

RESET AND RECOVER

DARLING DOWNS



HELD IN TOOWOOMBA

26- 27 November 2020

Key highlights

18 Social enterprises responded to the call out and 8 engaged face-2-face for the sessions

7 Folders as a digital toolkit

2 Surveys conducted

2 Days of workshops

INTRO

By Angharad Lubbock Regional Activator

INTRO: QSEC and the Regional Activator

Angharad Lubbock mapped the social enterprise ecosystem in Toowoomba and Darling Downs. A total of 8 social enterprises (from an estimated total of around 12 known in the region) were surveyed and the results from the data informed the design of meaningful workshops. These workshops were delivered over two days, 26 and 27 November 2020.

THE SURVEY SAYS

The cohort of 8 social enterprises surveyed revealed 75% are running as a social enterprise (N=5) and 25% support the social enterprise ecosystem (N=3).

"We need assistance in scaling our business: partnerships, access to affordable land, opportunities for tenders" Participant

Types of social enterprise

Graph details:

63% Jobs Focus (N=5)

25% Social Impact Delivery (N=5)

12% Service Provision (N=2)

Maturity of social enterprise

0% Early stage planning (N=0)

25% Start up (N=2)

37.5% Operating for up to 5 years (N=3)

25% Operating up to 10 years (N=2)

12.5% Operating more than 10 years (N=1)

TOP THREE PRIORITIES for the workshops

- Impact measurement
- winning tenders
- new market opportunities



DAY 1

Time	Session	Action Tools
8:30am	Check in and coffee!	
9am – 10:30am	2020 Highlights A different year, a new way of working: a conversation between regional social enterprise, business, government and community sectors. New Frameworks: How your business has responded to change.	BMAC and COVID adjusted Framework
Featuring	Angharad Lubbock (Activator), Elise Parups (QSEC), Andrew Hamilton (Social Scaffolding), Harry Sillitt (Vanguard Laundry Services), Greg Freeleagus (Guy Sars and Associates)	
Morning tea		
11am – 12:30pm	Reflections: What changes to your business strategy have you identified? Impact Measurement in a changing environment	Impact Measurement tool
Featuring	Andrew Hamilton (Social Scaffolding), Nina Yousefpour (Social Traders)	
Lunch		
1:30pm – 3:30pm	Social accounting and reporting for impact. How does change impact my bottom line?	Social Accounting basics
Featuring	Andrew Hamilton (Social Scaffolding), Ben Homer (McConachie Steadman)	
3:30pm - 4pm Reflections Networking until 5pm		

DAY 2

Time	Session	Action Tools
8:30am	Check in and coffee!	
9am – 10:30am	Opportunity roadshow: Opportunities in our region responding to change. Opportunity mapping and new market scanning	Opportunity mapping framework
Featuring	Todd Ross (CEO Chamber of Commerce), Angharad Lubbock, Elise Parups and Andrew Hamilton	
Morning tea		
11am – 12:30pm	Reflection: What (if any) new products, services, markets or customer segments are you interested to explore? Selling to business & government Recipes for success in social procurement, tenders and winning big business.	Social procurement checklist and workbook
Featuring	Alex Hooke (Social Traders), Nathan Spruce (Impact Community Services)	
Lunch		
1:30pm – 3:30pm	Reflection: What are the key actions you can take to better prepare for social procurement? Finance and Funding Does finance keep you awake at night?	Funding matrix
Featuring	Andrew Hamilton (Social Scaffolding)	
3:30pm - 4pm Reflections Networking until 5pm		

OPPORTUNITY MAPPING

Key takeaways

Low cost, stable housing

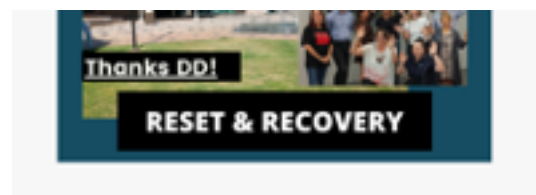
Temporary accommodation for seasonal workers

Transport to and from work/home/school/training

Circular economy businesses

Export oriented businesses

Social enterprise as a service (eg uber, Shebah)

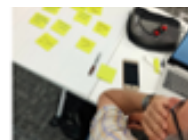


WOW! Thank you Darling Downs!

