

# FOCUS ON 1

IMPACT REPORT  
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# THE FUTURE



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**WITH 5  
EMPLOYEES  
AND 40 STRONG  
VOLUNTEERS WE  
CONTINUE TO  
GROW EVERYDAY,  
AND WE'RE ONLY  
JUST GETTING  
STARTED.**

# ON TOP OF DONATING PROFITS TO THE CAUSE, WE NOW TRAIN AND EMPLOY DISADVANTAGED PEOPLE, STRIVE TO SUPPORT THE ENVIRONMENT, AND EQUIP THE NEXT GENERATION OF SOCIAL ENTREPRENEURS WITH THE SKILLS TO MAKE CHANGE.



Welcome to the 2016-17 Impact Report for Crêpes for Change. It feels like only yesterday that my brother Liam and I first dreamt up the concept of a food truck that exists solely to benefit youth homelessness. To think that was over two years ago now is surreal.

They say people have a tendency to massively underestimate what they can achieve in the long-term, and personally I am constantly amazed and inspired by the huge achievements our fantastic team has continually accomplished over the past couple of years. I can only dream of what is possible if we continue on our current trajectory.

The story of CFC starts with two brothers wanting to make a difference in some small way. But this narrative quickly morphed into one that tells the story of a large number of passionate individuals determined to work together to change the way things are done. While I am honoured to write this foreword, I am acutely aware that CFC is not about me, Liam, or any one person; this Impact Report is dedicated to the group of amazing characters in our executive and volunteer team, as well as the hundreds of people who have supported us in some way along the journey. Together we make up the CFC Family and it is this group that I thank for all we have been able to accomplish.

In 2015, we launched the CFC food truck, which has to date turned over nearly \$270,000 in revenue. A year later, in 2016, we launched The Coffee Cart Changing Lives, which has found a permanent home at RMIT Training and will offer daily paid employment to up to 5 disadvantaged young people at a time. This year, thanks to the generosity of several community foundations, private philanthropists, and business leaders, we're trying our luck at starting our first ever bricks-and-mortar hospitality venture. Our micro-café, home.one, will be launching in November 2017 in Brunswick, and will create a host of new challenges and opportunities.

In the last year we have also greatly diversified the way in which we achieve our overall mission of eliminating youth homelessness in Australia. On top of donating profits to the cause, we now train and employ disadvantaged people, strive to support the environment, and equip the next generation of social entrepreneurs with the skills to make change. In August 2017, we hosted the first ever Northern Territory Social Change Summit, for which we flew down 11 future leaders to Melbourne for a 3-day business accelerator run with our friends at YGAP. I think our whole team would love to thank Jetstar for their incredible generosity, and also our ridiculously amazing Impact Manager, Tenille Gilbert, for making this possible.

It would be amiss to not also mention the success of the social enterprise sector generally since our last Impact Report. It is a true pleasure to witness the range and number of new social enterprises popping up. We feel privileged to be part of a movement that is challenging and revitalising not only the non-profit sector but also the business world broadly as more organisations

recognise the need to pursue purpose and community benefit with as much vigour as their pursuit of profit. This shift is powered largely by consumers, who are increasingly demanding that big corporates do more to improve our world.

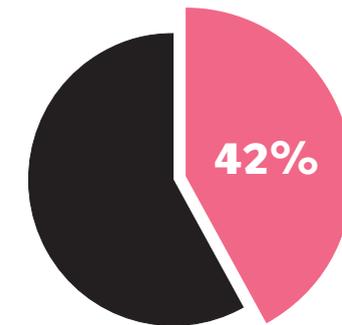
Thank you for another amazing year. And, as always, thank you for deciding to change the world with us.

**DAN POOLE (FOUNDER)**

**A STAGGERING  
44,000 YOUNG  
PEOPLE SLEEP  
ROUGH IN  
AUSTRALIA  
EVERY NIGHT.  
WE THINK  
THAT'S 44,000  
TOO MANY.**



NUMBER OF HOMELESS YOUTH IN AUSTRALIA



PERCENTAGE OF HOMELESS POPULATION UNDER 25 YEARS OLD

## THE PROBLEM

Youth homelessness is a crisis, invisible to most Australians.

Being homeless in Australia is one of the most socially isolating experiences a young person can go through; a disadvantage that may have ramifications for the rest of their life. For them, the uncertainty about the night's sleep ahead is a stressful reality that often means sleeping outdoors, in cars, between friends' houses or in emergency accommodation. Juggling education, work, relationships and wellbeing becomes increasingly difficult to do without stable and safe accommodation. The high prevalence of mental and physical health problems within this group, combined with an existing experience of disadvantage, can make the challenge of breaking the cycle seem insurmountable.

## OUR SOLUTION

We launched Australia's first non-profit crêpe van in 2015. In 2016 we launched The Coffee Cart Changing Lives. This year we are launching home.one.

