

# 2010 Progress Report

## PURPOSE

To support the development of social enterprise in the Ipswich 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 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.

Combined, these services are aimed at growing the 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

Social Ventures Australia (SVA), in partnership with Ipswich City Council and PricewaterhouseCoopers established the Ipswich Social Enterprise Hub in 2009. J A Com also provides funding support for the Hub.

The Queensland Government's Department of Employment and Economic Development and Innovation (DEEDI) partnered with the Hub in 2009

to provide funding assistance to social enterprises, helping to build the capacity of the businesses and create a greater number of jobs and more sustainable employment for people excluded from the labour market.

Investment opportunities are currently available for social enterprises in the Ipswich 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 and is a vital offering to the social enterprises supported. The following organisations provide this much needed service: Mallesons Stephen Jaques, PricewaterhouseCoopers Foundation, Cirrus Australia, Comcentre, the Westpac Group and Ipswich City Council.

### Impact

Since its establishment, the Ipswich Social Enterprise Hub has achieved much for individual social entrepreneurs in Ipswich, 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 seven social enterprises.

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



# Ipswich Social Enterprise Hub

## Supported Social Enterprises

The following social enterprises were supported through the Ipswich Social Enterprise Hub:

**Ipswich Healthy Hampers Co-operative (IHHC)** sells low cost food hampers to families experiencing financial hardship.

**Changing Landscapes** provides garden maintenance, landscaping and fencing to commercial and domestic clients. Approximately 90 per cent of its staff were previously excluded from the labour market.

**Boystown Ipswich** provides transitional employment pathways for disadvantaged young people in Ipswich and promotes social inclusion.

**Volunteering Ipswich** is still in the development phase of the business cycle. They have a strong and committed board with extensive volunteering and community experience. They are currently working on a business plan detailing the services they will sell to the area.

**Busy Beat Café** provides a café, community space, recording studio and book keeping services within the Ipswich area. The café has had a consistent flow of customers since opening in February 2010.

**Tivoli Drive-In** is an operational drive-in and function centre. The drive-in operates one night a week to the public. Its function facility is a large contemporary area available for private and corporate events. The organisation conducted a very successful launch earlier this year that was attended by 120 paying guests with special guest speaker, The Hon Andrew Frazer MP, Queensland Treasurer.

**Health Sensations** sells gluten free health products that are made in their own commercial kitchen and are currently looking into a distribution model that employs people with disabilities.

In addition, the Hub also assisted in identifying 27 employees within the supported social enterprises that are eligible for \$1,000 each towards individual training and support<sup>1</sup>.

## Looking Ahead

The Ipswich City Council will invest in the Ipswich Social Enterprise Hub for another 12 months. In addition to this the council have provided desk space within their Community Development Team for SVA's Hub Manager. The Hub will continue to assist social enterprises in the local area over the next year.

### Investment<sup>2</sup>

Year of initial SVA investment	2009
Total cash distributions until 30 June 2010	\$54,652

### In-kind support

Baseline/progress report carried out over past 12 months	
– Tivoli Drive-in	1
Mentors secured	1
Total value of in-kind support	\$55,000
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Jobs created or secured over the past 12 months for people excluded from the labour market	<b>27</b>
– Changing Landscapes	11
– Busy Beat Café	6
– Tivoli Drive-in	10

<sup>1</sup> The investment period covers the time since the Hub's establishment in 2009 to June 30 2010.

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