

2010 Progress Report

PURPOSE

To support the development of social enterprise in the Logan region by providing access to mentoring, pro bono assistance, 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 to the social enterprise.

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 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

Social Ventures Australia (SVA), in partnership with Logan City Council and PricewaterhouseCoopers, established the Logan 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 Ipswich Social

Enterprise Hub in 2009 to provide funding assistance to social enterprises, helping to build the capacity of the businesses to create a greater number of jobs and sustainable employment for people excluded from the labour market.

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 and is a vital offering to the social enterprises supported. The following organisations provide this much needed service: Mallesons Stephen Jaques, PricewaterhouseCoopers Foundation, The Westpac Group, Cirrus Australia, Comcentre and Logan City Council.

Impact

Since its establishment, the Logan Social Enterprise Hub has achieved much for individual social entrepreneurs in Logan, 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 nine social enterprises from the local area.

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.



Logan Social Enterprise Hub

Supported Social Enterprises

The following social enterprises were supported through the Hub over the past 12 months:

Multilink Translating & Interpreting Service

provides interpreting services for a variety of different languages throughout Queensland and is currently looking for creative ways to gain additional penetration into the Interpreter service market.

The Rock Indoor Climbing provides a number of adventure type training activities for a range of groups within the Logan area. This year they conducted their first Logan Rock Climbing competition sponsored by the Logan City Council.

Tasty Fresh provides employment and cooking training for women. They have established a café and commercial kitchen in the Logan area and recently expanded their services to include frozen meals and corporate catering.

Style it Up provides employment for people who are interested in a career within the beauty industry. They focus their employment on people who have completed their introductory hairdressing course, but do not have the confidence to gain work in the industry.

ACCES Driving School provides driver training for car licenses. They have five vehicles operating within the GoldCoast, Ipswich and Logan areas. The driving school re-structured in 2010 with an aim to be more sustainable.

ACCES Removal and Logistics provides removal and delivery services. In addition to this they provide garden maintenance with staff working across both services.

BluePrint Warehousing sells personal protection equipment clothing to clients in and around Logan. They provide employment for young mothers returning to the workforce via an Intermediate Labour Market (ILM).

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

City Care Technology refurbishes computers and sells them to low income people in Australia and overseas. They train people excluded from employment in technology, and plan to grow the business, creating more jobs.

In addition, the Hub also assisted in identifying 25 employees within the supported social enterprises that are eligible for \$1,000 each towards individual training and support¹.

Looking Ahead

Logan City Council will invest in the Logan Social Enterprise Hub for another 12 months as part of the ongoing relationship. The Hub will continue to assist social enterprises in the local area over the next year.

Investment²

Year of initial SVA investment	2009
Total cash distributions until 30 June 2009	\$72,198

In-kind support

Baseline/progress reports carried out over past 12 months	4
– Boystown Logan	1
– The Rock	1
– Tasty Fresh	1
– Multilink	1
Mentors secured	Nil
Total value of in-kind support	\$45,000

Jobs created or secured over the past 12 months for people excluded from the labour market	25
– Multilink Translating & Interpreting Service	10
– The Rock Indoor Climbing	3
– Tasty Fresh	10
– City Care Technology	2

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

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