# Community makes us stronger

5 YEARS IN

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I M P A C T

# 2019-2020



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Our year in numbers Our venues Theory of Change: home.plat Our Five Pillars of Sustainable Our partners Future Support us Financials

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# **Executive foreword**

It's always an exciting time when we get to reflect on our previous year, which is inevitably filled with challenges, successes and everything in between. We have made a habit of taking a minute every now and then to enjoy how far Society Melbourne has come since our very humble beginnings. Our first meetings were held in student common rooms where Tenille, now our managing director, would bring bread and dips for all of us to share and people would volunteer their time after their work or university day had finished. This raw, grass-roots, people-powered model is a huge reason why Society Melbourne has evolved into the mature social enterprise it is today. When we take stock and look at where we are today, the cold student common rooms seem like a very distant memory! We are now fortunate to have multiple social enterprise locations which we can work from whilst enjoying their exceptional coffee and delicious food.

In the past year, Society Melbourne has supported more young people to escape the homelessness cycle than any other year. This means that we were able to connect our young people with pathways to housing, education, community, confidence and employment as a result of their time within our programs. Most importantly, however, is the fact that all of these young people have remained out of the homelessness cycle to date. This is a significant achievement and testament to the guality of the support our young people receive. A big reason why we have been so successful in our impact has been the appointment of our first full-time Program Manager to improve the quality of our programs, ensure individualised support and create genuine relationships with all of our voung people, Joe, our Program Manager, has hit the ground running and done a better job than any of us could have hoped for - thanks Joe!

We know our services are needed now more than ever before and we are committed to ensuring that every young person can access our five pillars of sustainable change and escape homelessness for the long-term.

Tenille + Lev

This year we have faced significant external threats and challenges: the summer bush fires. COVID-19. and home.two's burglary all compounded to create their own set of unique challenges for our social enterprises. Despite all of this, we still had our best year of revenue to date and were able to provide more hours of employment and training for our young people than previous vears! We think this is another showcase of the resilience of the Society Melbourne community. our partners' belief in our work and the strong foundations we have secured ourselves to. We want to directly acknowledge and thank all of our staff and volunteers who do such an incredible job at our enterprises, without your hard work and dedication Society Melbourne just wouldn't exist!

For anyone who has been following our journey for more than a minute, you would be aware of who Dan Poole is. Our Co-Founder and the entrepreneurial mind behind many of our enterprises. Dan has been a dedicated member of Society Melbourne's community since the very start! Dan has made the decision to step down from his role as Director to focus on his other start-ups and work as a Pro Bono Lawyer. Thanks Dan for everything you have done for Society Melbourne, we're going to miss you! In Dan's place, we are excited to welcome Chris Mills as our newest Director. Chris brings with him a wealth of experience working in the homelessness sector in both social work and fundraising roles and we are humbled that he has chosen to join us and to be an integral part of our team.

We are excited for what the next year will bring. We're especially excited for the opportunity to work with many more wonderful young people. It's no secret that the rate of youth homelessness has been getting progressively worse over the past decade and doesn't show any signs of improving. We know our services are needed now more than ever before and we are committed to ensuring that every young person can access our five pillars of sustainable change and escape homelessness for the long-term.

Thanks for checking out our 2019/2020 Impact Report - if you have any questions or comments please feel free to get in touch with us!

TENILLE GILBERT, MANAGING DIRECTOR + LEVI FERNANDEZ, HEAD OF PARTNERSHIPS











TRAINEES TAKE THE REINS

**A PROSPEROUS PITCH** 

A NEW FACE

LET'S WORKSHOP IT!

# JUL

### CROWD FUNDING FOR CHANGE!

We successfully crowdfunded over \$35,000 to build our new Crêpes for Change food truck.

# SEP

### TRAINEES TAKE THE REINS

First Trainee Takeover Day at home.one!

# A PROSPEROUS PITCH

ост

Tenille pitched at the Bennelong Foundation

Pitch-In event, raising \$18,000.

# ΝΟΥ

# A NEW FACE

Our first ever Program Manager, Joe, started.

NOV A SECOND HOME

The Coffee Cart piloted at Chisholm, Frankston.

# DEC

# **FUNDING BOOST!**

We received funding from the Tobin Brothers Foundation and Community Underwriting.

