



Evolution and Growth

Social Return on Investment Evaluation of SisterWorks Inc

Summary Report | May 2022

‘SisterWorks gave me a sense of connection with the society, also lots of friends and an opportunity to earn money and be empowered and feel more confident speaking the language.’

**SISTER
SOCIAL ENTERPRISE PROGRAM**



SisterWorks Growth

SisterWork Social Return on Investment (SROI) 2022 report reflects the remarkable growth and development of our organisation as it reaches its 10 year anniversary. Since our last report in 2019, SisterWorks impact has **increased 79% from \$2.40 to \$4.30.**

Compared with our 2019 SROI analysis, SisterWorks has significantly increased the number of migrant, refugee and asylum-seeking women (our Sisters) whom we support and created greater value and impact for them through our programs and services. Furthermore, SisterWorks has nearly doubled the total value of change for our stakeholders who have invested in our programs and services.

About SisterWorks

SisterWorks is a not-for-profit social enterprise, based in Melbourne.

Our Vision

SisterWorks vision is an Australia in which all migrant, refugee and asylum-seeker women (our Sisters) are economically empowered.

Our Mission

To enable these vulnerable women to have the opportunity to be confident, independent and learn new social and vocational skills to improve their economic outlook.

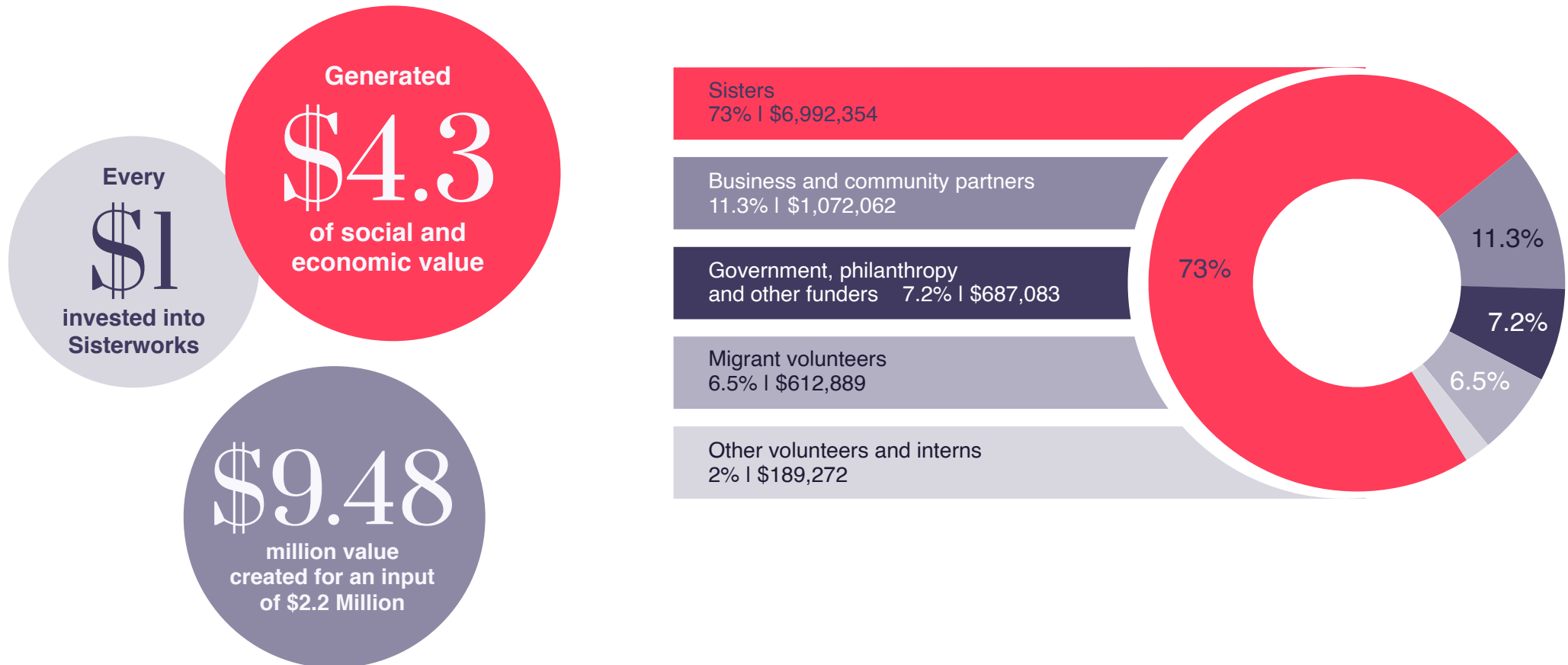
SROI Analysis

A Social Return on Investment (SROI) evaluations and analysis is an internationally recognised methodology used to understand, measure and value the impact of a program or organisation. The outcome of an SROI analysis is a story about the total value of change created, relative to the investment.