Crêpes for Change was born from the desire to support these young people who are currently experiencing homelessness or are at risk, through the power of social enterprise. We have worked tirelessly since our inception to have three separate successful enterprises under the Crêpes for Change umbrella.

Our theory of change is based on identifying holistic approaches that fundamentally equip the young people we help with the confidence, skills, and experience to be the masters of their own life and to break free from the homeless cycle.

Every single crêpe, coffee and bagel sold takes us a step closer towards eliminating youth homelessness. We do what we do because we want to make a difference in the world. With 5 employees and 40 strong volunteers we continue to grow everyday, and we're only just getting started.

# MILESTONES

# 2016 -

## OUR 1ST IMPACT DONATION



### AUGUST

Launched The Coffee Cart Changing Lives.

Donated \$20,000 to Launch Housing (\$37k to date – August 2017).

## 1ST SOCIAL IMPACT LOAN



### JUNE

Made our first Social Impact Microfinance Loan of \$2,000 to Three Bears.



### MAY

Hired three people from Launch Housing to work in the CFC van.

### JULY

Finished the financial year with over \$150,000 in revenue, with \$25,000 in residual profit to be allocated to our next impact donation.



# \$150K REVENUE

### AUGUST

Flew 11 social entrepreneurs from the Northern Territory to Melbourne for our NT Youth Homelessness Summit.



NT SOCIAL CHANGE SUMMIT 2017

# 11 FLOWN TO NT SUMMIT

### NOVEMBER

Launch of home.one - micro-cafe opening in Brunswick.



# CAFÉ OPENS

# 2017

**In June this year, CFC and Launch Housing struck up a deal to increase aid to at risk and currently homeless young people.**

We were no longer just training youth volunteers, but were able to provide regular, paid work and support, a huge step forwards in creating more spaces to build confidence and work experience. We have recently opened our Coffee Cart Changing Lives permanent space in RMIT and will open home.one, a complete café in Brunswick later this month, both of which will allow us to increase our intake of paid workers from Launch Housing.

Due to our focus on these major changes in our operations, we decided to chat to one of our longest working volunteers and now team member of the CFC vans, *Jessica Vamplew*, about her experiences with us and with Launch Housing.

**CFC: How did you get involved with Launch Housing?**

**Jessica:** I got involved with Launch Housing through Frontyard Youth Services in 2016 when my sister and brother in law told me that I had to find somewhere else to live or move back to Townsville. Moving back to Townsville wasn't an option at the time as I was studying a course in Melbourne, Frontyard helped me apply to live in the Education First Youth Foyer in Broadmeadows. After applying I went through the interview process and was accepted to live

there and moved in on the 22nd of November 2016 and have now been there for 10 months.

**How did they get you involved with us?**

I first heard about CFC from the Enterprise day that was held at the Foyer back at the end of February this year and put my name down to volunteer with them because I thought they were doing a great thing in helping youth homelessness. Then in June of this year I applied to become a van team member through the deal they have set up with Launch Housing. I was then accepted for the job and began to work for them just after exams had finished for semester 1 of uni.

**What has been your experience of the van? Any successes and/or difficulties?**

There have been no difficulties in working with them. They have been welcoming and accepting of circumstances. The successes of working with them have been being able to travel to different parts of Melbourne and getting a free t-shirt. Also being able to experience different environments and learning new skills like spinning crepes.



**How do you think it has changed things for you, if it has?**

Working for CFC has changed things for me as I now notice how interested people are in not for profit organisations and the impact they are having on youth homelessness. I am also now able to save money, work towards my goals, and I am able to enjoy my work. I have made new friends and have learnt new skills and I help make an impact for a worthy cause.

**What has been a memorable story/ experience you've had with us?**

I cant decide on just one memorable experience as there are so many. This is also because every time I am in the van it's a memorable experience.

**JESSICA VAMPLEW (PAID TRAINEE)**

**I HAVE MADE NEW FRIENDS AND HAVE LEARNT NEW SKILLS AND I HELP MAKE AN IMPACT FOR A WORTHY CAUSE.**



**SO MANY MEMBERS OF THE COMMUNITY SHOWING A DESIRE TO BE A PART OF THE IMPACT IS VERY ENCOURAGING AND IS ONE OF THE KEY REASONS WE CAN DO WHAT WE DO.**



**I'm proud to be taking over the reins of The Coffee Cart Changing Lives, the sister brand of Crêpes for Change—providing really great coffee and delicious drinks and snacks in our new permanent residence at RMIT Training on Bourke Street.**

We'll have the perfect platform to pursue our goal of running barista training with young people from Launch Housing and RMIT Training—helping them break into the hospitality industry with tangible experience and skills. What's extra exciting about the Cart is that it's a scalable model, so while we're starting from scratch, any hurdles we encounter will only make us wiser in the future, and allow us to hopefully create a bigger and better model as we improve.