# JAN LET'S WORKSHOP IT!

Three intensive training program workshops were held for our trainees - a Wood and Co

- Coffee Tour, a Financial Literacy Workshop
- and a Customer Service Workshop.

# MAR

# A SIGNIFICANT MILESTONE!

- We hit a milestone of
- supporting 40 young people
- through our programs
- since we began!

# FEB

# EXPERT ADVICE

- We held our first Advisory
- Council Meeting with
- our new expert team
- of industry leaders.

# Highlights 2019

### FAREWELL DAN!

MAY

# **OPENING NEW DOORS**

We launched our employer network program, Open Shift.

### JUN

### FAREWELL DAN!

We said goodbye to our beloved Co-Founder Dan Poole, and welcomed Chris Mills as our new Director.

# MAY

A LITTLE REBRAND

The Hospitality Training Program got a fresh new name - home.plate!!

# Our year in numbers





This year we have faced significant external threats and challenges. However, we still had our best year of revenue to date and were able to provide more hours of employment and training for our young people than previous years.

Tenille + Levi



100% of young people who formally graduated the program transitioned to further education or employment.



Hours trainers engaged in professional development workshops.

# **Our venues**



















# PROGRAM MANAGER REPORT

When stepping into my role as Program Manager at Society Melbourne in November 2019, I was excited by the opportunity and challenges working for such an innovative and fast moving organisation would offer. Seven months on and I'm proud of the continued powerful impact we've been able to achieve and loved the opportunity to connect with so many like minded individuals who make the great work we do at Society Melbourne possible. Our achievements over the last year are the result of their amazing work and commitment.

# Our key focus for this year is the continued improvement of our flagship impact program home.plate! This year, home.plate supported 19 young people through hospitality skills training at our venues throughout Melbourne. We had 70% of trainees successfully transitioning to employment and education which reflects the challenges facing the young people we are supporting as part of this program. Each case where a trainee was unable to complete home.plate due to external circumstances has been thoroughly reviewed with

circumstances has been thoroughly reviewed w the lessons of each experience applied to new processes and policies of program operation. In line with our organisational strategy, we have consolidated home.plate's operations. We've conducted a thorough review of the program and developed stronger resources and policies to allow greater and more consistent impact through its operation. We've also consolidated and restructured our monitoring and evaluation processes. Finally, we've been able to formally establish our new Open Shift employer network program to provide consistent employment opportunities to young people graduating from home.plate.

It's impossible to discuss the program's impact over the course of the last financial year without acknowledging the impact of the COVID-19. Unfortunately, due to restricted operations at our training venues, we were forced to suspend our on-site training from mid-March. We maintained consistent contact with trainees and our key vouth homelessness partners involved in our program over this period. We have monitored each trainee's situation and ensured they are accessing any relevant financial, housing or mental health support they require. We are committed to ensuring that every trainee who was unable to complete the program due to the COVID-19 lockdown will have the opportunity to do so in the future.

Whilst we are proud of the strides we have made in creating, designing and delivering our impact programs, we acknowledge that the challenges faced by our young people are constantly evolving.

SOCIETY MELBOURNE

Therefore, we will continually adjust our programs to best reflect the needs of our young people. This includes expanding it to ensure our future social enterprises better develop the trainees' food preparation skills and to **add a financial literacy module to the program's structure.** We're also looking to increase our commitment to projects with a housing focus to better emphasise a core pillar of our organisation's impact. I'm really excited to build on the great work we've been able to achieve thus far and ensure that we are going above and beyond the expectations of all the amazing people who support us.

Whilst we are proud of the strides we have made in creating, designing and delivering our impact programs, we acknowledge that the challenges faced by our young people are constantly evolving.

Joe, Program Manager

Society Melbourne gave me the confidence and self-esteem to stand up for myself in general and allowed me to think beyond in terms of what I can do for employment.

Ralph Eduardo, home.plate graduate

Ralph was involved in our home.plate program over the course of 2019 and graduated from the program in February 2020. Following his graduation, Ralph was able to secure consistent retail work at General Pants Co. in conjunction with further study and placement.

Throughout his time at Society Melbourne, Ralph brought his friendly and sociable personality to each and every shift and benefited strongly from the professionalism and structure the program gave him to better manage his study and future planning.