Snapshot of Key Research 2022

The SROI analysis found that in 2022 SisterWorks generated positive social value for migrant, refugee and asylum-seeking women, volunteers and interns, businesses and community partners, Government and other funders.

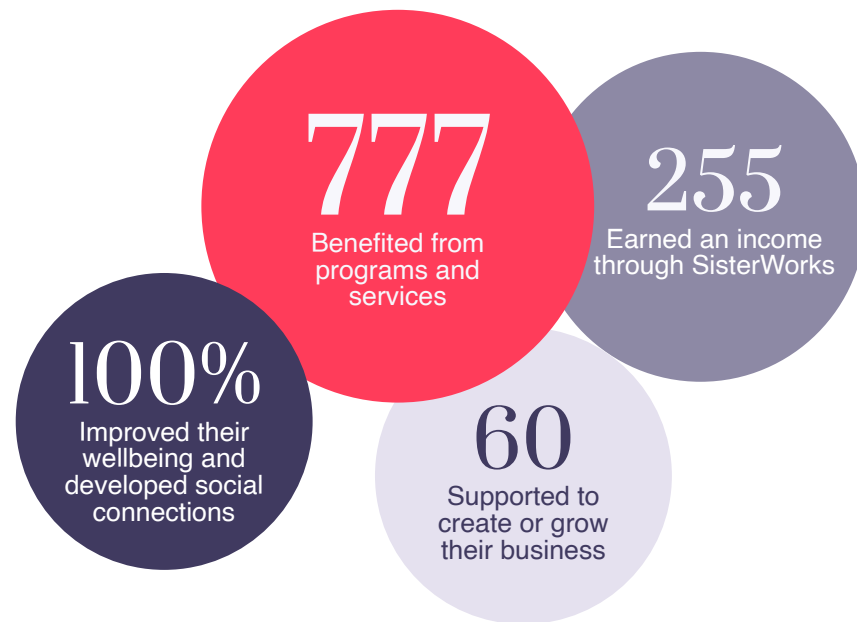
Value Created



Stakeholder Breakdown and Benefits

Sisters

Migrant, refugee and asylum-seeking women



Business Support



Volunteer and Interns



Government Savings

\$687,083

Government generated savings thanks to SisterWorks, and together with other funders, gained insight on how to better support economic empowerment of migrant and refugee women.

Programs delivered by SisterWorks 2022

Job Ready, Employment and Small Business

SisterWorks provides education, vocational training and pre-employment programs to equip Sisters with the skills, knowledge and confidence they need to overcome barriers and enter employment or entrepreneurship in Australia. Courses include barista, hospitality, food handling, small business, sewing and warehousing courses, and job information sessions.

451 Sisters completed
Job Ready programs

189 Sisters gained
employment

145 Sisters employed
by partners

44 Sisters employed
by SisterWorks

Social Enterprise

SisterWorks social enterprise sells unique products which have been locally made by Sisters. This work not only connects Sisters with employment but also provides entrepreneurs with the opportunity to sell their products.

78 Sisters recieved social
enterprise training

60 Entrepreneurial
Sisters

47 Sisters able to run
markets or speak at
events

18 Sisters equipped to
facilitate workshops

Social and Wellbeing

SisterWorks offers social classes for Sisters to develop social connections, enhance their wellbeing and build confidence. This includes computer classes, craft, sewing, conversational English and wellbeing activities like yoga and meditation.

287 Sisters participated
in social classes

113 Sisters were
supported in Mobile
Hubs across Victoria

‘With all the certificates I can apply
for jobs more easily.’

‘I got my first job in Australia as a cake
decorator. I’ve improved my English
and gained new perspectives of the
Australian life.’

**SISTERS
EMPLOYMENT PATHWAYS PROGRAM**

Image: Hospitality Sisters learning barista skills at Abbotsford Hub



How SisterWorks Drives Impact

The SROI analysis revealed key insights about SisterWorks that drive its impact on migrant, refugee and asylum seeker women, and other stakeholders including business and community partners, Government, philanthropy and the broader community.

