

NATIONAL CENTRE OF
INDIGENOUS
EXCELLENCE



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National Centre of Indigenous Excellence is on the land of the Gadigal people of the Eora Nation.

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SOCIAL IMPACT 2017

The NCIE is committed to continually improving how we do business to deliver sustainable benefits to Aboriginal and Torres Strait Islander peoples.

NCIE's *Strategic Plan 2018-2020* identifies the development of an impact framework as a key priority. Measurable impact is important to our staff and Board, the Indigenous Land Corporation (our parent company), our community, our supporters, and other stakeholders.

This document shares our journey of articulating, measuring and reporting on our social impact. The NCIE uses quantitative data, stories, images and video to portray the fullness of our impact.

We look forward to this narrative generating many conversations to assist us in this journey.



ABOUT NCIE

The National Centre of Indigenous Excellence (NCIE) is a not-for-profit social enterprise which aims to build capability and create opportunities with and for young Aboriginal and Torres Strait Islander peoples from Sydney and across Australia.

NCIE has operated from our site in Redfern since 2010. Our six services employ 121 staff members of whom 50% identify as Aboriginal and Torres Strait Islander.

VISION

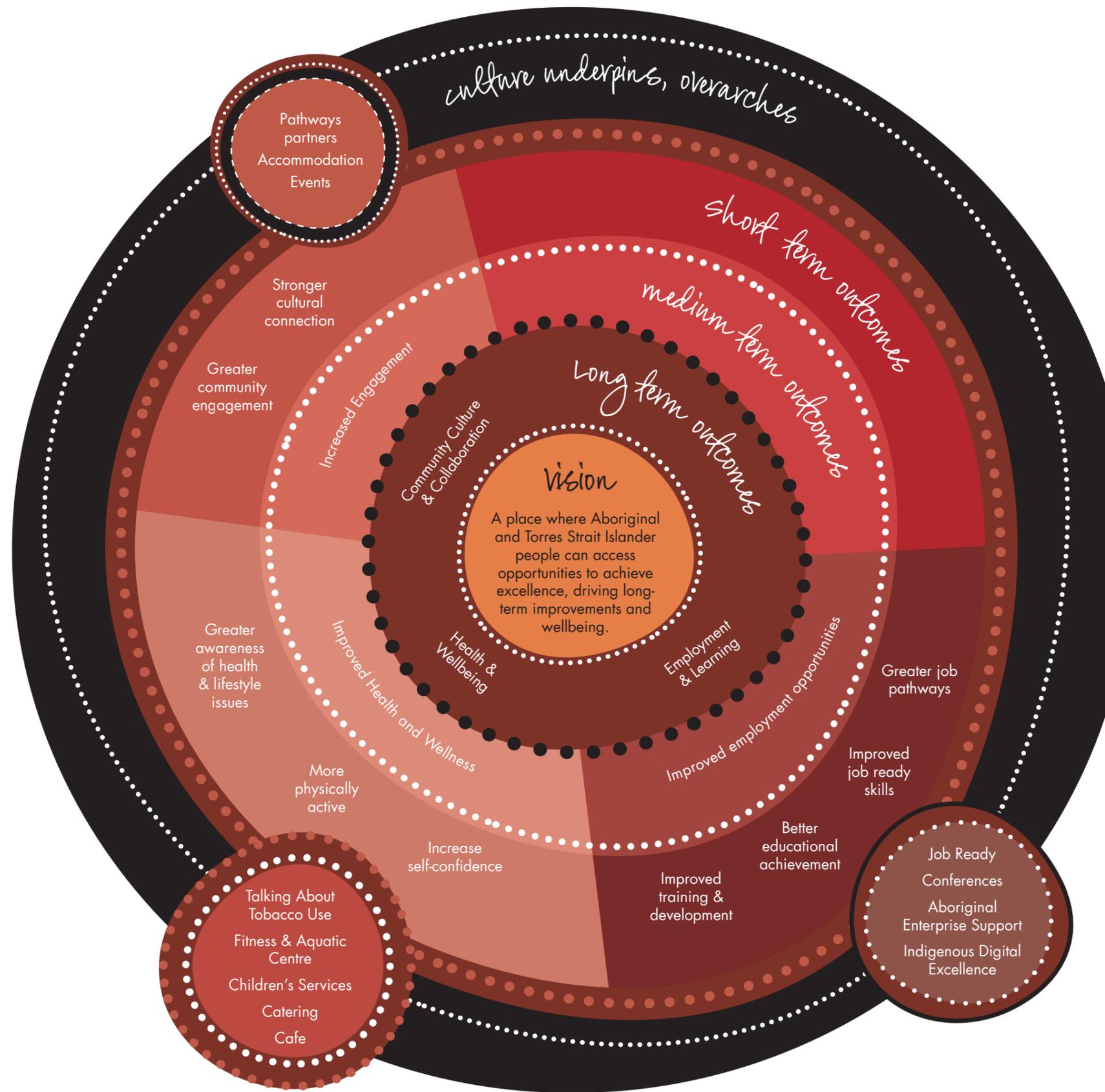
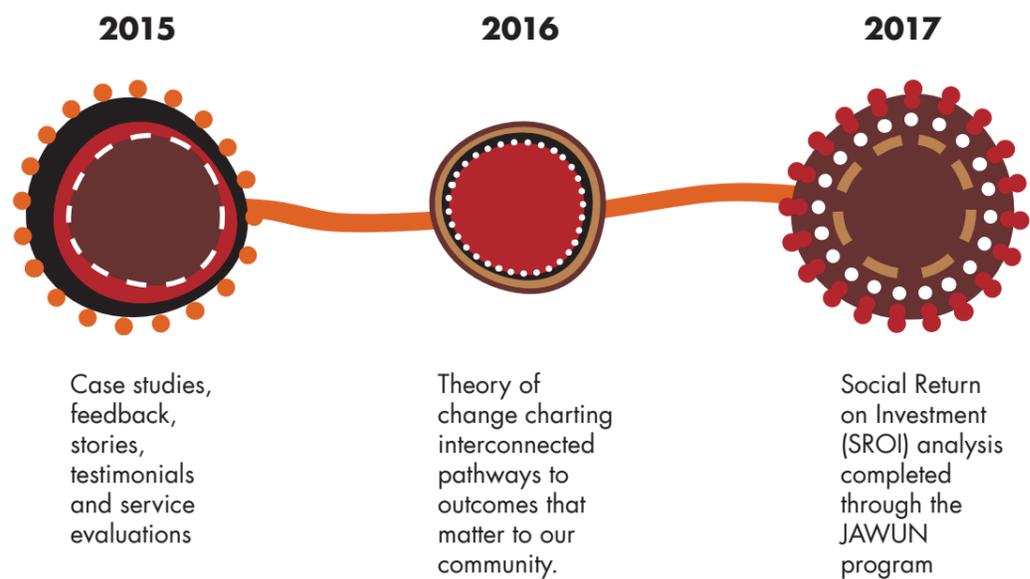
A place where Aboriginal and Torres Strait Islander peoples can access opportunities to achieve excellence

PATHWAYS

The NCIE achieves our vision through the pathways of Wellbeing, Learning, Innovation and Collaboration. These are all underpinned by the recognition of the importance of embedding culture in all we do.



NCIE'S IMPACT MEASUREMENT JOURNEY





SOCIAL VALUE DRIVERS

The social value that NCIE delivers hinges on culturally appropriate design of services and the synergies between services. Culturally aware design enhances the effectiveness of NCIE's services. For example: TATU and IDX outcomes are driven by the culturally appropriate messaging and engagement with community elders. These synergies between services increase the ability of each service to deliver positive social outcomes, making them greater than the sum of their parts, e.g. employment pathways offered by NCIE's Fitness and Hospitality services are integral to Job Ready.