"It was a great experience working with Ralph. I was most impressed by his customer service skills and attention to detail. Ralph always brought a great attitude and a bright, bubbly personality to work that couldn't help but rub off on everyone around him." - Tara, home.plate trainer.

Watch Ralph's experience in our home.plate program.



Society Melbourne gave me the confidence and self-esteem to stand up for myself in general and allowed me to think beyond in terms of what I can do for employment.

We were able to catch up with Ralph to see what he's been up to since completing our home.plate program:

# What have you been getting up to since you've graduated from home.plate?

Since I've graduated from the training program, I've been studying a Diploma of Community Services and am currently doing a student placement with the Brotherhood of St Laurence, which could lead to a potential internship within the organisation.

# Talk us through your placement at the Brotherhood of St Laurence.

I am currently doing a student placement with the Youth Practice and Service Development Team where I am involved in developing a program that supports alumni and exparticipants from their Education Youth Foyer, where young people live in shared, supportive accommodation whilst studying.

# How has your experience at Society Melbourne improved your wellbeing?

# **Theory of Change**

# home.plate



- Employment partners: Open Shift
- Employer network • WISF • Youth projects
- Employment opportunities

### SM Board/Advisorv Council Members

Advice/employment opportunities

### Regular training workshops

- Job readiness
- Interview preparation
- Goal setting
- Workplace
- regulations
- Employee rights

Trainee surveys measuring increase in confidence. wellbeing and social connectedness





Housir **Education** 帠 **Employment** Confidence Communit new skills."

**Five** 

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"Society Melbourne gave me the confidence and self-esteem to terms of what I can do for employment."

"Working with Society Melbourne has given me the opportunity workplace that's both accommodating of personal/situational difficulties, whilst still providing the challenges of the hospitality sector. This balance gives me the chance to practice skills and

"I think the program was very successful as Matt was at risk of losing his residency. He managed to use the program to secure

natural confidence has grown quite a bit. Motivation levels are much higher and overall I feel like I have a sense of purpose in my life and around the community."

"Being part of a team has had a positive impact on me as it gave me a sense of belonging and further helped me to develop my encourages me to continue trying my personal best and learning

# Introducing our Advisory Council



Society Melbourne was humbled this year to welcome six incredible experts to join our inaugural Advisory Council. After much work on our governance framework and our next steps as an organisation, we decided that a group of highly-qualified, socially active and engaged members of our community would be the next step in our journey. The council exists to act as a group of external advisors to the Executive Team, focusing on our strategy, business development, impact development, fundraising and more. Each of our expert council members were specifically chosen to fill a gap in our team's knowledge or skill areas, and to elevate the professionalism and strategic growth of Society Melbourne to maintain and accelerate our current rate of growth. We are thrilled to introduce to you our Advisory Council members:

# PAUL BENVENISTE

Paul is our finance and investments expert, and a serial people connector, keeping us accountable, strategy-focused and prepared for each next step.

# VICTORIA COSGROVE

Victoria is our fundraising, donor management and campaigning leader, guiding us to connect the public with our mission and to give everyone the opportunity to support our work

# JUDY HARGRAVE

Judy is our legal, risk and compliance champion, who loves to connect people into the Society Melbourne community whilst ensuring that we are keeping up-to-date with regulation and compliance.

# CARYN KAKAS

Caryn is our housing and government policy expert, committed to providing suitable and affordable housing to all.

# CHRIS MILLS

Chris is our social work, homelessness, policy and fundraising specialist, and our wonderful new Director!

# MYLES MUNRO

Myles is our hospitality and business mastermind, supporting us to ensure that each of our venues are profitable, sustainable and impactful.

Passionate, dedicated, thoughtful and energetic is how I describe the Society Melbourne team. I love helping them connect their ideas to sustainable outcomes that positively impact young people.

Judy Hargrave, legal, risk and compliance champion

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Society Melbourne's achievements are largely the result of our community of partners who have committed their resources to support our mission. As you can see below we have a diverse range of partners who share our vision and are determined to make the world a better place. We sincerely thank you for your dedication, generosity and continuing support, here's to another year!