STAKEHOLDER	HEADING	DESCRIPTION
Sisters	SisterWorks deeply understands the needs of Sisters, and its program offering offers pathways to meet different needs	SisterWorks has a deep understanding of migrant, refugee and asylum seeker women, their needs and how to address them. Its programs support the need for social connection and English language skills, as well as provide a range of pathways towards economic empowerment to suit different skills, interests and aspirations.
	SisterWorks is a community of migrant women across Sisters, volunteers and staff. "Once you become a Sister, you will always be a Sister"	Sisters build close relationships with each other and with SisterWorks which is fostered over time. For many, SisterWorks is a key connection to other like-minded migrant women in Australia and helps them to develop friendships and overcome isolation in a new country. Many stay to support the programs and the majority of staff and volunteers are also migrant women with lived experience: 76% of staff and over 60% of volunteers identify as someone with a culturally diverse background.
	SisterWorks is a model for how to break down barriers to employment for migrant women	SisterWorks tackles the multi-dimensional barriers to employment and creates multiple pathways for Sisters to work in Australia. This includes training and job readiness support, targeted volunteering opportunities (over half of their volunteers are migrant women), collaborating with businesses who recruit Sisters, direct employment, and supporting entrepreneurship.
Business and community partners	SisterWorks offers access to a highly adaptable range of social procurement opportunities and helps its partners to drive diversity and inclusion within their organisations	SisterWorks links partners to its social enterprise products and has the capability to produce a wide range of customised products made by Sisters in its Production Hubs. It also helps businesses to find suitable staff and provides support in the recruitment process to ensure it is tailored and culturally appropriate for women from a migrant background. For community partners, it provides a model for services tailored to migrant women.
Government, philanthropy and the broader community	SisterWorks is driving systemic change towards increasing diversity, inclusion and gender equality	SisterWorks is an influential leader in the sector and is known for its expertise in driving economic empowerment of women from migrant backgrounds. It shares its knowledge and experience, raises awareness, and advocates for what works with Government, other funders and with the broader community.

Benefits for Sisters and Other Stakeholders

The majority of the social value created by SisterWorks (73%) is for Sisters across six key outcomes, which have a lasting impact on their lives. Through these outcomes, SisterWorks plays a critical role in supporting women on the path to greater social and economic inclusion and participation.

OUTCOME	VALUE	%	DESCRIPTION
Sisters increase their self-confidence	\$1m	10.5%	<ul style="list-style-type: none"> • SisterWorks supports migrant women to increase their self-confidence by creating opportunities for them to learn and practise English, and other skills that will create job opportunities. It also fosters a community of fellow Sisters and volunteers who support each other and inspire them to feel confident in their abilities and recognise their talents.
Sisters feel safe to be their full self at SisterWorks	\$1.25m	13%	<ul style="list-style-type: none"> • At SisterWorks, Sisters find a safe space to be themselves, and take opportunities to explore and develop their potential as migrant women living in Australia.
Sisters develop supportive community connection			<ul style="list-style-type: none"> • A key focus of SisterWorks is to create an environment where Sisters can create a community and feel supported by other migrant women, volunteers and SisterWorks staff. Sisters have consistently reported that they have made a lot of new friends thanks to SisterWorks. This becomes particularly relevant for a cohort that is generally far from family and childhood friends.
Sisters learn new, transferable skills	\$1.35m	14%	<ul style="list-style-type: none"> • SisterWorks provides vocational training programs in hospitality, warehousing, sewing and entrepreneurship for Sisters to develop skills that will increase their employability. • SisterWorks also offers social classes in computing, craft, sewing, conversational English and wellbeing activities, for Sisters to learn new hobbies and develop social connections.
Sisters gain opportunities to work and earn money in Australia	\$2.3m	24.5%	<ul style="list-style-type: none"> • SisterWorks has increased their efforts in creating pathways for migrant women to gain employment and earn income. They do this through their social enterprise where they employ Sisters at SisterWorks production hub and Crafted Culture cafe, and by developing partnerships with businesses to employ Sisters, and creating a platform for entrepreneur Sisters to improve their skills and increase sales.
Sisters have improved emotional and mental wellbeing	\$1m	10.5%	<ul style="list-style-type: none"> • As a result of increasing Sisters confidence and skills, creating meaningful friendships and social connections, and getting opportunities to gain employment and income, Sisters' emotional and mental wellbeing also improves. In the Sisters' own words, they feel happy at SisterWorks.