2017 AT A GLANCE

NCIE's services reached 70,000 people through 2017. This reach strengthens Aboriginal and Torres Strait Islander awareness and identity in a range of experiences: from a conversation with a fellow gym-member, to producing workplace advocates for employment and procurement, to a stronger understanding of Aboriginal and Torres Strait Islander people who live and work in the Redfern community.



NCIE
SERVICES

HOSPITALITY: CONFERENCE, ACCOMMODATION, CATERING:



NCIE Hospitality's accommodation, conference and catering services are highly sought after due to their unique offerings. Guests experience Aboriginal and Torres Strait Islander peoples' cultures through our people, catering, cultural ceremonies, art and craft, community and fitness members, and other NGOs and businesses on site.

Key impact areas are stronger connections with Aboriginal and Torres Strait Islander cultures and improved leadership. Re-engagement through volunteering and attendance of cultural events are also important. Stronger cultural connections and greater community knowledge and attachment lead to stronger communities and networks.

Hospitality offers an integral employment pathway for the Job Ready program.



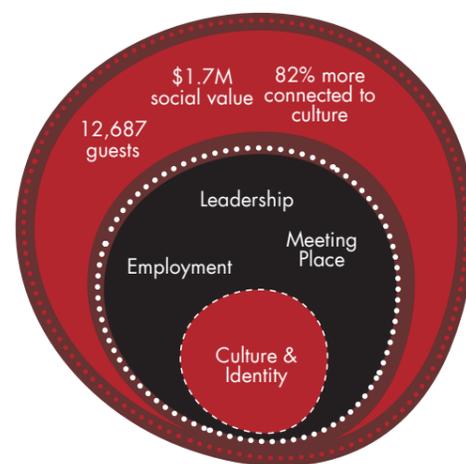
We visit the NCIE on a regular basis for our business, rolling out workshops with different clients here around Sydney.

I absolutely love the staff here, there are people here that know you and can welcome you in and that feeling of being welcomed goes on to the group that you are working with; they also feel like they've been welcomed into our community. And that's very important, when we bring people from the corporate world into Redfern, that they feel like they are part of the community. Redfern is definitely the spot; people all know where it is, its central, just five minutes from the train station.

The food is literally seven start rating! not five, seven. The Indigenous-inspired buffet will cost a little bit more but it's worth it. People are really blown away by the food.

It will be an experience you will never forget.

Mundanara Bayles, Managing Director of Black Card



JOB READY



JobReady is an employment and training program at NCIE exclusively for local Aboriginal and Torres Strait Islander people who have complex barriers to employment. Employment is evidenced to deliver income benefit as well as self-esteem benefit. The training, mentoring and matching approach improves mental health and self-esteem, as well as efficiency gains in job searches.

I never went for a job before and always doubted myself. I didn't think I'd take Job Ready this far because I didn't have confidence.

I'd heard a lot of great things in community about this course. Family would say it's great, a lot of opportunities for Indigenous people. That does take pressure off you. I wouldn't get interaction one-on-one elsewhere. I'm shy; not the type to stick hand up if I'm struggling.

Class is more about communication, from Michael, Aunty Beryl and TAFE. We get knowledge about education and also knowledge in culture and how we approach Elders. Michael and Aunty Beryl work in community, and that's what I like about being here.

At first I struggled, as I didn't have that much confidence in myself. I built self-esteem up with Aunty Beryl.

Best thing? Love how organised it is. If I am struggling a bit at home I can get fed. There is financial help if I am stuck; help with finding accommodation, how to find a

job, Opal Card. It's really supportive here. Other place wouldn't get as involved.

I have a history of drug use, and been in and out of correctional facilities. I have never done anything as big as this and always thought of myself as a letdown. Job Ready has helped me communicate, and listen more. It is a little bit laid back and comfortable.

My feet are firmly set to ground. People know my background. Aunty Beryl teaches me a lot about how be culturally aware with people.