ANZ	Helen Macpherson Smith Trust	StreetSmart Australia
Australian Executor Trustees	Impact 100 Melbourne	The Ascot Lot
Barr Family Foundation	ING	The Cluster
Bennelong Foundation	Inner North Community Foundation	The Ellingworth Legacy
Blue Lime	La Marzocco	The Grants Hub
BlueRock	Launch Housing	The Growth Project
Breathe Architecture	Matana Foundation	The Janice Durkin Family Gift
City of Melbourne	Melbourne City Mission	The University of Melbourne
Community Underwriting	Moreland City Council	Tobin Brothers Foundation
Equity Trustees	Nightingale Housing	VCF Bird Family Charitable Trust
First Moves Digital	RMIT	Wetherall Family Foundation
Future 2 Foundation	Salesforce	Wood and Co

We sincerely thank you for your dedication, generosity and continuing support. Here's to another year!

Society Melbourne

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Working alongside young people keeps Society Melbourne focused on ensuring that our operations are as sustainable as possible. The young people in our community are inheriting this planet and deserve a world where the impacts of climate change and environmental destruction are minimised. This year, we successfully transitioned our food menus to offer products with the lowest rates of carbon and methane emissions, deforestation rates and resource needs. We are still serving delicious food at an affordable price and have enjoyed the support from our community during this transition. There are still a number of areas where Society Melbourne needs to improve and we are committed to evolving our operations to address these challenges. Our primary objective is to maintain a profitable business model that enables us to create pathways out of the homelessness cycle, but we believe that this can be achieved in a way that does not ignore the current climate crisis.

If you have any suggestions as to how we can further improve the sustainability of our operations, please get in touch with us - we'd love to chat!

# SOME OF OUR OTHER SUSTAINABILITY INITIATIVES INCLUDE:

- Recycling milk-bottle lids and other non-recyclable lids through Envision Hands where they are turned into prosthetic limbs.
- Discounts for reusable cups.
- 👶 Compostable packaging.
- Composting coffee and food waste.
- Replacing plastic straws with paper straws. 23
- bome.one is a member of Bring Me Home's community, an app that allows customers to identify cheaper meals that would otherwise be thrown away, which further reduces our food waste.



# **Future**

- Oconducting an audit of all of our social enterprises to identify areas we can improve
- Scaling our model to increase the number of social enterprises within our portfolio
- Broadening our philanthropic relationships and evolving our monitoring and
- O Encouraging the executive team to enroll in further university studies to support
- O Deepening our relationship with organisations with a strong history of successfully
- $\bigcirc$



**Society Melbourne tackling** youth homelessness



**Society Melbourne welcomes** charity sector expert Chris Mills as new Director



The food empire solving youth homelessness

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As a social enterprise you can support us everyday by simply purchasing your coffee, snacks, lunch or catering from one of our enterprises - it's that easy. The power of a social enterprise is that all of our supporters create a dynamic community of support for Society Melbourne to grow and thrive within.

### Interested in donating?

Society Melbourne is Deductible Gift Recipient (DGR) registered charity, meaning that all donations to Society Melbourne over \$2 are tax deductible. Give what you can knowing that you are investing in long-term sustainable solutions to youth homelessness.

To enquire about making a tax-deductible donation to Society Melbourne email levi@society.melbourne OR visit our website https://society.melbourne.

Are you a local business often on the lookout for great staff? Our Open Shift program gives you streamlined access to the highly skilled graduates of our Hospitality Training Program while also having a positive social impact in your community.

Find out more about becoming involved here: https://society.melbourne/open-shift/

If you would like to discuss how else you might be able to support us please contact our Managing Director, Tenille Gilbert tenille@society.melbourne, 0415 983 223

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### Are you a corporate?

We'd love to connect to talk about the different ways you can support Society Melbourne that makes sense for you and your team. For example, hire our crêpe van for your next workplace event, keep your team caffeinated with our coffee cart, or rally your team to host a fundraiser for Society Melbourne. We've done some pretty amazing things with corporates in the past, who knows what's next! The possibilities are endless, and delicious, and we are always keen to chat.

### Are you a school or university?

We are passionate about teaching young people and future entrepreneurs about the systemic issues causing youth homelessness and how social enterprises can offer creative, local and impactful solutions for social change. Our crêpe van is absolutely loved by students and can be a great resource to the world of social change, with a layering of French culture.