Benefits for Sisters and Other Stakeholders

Value is also created for three other stakeholder groups: migrant and non-migrant volunteers and interns, businesses and community partners, and the Government and other funders. SisterWorks has created value for each one of these stakeholder groups in the following ways:

OUTCOME	VALUE	%	DESCRIPTION
Volunteers and interns	\$0.8m	8.5%	<ul style="list-style-type: none"> • SisterWorks creates volunteering and internship opportunities for migrant and non-migrant women. In these spaces, volunteers practise or develop new skills, gain work experience and increase their future employment opportunities, increase their confidence, develop social connections and have an increased sense of meaning and purpose. • This impact is particularly relevant for migrant volunteers, who will significantly benefit from having work experience in Australia to be able to find employment in the future, and develop social connections that might otherwise not have been possible.
Businesses and community partners	\$1m	11%	<ul style="list-style-type: none"> • SisterWorks has developed partnerships with businesses to increase employment opportunities for migrant women, at the same time linking businesses with employees to fulfil their recruitment needs. • SisterWorks also provides products and services developed or delivered by migrant women, for businesses to purchase through social procurement. • Its work leads to increased sector understanding of, respect for, and engagement with migrant communities. At the same time, it provides marketing and brand benefits for businesses: SisterWorks regularly shares case studies, success stories and the impact of their work through social media, articles or in the news. • SisterWorks has also partnered with community organisations to deliver their programs in remote communities, reaching more Sisters. This has increased the capacity of these organisations, some of which have now launched similar programs internally.
Government, philanthropic and other funders	\$0.69m	7%	<ul style="list-style-type: none"> • SisterWorks has become an influential leader in the sector for diversity, inclusion and gender equality matters. • The data collected and shared creates an important evidence base to drive advocacy and systemic change. • Government and other funders benefit from this information, and regularly rely on SisterWorks to understand this cohort and what they need. • Additionally, thanks to SisterWorks some women have been able to set up small businesses, gain employment at SisterWorks or other organisations, or grow successful and profitable enterprises, which allow them to contribute to the economy through tax contributions. Furthermore, some Sisters are no longer dependent on welfare payments. • Government is also able to reallocate training subsidies where Sisters complete courses with SisterWorks, instead of through subsidised places with other training providers.

SROI Ratio and Value Created

STAKEHOLDER	OUTCOME	VALUE BY OUTCOME (\$'000)	VALUE BY STAKEHOLDER	% OF TOTAL VALUE BY OUTCOME	% OF TOTAL VALUE BY STAKEHOLDER
Sisters	Sisters increase their self-confidence	\$998	\$6,922	10.5%	73%
	Sisters feel safe to be their full self at SisterWorks. Sisters develop supportive community connections	\$1,253		13.2%	
	Sisters learn new, transferable skills	\$1,349		14.2%	
	Sisters gain opportunities to work and earn money in Australia	\$2,328		24.5%	
	Sisters have improved emotional and mental wellbeing	\$995		10.5%	
Migrant volunteers	Migrant volunteers learn new, transferable skills	\$129	\$613	1.4%	6.5%
	Migrant volunteers gain more confidence in their skills and abilities	\$81		0.8%	
	Migrant volunteers develop supportive community connections	\$95		1.0%	
	Migrant volunteers have an increased sense of purpose	\$24		0.3%	
	Migrant volunteers improve their future employment opportunities	\$284		3.0%	
Other volunteers and interns	Other volunteers and interns learn new, transferable skills	\$16	\$189	0.2%	2.0%
	Other volunteers and interns gain more confidence in their skills and abilities	\$31		0.3%	
	Other volunteers and interns develop supportive community connections	\$24		0.3%	
	Other volunteers and interns have an increased sense of purpose	\$15		0.2%	
	Other volunteers and interns improve their future employment opportunities	\$103		1.1%	
Business and community partners	Businesses better understand the value of a diverse workforce. Businesses and community have a better understanding and respect for migrant and refugee communities	\$151	\$1,072	1.6%	11.3%
	Businesses have greater access to a pool of trusted and diverse employees to fulfil their recruitment needs	\$683		7.2%	
	Businesses have a deeper understanding of the benefits of ethical procurement. Businesses and community have increased access to high-quality, sustainable products and gain marketing and brand benefits	\$147		1.6%	
	Community partners adopt more services tailored to community needs	\$91		1.0%	
Government and other funders	Government and other funders have greater access to information about the needs of migrant and refugee women and what works to support them	\$53	\$687	0.6%	7.2%
	Government savings in welfare payments and reallocation of resources for training subsidies and employment services	\$445		4.7%	
	Increased contribution to the economy of traditionally excluded women who are now meaningfully employed	\$188		2.0%	
Total value of outcomes (\$'000)		\$9,484		100%	
Total investment in CY 2022 ('000)			\$2,213		
SROI \$ per \$			\$4.3 per \$1		

Acknowledgement

SisterWorks commissioned Social Ventures Australia (SVA) Consulting to determine the Social Return on Investment (SROI) of its activities over the 2022 calendar year.

In the spirit of reconciliation SisterWorks acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

sister
works

For more information about SisterWorks SROI report,
contact: grants@sisterworks.org.au