I am proud of myself and the biggest thing I'll be proud of is to get a job when it's over. I'm hoping to go to my community in regional NSW once everything is more settled.

Zara 25 year old mother of one and Job Ready graduate.



FITNESS & AQUATIC CENTRE



Tara a 35 year old Aboriginal woman joined NCIE Fitness after seeing a community notice. She wanted to do something about getting healthier and fitter.

I was working too much and not doing much else but picking up bad habits and not taking care of myself. I've been training at the NCIE for over two years now.

I live in Coogee but I come to Redfern to the NCIE (8 km) cos I enjoy the real community feel in the gym and it's an Indigenous place and comfort that the NCIE offers.

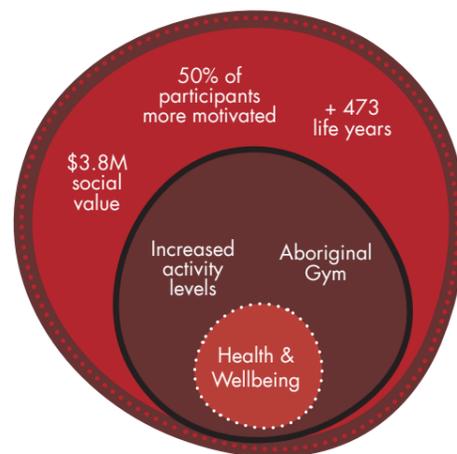
The trainers are great, knowledgeable and approachable; the cost is completely worth it. All the different workouts, trainers and services the Fitness Centre offers have helped me smash my fitness goals from day one.

When I began, honestly, I just wanted to be able to do a push-up and run comfortably and the NCIE has helped me reach those goals and then set more and more.



NCIE Fitness & Aquatic Centre supports healthy lifestyles for over 2,200 members. It offers a wide range of fitness services and is a culturally safe place for Aboriginal and Torres Strait Islander peoples. Group fitness programs are specifically designed to be culturally appropriate to Indigenous groups. Over 40% of our members are Aboriginal or Torres Strait Islander people.

Fitness Centre programs have a positive impact on the motivation levels of members to increase their activity levels. Over 50% per cent of program participants report increased motivation to exercise more regularly. This impacts lifespan and wellbeing, and reduces obesity costs to the health system.



INDIGENOUS DIGITAL EXCELLENCE



Hi Grant

Thank you (and Tiana and Uncle Claude) for delivering one of the most informative and skilled workshops ever.

As you know Uncle Jim can't read or write but he could see potential to use the "drones" for mustering, it is how he connected it all and he loved it, he wanted to be involved, there was no holding him back - beautiful!!

Indigenous Digital Excellence (IDX) is an innovative digital skills development program that partners with Elders and children from Aboriginal and Torres Strait Islander communities across Australia. IDX covers a wide range of digital skills ranging from basic computer literacy through to advanced skills like piloting drones.

IDX reaches remote and rural communities. A key feature of skills development is training and revisiting local adult facilitators to embed skills and knowledge into the community. The digital workshops result in increased motivation which lead to better educational outcomes. Digital literacy has a further positive impact on lifetime earnings.

Both Kiara and Melissa are very shy and at first I was a little sceptical, however once they got involved they were away and engaging big time - so mate I have to say if wasn't for your easygoing but firm work principles perhaps we would not have ended with the pleasing conclusion that we did, I am so proud, so happy.

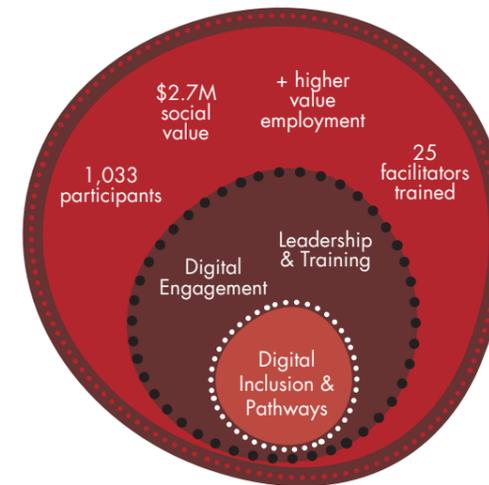
I also believe this may be the turning point in their lives, both girls have just started work in town, something they been pursuing for a while. Lyn and I both spoke to you about them offering to help out at times when needed - for me this is a gigantic shift.

