

2010 Progress Report

PURPOSE

To support the development of social enterprise in the Brisbane region by providing access to mentoring, pro bono support, management tools and business skills, as well as providing funding for the growth of the enterprise.

The Hub Model

Social Enterprise Hubs are an innovative approach to developing partnerships between government, philanthropists and the community sector to support the development of social enterprises in Australia.

They provide place-based business and support services to accelerate the growth of social enterprises through networking opportunities and access to resources that would not otherwise be available or affordable.

The key objectives of a Social Enterprise Hub are to:

- Increase the sustainability of new and existing social enterprises
- Increase the capacity of social entrepreneurs to run their social enterprises
- Increase employment opportunities for people excluded from the labour market
- Improve social inclusion.

The Hub works to meet these objectives and outcomes by offering a number of services to social enterprises including:

- Meeting Place – opportunities to network with existing entrepreneurs through regular meetings and events
- Business development – support to organisations to enable them to grow and develop the enterprise and increase their financial sustainability
- Commerce panel – a business plan review service provided by a panel of business experts. The panel acts as a gateway for further support within the Hub including funding
- Procurement support – advice and guidance on tendering for government or commercial contracts
- Pro bono support – access to mentoring and pro bono support from a range of corporate partners encompassing finance, legal, accounting, marketing and IT support.

Combined, these services are aimed at growing these enterprises, instilling business fundamentals and the importance of business planning, ultimately contributing towards the organisations' robustness and becoming financially sustainable trading entities delivering social benefits and employment.

History of the Hub

The Brisbane Social Enterprise Hub was established in 2006 as a partnership between Social Ventures Australia (SVA), Brisbane City Council and PricewaterhouseCoopers. The Queensland Government's Department of Employment, Economic Development and Innovation (DEEDI) partnered with the

Hub in 2009 to provide funding assistance via social enterprises, to people previously excluded from the labour market as well as build the capacity of the businesses to create sustainable employment for the target groups.

Investment opportunities are currently available for social enterprises in the Logan area through the Supporting Social Enterprises Project (SSEP), funded by the Australian Government and the Queensland Inclusive Social Enterprises Project (QISEP), funded by the Queensland Government.

Pro bono support is crucial to the Hub's success. The following organisations provide this much needed service: Mallesons Stephen Jaques, PricewaterhouseCoopers Foundation, Cirrus Australia, Comcentre, the Westpac Group and Brisbane City Council.

Impact

Since its establishment, the Brisbane Social Enterprise Hub has achieved much for individual social entrepreneurs in Brisbane, as well as generating a depth of understanding, backing and profile for social enterprise as a business model. Over the past 12 months, the Hub has supported 10 enterprises all of whom have pitched to a commerce panel to be accepted for ongoing support from the Hub.

The Hub provided tailored support to each of the social enterprises ranging from marketing advice, assistance with web development and strategic plans, matching entrepreneurs with business mentors and securing pro bono assistance.



Brisbane Social Enterprise Hub

Supported Social Enterprises

The following social enterprises were supported by Brisbane Social Enterprise Hub over the past 12 months:

Mu'ooz Eritrean Women's Restaurant

is a restaurant and catering social enterprise that serves a variety of traditional Eritrean dishes. Mu'ooz has employed 23 women from a refugee background in the past 12 months. It recently secured funding from SSEP and QISEP to help in the development of the business.

Nundah Community Enterprise

Co-operative has been operating for approximately 12 years and runs two social enterprises: one in parks maintenance and a cafe and catering service. Its two businesses have employed 13 people with learning disabilities over the past 12 months. Nundah Co-operative secured funding from SSEP and QISEP to grow its Espresso Train Cafe.

SANDBAG'S SEED has been a member of the Brisbane Social Enterprise Hub for the past three years. It established Sandgate Enterprise Employment Development (SEED) as a social enterprise initiative. Parks Property Maintenance (PPM) is the first social enterprise set up under the SEED banner and began operating in October 2009. SEED PPM secured funding from SSEP and QISEP.

Sustainable Gardening Services (SGS)

is a provider of sustainable gardening and landscaping services on the southside of Brisbane employing five casual workers. A total of 13 people have been employed through SGS in the past 12 months and have moved on to further employment.

City Care Technology operates as a social enterprise to refurbish computers and sell them to low income people in Australia and overseas. Training people marginalised from employment in technology, City Care Technology plans to grow the business to create more jobs for people from a marginalised background.

Music By The Sea employs and nurtures musicians through various events and activities including a concert series and an annual festival. Two people have been employed casually through this enterprise, in addition to many artists being paid for their performances.

Kyabra Housing & Living In Landscapes

A recent entry into the Hub, Kyabra Housing provides employment and training in construction as well as building a pool of affordable housing stock.

Cookery Nook This social enterprise provides home style catering and creates employment for five people with a disability.

Red Cross Business Services Through its provision of packaging services, Red Cross Business Services creates employment for 80 people with disabilities.

People Power Cleaning is a social enterprise that has been established by the Rwandan community to provide domestic and commercial cleaning services. It employs seven people.

In addition, the Hub assisted in identifying 37 employees from the supported social enterprises that were eligible for \$1,000 each towards individual training and support.

Looking Ahead

The Brisbane Social Enterprise Hub will continue to work with social enterprises over the next 12 months, with support from local, state and federal governments. The additional funds available to invest in social enterprises will be hugely beneficial after four years of identifying and supporting successful social enterprise models, and proven social entrepreneurs.

SVA Consulting will be providing the evidence to support the work of the Hub and social enterprises more broadly, with a number of Social Return on Investment (SROI) analyses scheduled over the next year. A further six enterprises will participate in an employment analysis, examining the additional support costs required to train and support people who were previously excluded from the labour market.

Investment

Year of initial SVA investment	2006
Total cash distributions until 30 June 2010	\$90,747
Total investments approved to Mu'ooz, SEED PPM and NCEC as part of QISEP and SSEP	\$504,000

In-kind support

Baseline/progress reports carried out over past 12 months:	8
– NCEC, CityCare Technology, Mu'ooz, Music by The Sea, Red Cross, Sandbag, Cookery Nook, Sustainable Gardening Services	
Mentors secured	7
Total value of in-kind support	\$50,000

Jobs created or secured over the past 12 months for people excluded from the labour market	45
– Mu'ooz	4
– Nundah Community Enterprise Co-operative	10
– SEED PPM	4
– Sustainable Gardening Services	10
– City Care Technologies	2
– People Power Cleaning	7