Society Melbourne would not exist without the support of a strong and passionate community. We are only able to create an impact on the lives of young people because of those who join and support us in working towards our mission. From staff, to volunteers, donors, philanthropists, service providers, industry partners and our friends in the social enterprise sector - thank you for believing in our work and for joining us to create this phenomenal community.

Aaron Wood • Adam Monteresso · Adam Taia · Aditva Singhal • Aiden Fernandez • Alba Cuko Alex Kennedy 
Alex Roberts 
Amelia Grossi Amr Ibrahim · Andrea Heffernan · Andrew McAllester · Andrew Mellody · Angie Uhm · Ann Nauven • Ann Howie • Anne Bui • Airi Suzuki • Aun Ngo · Ben Clark · Ben Rodgers · Bethan Slater · Bevan Warner · Bianca Fricchitavong · Bianca Maciel Pizzorno · Bridget O'Neill • Brigitte Johnson • Brigude Synnot • Caitlin Gallo • Cameron Molonev • Camille Lopez • Carvn Kakas • Cassandra Godden · Catherine Harper · Cecelia Ofiadonu · Charlene Yum · Charlotte Harraway · Charlotte A'Hearne · Chloe Tucker • Chris Mills • Chris Burnett • Chris Kipouridis • Christine Chopvak • Claire Butler • Claire Coxon • Claire Jacou Clyde Fernandez • Dan McKenna • Daniel Copsey • David Brett • Donna Stolzenberg • Ebony Hill • Eden Cook • Elise Bennetts Elisabeth Morley 
Elizabeth Bobbitt 
Elly Downing 
Emma Soloai 
Emma Walmsley 
Erik Martin 
Evan Trchala 
Fergus Cargill · Federico Chinazzi · Fuchsia Maeve · Georgia Gibson · Georgie Meagher · Gia Weaver · GiaHan Ly · Glen Gilbert · Glen Stolzenberg · Hannah Miller · Hannah Sanderson · Harpreet Singh · Harry Michael · Helen Solomon · Helena Parsonage · Howard Rallev · Hugo Hodge · Imogen Van Jaarsveldt · James Dalv · Jamie Dorfman · Jamie Tavlor · James Dickie · James O'Neil · Jasmin Hill · Jeanelle Mariani · Jennifer Kulas · Jeremy Taylor · Jeremy McLeod · Jess Cogger · Jie En Lai · Jo Panchal · Joseph McAllister · Josephina Sukamto · Joshua Ackman · Judith Hargrave · Julia Taylor · Kate Evans · Katie D'Andrea · Katie Mitchell · Katrina Chan · Kamal Riman · Kerrie Gilbert · Kimberley Ann · Kimberly Toh · Kimberly Yeung · Kirsten Pannekoek · Kirsten Biacsi · Kris Lattin · Laura Desensi · Lenka Brazda · Lilv Jane · Madeleine Northover · Mahira Sobral • Mai-Ly Nguyen • Marcus Cardoso • Marissa Grace • Mark Ott • Mark Perrott • Mary Nikolakopoulos Mary Nguyen 
Matilda Macleod 
Matilda Perry 
Matt Cox 
Matt Litchfield 
Matt Weeks 
Max Durie 
May Alsania · Michael Barr · Michael Webster · Mike Davis · Molly Forrest · Molly O'Shaughnessy · Molly Pearce Moritz Langner 
Myles Munro 
Naomi Pasinetti 
Narelle Fellowes 
Natalia Held 
Niahm Simmons 
 Nick Toledo • Nick Pearce • Nicky Price • Nicola Innes • Nicole Wong • Nisha Miles • Noel Lim • Ollie Crafter · Pascal Ducasse · Patrick Dagg · Paul Benveniste · Pina Sciarrone · Penny Tarrant · Rachel English · Rebecca Lee · Renee Denero · Richard Pratt · Ruvarashe Muguyapi Sagarika Sanjay · Sandra Jacobs · Sau-Yeng Dixon · Shamus McMillan · Shay Perera · Sheenal Srivastava · Shen Ke · Simon Lee · Stephanie Babinczky · Stratos Amvazas · Sydney McLennnon · Tamara Veltre • Tara Grandison • Terence Felix • Tim Goh • Tom Dawkins • Trent Miller • Victoria Cosgrove • Viv Butler · Vivien Lee · Wassan Awad · Will Beresford · Will Zhong

