison to past experiences of work.
- 2) The Cooperative culture encourages members to have a say, values them for who they are, and supports their independence as well as building of supportive connections within the local community.

The findings of this research were published in a leading academic journal ‘Disability and Society’ on May 3rd 2019. In 2021, NCEC embarked on a ‘theory of change’ review with support of Social Impact Hub (SIH) and this is being updated currently with support from consultants at Good Wolf Partners.

VOICES FROM THE RESEARCH

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

“I Feel good because I’ve done something for myself and proud because I’ve done something for the community”

“This job has helped me become the person I am”.

TRAINING AND ENTERPRISE DEVELOPMENT:

- In 2024 NCEC supported the growth of [Caboolture Community Work Cooperative](#) (which has a mission similar to NCEC) through mentoring thanks to support of a [‘Bunya Fund’](#) grant.
- NCEC managed an [‘Employment Pathways for Refugee Integration’](#) (EPRI) program funded by Department of Home Affairs which exceeded its employment and training targets and has been refunded for an additional year.
- We partnered with Community Living Association Inc (CLA) on a [pre-employment and training project](#) for youth with disability facing complex disadvantage, supported by the Paul Ramsay Foundation (PRF) which will end in September 2025.
- We also partnered with CLA on a [Skilling Queenslanders for Work \(SQW\) program](#) hosting SQW trainees in our businesses and offering of hands-on work experience to them. 65% of participants found employment post-training (a much higher rate of success than other systems).

Employment and Training Outcomes (disadvantaged job seekers)

| Program | Trainees gaining a certificate qualification | Trainees securing ongoing employment in a social enterprise or open market |
|--|--|--|
| Employment Pathways for Refugees Initiative (EPRI) | 29 | 24 |
| Skilling Queenslander’s for Work (SQW) | 44 | 32 |
| TOTAL | 73 | 56 |

Proven Impact

We're proving every day that people who have been excluded can exceed when work is redesigned to be more human, and when we back the strengths of our local community.

Proven Organisational Impact

- 25+ year history in making impact.
- 20,000+ hours of work delivered per year.
- 55 people with complex barriers employed.
- \$3.20 social return for every \$1 invested.
- 80% of our funding is earned through business.

Outstanding Enterprise

- Cafés with over 4.7/5 Google ratings
- Gardening business that has never lost a major contract
- Long-term contracts with councils and corporates
- Catering business with 100% customer recommendation rate
- Multiple award-winning social enterprise

Contact us to see how you can be involved or support us on our journey. For information on how to help you can contact enquiries@ncec.com.au or donate through our secure giving portal <https://www.givenow.com.au/ncec> where you will receive a tax deductible receipt of donation.



EPRI Participants in Slacks Creek



Partnering for Long Term Social Impact