Technology is scary for us old codgers but if taught in a friendly environment and by someone with your attitude, as you know it didn't take long before both Jim and I grabbed it with both hands. As I said to the young kids, they learn this technology faster and quicker than us so they can help us, conversely we can and we will help them, after all we are the "hard drives"

Grant, once again mate thank you so much and look forward to catching up with you all somewhere in the big city!!

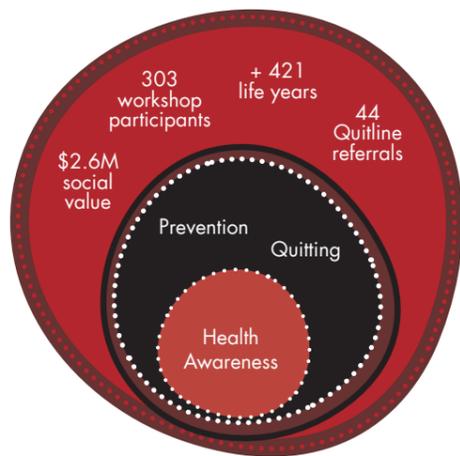
Loving Technology

Cheers Don





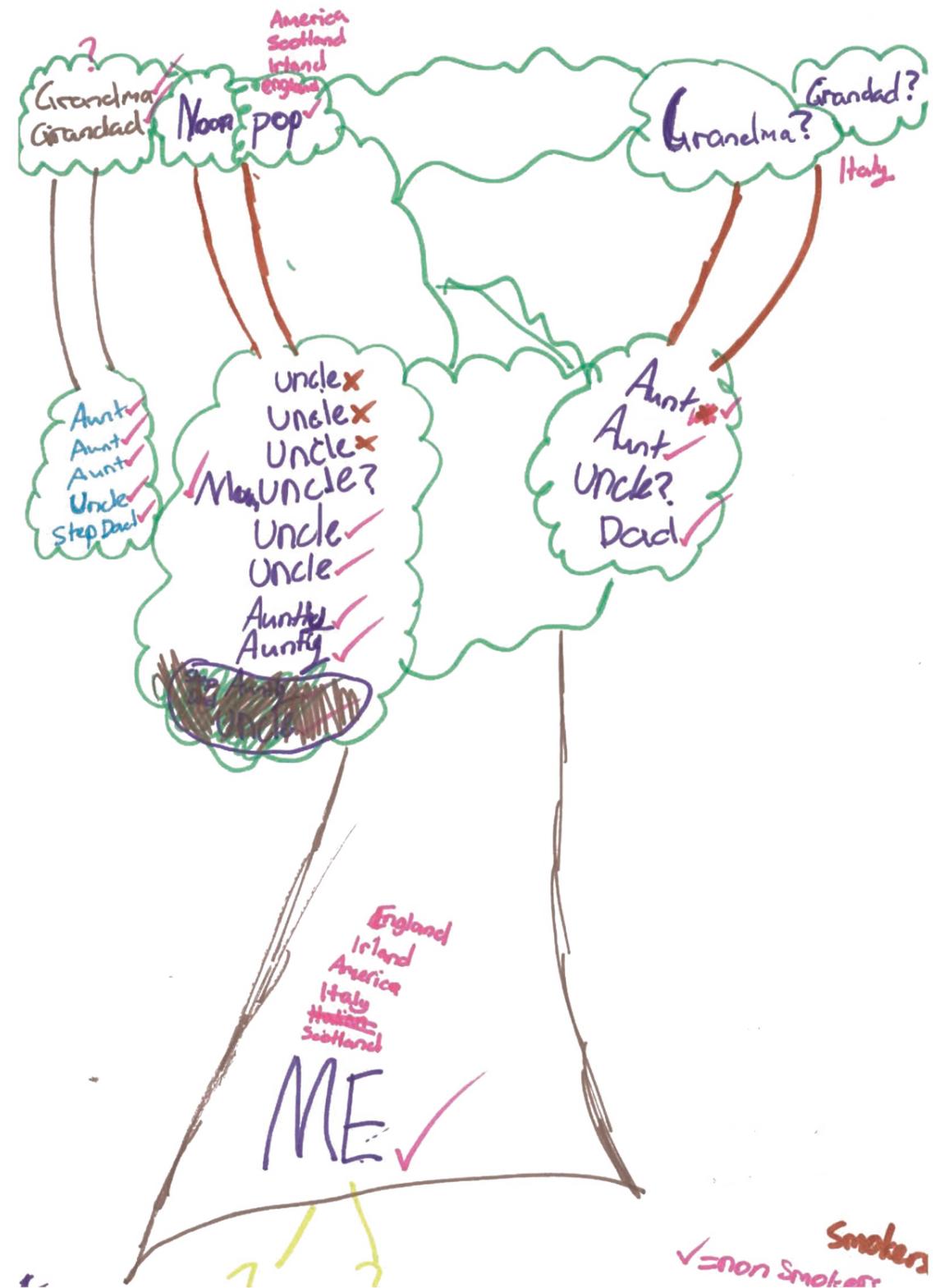
TALKING ABOUT TOBACCO USE: TATU



Talking About Tobacco Use (TATU) is a smoking awareness and education program for Aboriginal and Torres Strait Islander people, with the culturally appropriate message that "traditional smoke heals, tobacco smoke kills". TATU has extensive reach across the community through workshops, sponsorship of events, and media campaigns.

Programs like TATU working in schools can reduce smoking take-up rates by an average of 12 per cent. Clinical research over many decades shows that quitting and prevention of smoking adds up to 10 years to a person's life. Smoking also imposes costs on the Australian health system.