> Thank you, all

SOCIETY MELBOURNE

# Robinson • Adam

	2020	2019
Revenue from trading activities		
Crêpes for Change Van	92,488	92,519
The Coffee Cart Changing Lives - RMIT	16,527	27,020
The Coffee Cart Changing Lives - Private	7,970	1,909
home.one	158,814	58,633
home.two	177,378	177,210
Total revenues from trading activities	453,176	357,29
Less cost of goods sold		
Crêpes for Change Van	11,847	10,990
The Coffee Cart Changing Lives - RMIT	6,592	9,52
The Coffee Cart Changing Lives - Private	4,038	1,528
home.one	57,518	69,488
home.two	46,764	32,95
Less cost of goods sold	126,760	124,48
Gross revenue from trading activities	326,416	232,80
Revenue from other sources		
Donations	40,832	46,978
COVID-19 Government Assistance Payments	106,746	,
Grants	307,326	98,712
Interest Received	627	90
Reimbursements	(36)	2,559
RMIT - Service Fee	-	2,830
Total revenue from other sources	455,495	151,169

Expenditure	
Advertising	
Annual Leave Expense	
Bank Fees	
Bookkeeping Fees	
Consulting & Accounting	
Crêpes for Change Equipment (W/O Assets <\$20k)	
Crêpes for Change Fuel/Gas	
Crêpes for Change General Expenses	
Crêpes for Change Motor Vehicle Expenses	
Crêpes for Change Repairs and Maintenance	
Crêpes for Change Site Fees	
Depreciation	
Dues & Subscription	
General Expenses - Society Melbourne	
home.one General Expenses	
home.one overheads - rent, bills etc	
home.one Start-Up Costs (Equipment - W/O Assets <\$20k)	
home.two General Expenses	
home.two Overheads	
Impact Donations	
Insurance	
Interest Expense	
Office Expenses	
People & Culture - Volunteer Expenses	
Postage & Courier	
Professional Development Expenses	
Salaries & Wages	
Society Melbourne Software Costs	
Stripe Fees	
Subcontractors	
Superannuation	
The Coffee Cart Changing Lives - General Costs	
The Coffee Cart Changing Lives - Start-up costs (Instant Assets W/o	ff
otal expenditure	

Net surplus/(deficit) attributable to the Company

	2020	2019
	6,869	11,296
	7,196	-
	(88)	61
	788	1,083
	15,046	7,974
	851	1,849
	1,893	3,230
	565	-
	2,589	1,733
	2,800	1,121
	148	4,542
	12,919	11,802
	1,023	-
	(2,706)	11,334
	2,262	5,022
	15,414	12,094
	-	2,390
	1,882	-
	5,171	356
	342	414
	8,456	4,963
	(2)	640
	3,390	2,693
	36	1,126
	18	121
	3,301	-
	469,627	259,002
	1,574	-
	-	55
	2,774	15,218
	40,356	21,340
	3,204	3,170
ff)	2,598	6,392
	610,296	391,021
	171,615	(7,046)

33 | FINANCIALS

	2020	2019
Assets		
Current assets		
Cash and cash equivalents	186,792	126,450
Trade and other receivables	93,510	5,238
Inventories	5,178	3,570
Total current assets	285,479	135,258
Non-current assets		
Property, plant & equipment	61,454	26,323
Total non-current assets	61,454	26,323
Total assets	346,933	161,581
Liabilities		
Current liabilities		
Trade and other payables	19,840	73,499
Income received in advance	85,500	25,300
Provisions	7,196	-
Total current liabilities	112,536	98,799
Total liabilities	112,536	98,799
Net assets	234,397	62,782
Het ussets	234,337	02,782
Equity		
Accumulated members funds	234,397	62,782
Total equity	234,397	62,782

Enthusiasm is common, but enthusiasm coupled with ability is rare. For me, being involved with Tenille, Levi and the team is an opportunity to deliver social change alongside future leaders of our community.

Paul Benveniste, Finance and investments expert



home two

# 2019-2020



IMPACT REPORT