Thank you so much for being part of the Reset program in Darling Downs. We so hope you enjoyed the event as much as we did.

Help us to help you! Please take some time to fill in the SURVEY for the Reset workshop so we can learn where we can improve and develop our tools. We would appreciate it returned by Monday 30 November 2020. Thanks so much.

[Click for RESET SURVEY](#)



Recovery...

As part of this project, we will be helping to scope ideas and collaborative projects to help prepare for new opportunities. Stay tuned to find out more about the design thinking process being conducted by QSEC in early 2021.

[RESET: 2020-2021](#)

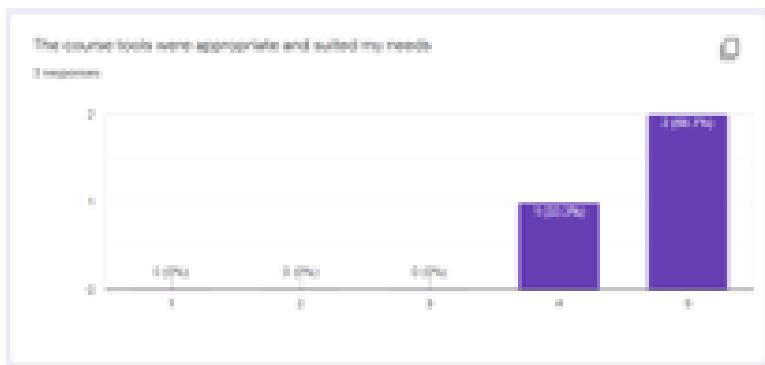
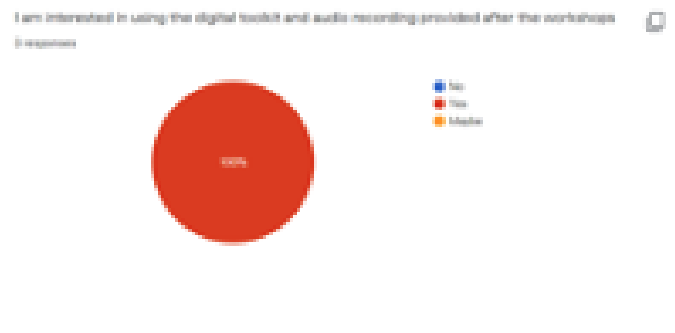
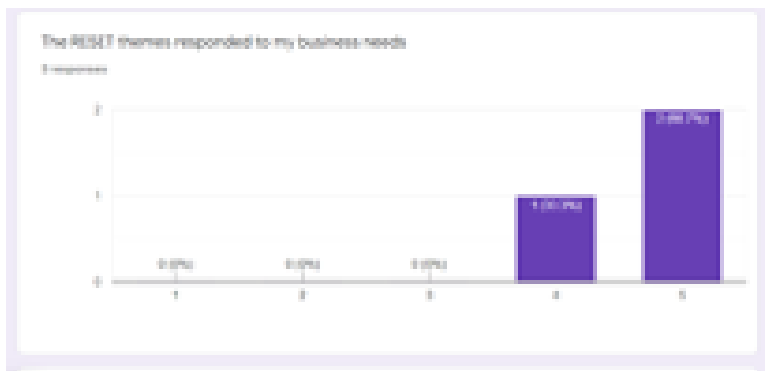


Digital Toolkit:

You will be able to access the digital toolkit for the next 3 months through a Dropbox. After that we will be creating these as generic tools as part of QSEC's online learning tools.

"Thank you so much... this gave me a chance to reset my business for 2021."
Participant

SURVEY QUESTIONS



NEEDS

We would like access to retail space/land and access to further social enterprise specific grants. We would like direct access to entry level government work as well as a more direct relationship between JobActive/DES payments and social enterprise.

We need Government to give social enterprise more opportunities to get on the government preferred list of suppliers. Especially for Government organisations operating in local communities. We also would like government to respond to the huge social benefits of social enterprises in small regional communities and provide more wrap around support to social enterprise business owners including training materials, grants to specifically help staff access business support (lawyers, accountants, business advice) to assist navigating the set up or expansion of a social enterprise so that it becomes sustainable. And grants with longer funding time frames for programs. It would be good to see more of a variety of grants made available for social enterprise particularly.