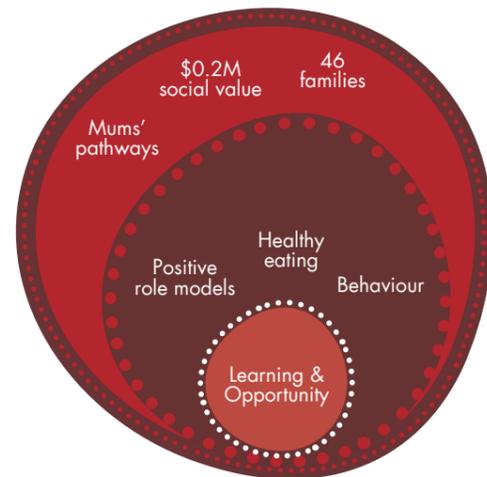
Smoking Family Tree:
TATU workshop example



CHILDREN'S SERVICES



NCIE's Children's Services support the development of children between the ages of 4 to 12 and provide respite to parents, some of whom are then able to work. The Children's Services programs are delivered at the NCIE, a culturally safe place for Aboriginal and Torres Strait Islander people. The after school and school holiday programs include culturally embedded structured and unstructured activities such as healthy eating, sport, homework help, free play and yarning circles.



PATHWAY PARTNERS SUPPORT

As a commitment to supporting the Aboriginal and Torres Strait Islander organisations, NCIE provides office space to Australian Indigenous Mentoring Enterprise, Tribal Warrior Association, and the National Aboriginal Sporting Chance Academy. Each of these works to deliver opportunities to Aboriginal and Torres Strait Islander people.

We are committed to supporting Aboriginal and Torres Strait Islander businesses through procurement, with our annual Indigenous procurement spend at 21% in 2017.





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