In terms of products, we're sourcing everything as locally as possible—the coffee, hot chocolate, chai, tea, honey, bagels and milk all are from local suppliers and local producers where possible, and we're working with as many ethically-minded local businesses as we can find! We are proud of our existing partnership with Five Senses coffee, which provides us with a great foundation.

Working in partnership with RMIT, we'll be recycling coffee grounds and food scraps into their on-site community gardens, and using their established recycling systems to really reduce our footprint. We've also got our heart set on biodegradable and compostable packaging and with such a small setup we imagine we can keep our waste to an absolute minimum.

We're employing talented baristas with a keen interest in the food & beverage scene here in Melbourne, so we can be sure our customers are getting the best experience imaginable. Everyone we've interviewed so far is bringing all these extra talents to the team—be it vast experience in staff training or a keen interest in sustainability

procedures. Our trainees from Launch Housing and RMIT Training will be learning from friendly, empathetic professionals and their hours of experience on the coffee machine will be hugely valuable for them going forward in job-seeking—whether within our ranks at one of our partner businesses, or in the wider world of hospitality!

Personally, I've felt incredibly encouraged from the support of the CFC team in taking over as co-founder for this project. Equally exciting is the readiness of RMIT Training staff and local businesses to jump on board, taking our non-profit endeavours in their stride and helping us out wherever they can. So many members of the community showing a desire to be a part of the impact is very encouraging and is one of the key reasons we can do what we do.

**MAEVE THOMPSON (GENERAL MANAGER - THE COFFEE CART CHANGING LIVES)**



**WE DO  
WHAT WE  
DO BECAUSE  
WE WANT  
TO MAKE A  
DIFFERENCE  
IN THE WORLD.**



# 11 YOUNG PEOPLE

WITH IDEAS TO MAKE  
SOCIAL CHANGE

# 3 DAYS

OF WORKSHOPS, IDEATING, AND  
EXPOSURE TO INSPIRING PEOPLE  
AND ORGANISATIONS



**This August, we held our inaugural Northern Territory Social Change Summit. It was a project born out of exploring new ground for us to impact and task ourselves against youth homelessness.**

## THE NORTHERN TERRITORY SOCIAL CHANGE SUMMIT HAS CREATED THE MOST POWERFUL GROUP OF SOCIAL ENTREPRENEURS WITHIN THE NT.

Shockingly the NT has 14 times the national rate of homelessness. As we began to look further into the social fabric of the NT, we were struck by the devastating differences between Territorian and non-Territorian, and Indigenous and non-Indigenous health rates, education rates, employment, education, and housing.

The Summit brought 11 young people with ideas to make social change in their community to Melbourne for 3 days of workshops, ideating, and exposure to inspiring people and organisations creating social change. We partnered with the experienced team at YGAP as our facilitators for the workshop sections of the Summit, and were privileged to have their expertise as they guided the participants through to a viable solution.

Each participant brought with them personal stories, anecdotes of those in their community, and, most importantly, a burning desire to shake up the social issues that have penetrated the Northern Territory. As the participants were challenged to return to their 'why' (why they are fuelled to solve their chosen issue) and to completely scrap some original ideas that they had come into the Summit with, a lot of anxieties were raised amongst the group. The issues that caused frustration amongst our participants were those such as 50% of students in the NT not finishing high school, to the aforementioned staggering homelessness rates, to substance abuse and the lack of acceptance of the LGBT community within the Territory. These are the issues that we worked to find ideas to challenge, and to potentially solve over The Summit Weekend.

The weekend culminated with each of our participants pitching their idea for a \$2000 grant from CFC. The ideas ranged from educating vulnerable young people about domestic violence, ensuring that rural communities can access sustainable female sanitary products, and social

enterprises that promote vulnerable young women to engage in work. The grant was awarded to Hannah Morris, a high school teacher from Darwin who intends to create an online platform that links together upper high school students and professionals within the Territory for work experience and networking opportunities that aim to keep young people in school. The CFC team are proud to be able to offer this assistance to Hannah, and will also be offering assistance to all of the participants through our Post-Summit Support Program. We developed an immense respect and trust in each of the participants and their ideas, and will provide ongoing support to give each participant the best chance of putting their idea into action.

The Northern Territory Social Change Summit has created the most powerful group of social entrepreneurs within the NT. The CFC Team are proud of this and being able to give young people from the NT access to an opportunity to enact change in their community, an opportunity that we have been privileged to have.

**TENILLE GILBERT (IMPACT MANAGER)**

**WE THINK ENVIRONMENTAL SUSTAINABILITY IS AN ESSENTIAL PART OF ANY BUSINESS, BUT ESPECIALLY SOCIAL ENTERPRISE.**



**OUR FIRST BRICKS & MORTAR ESTABLISHMENT**

We are beyond excited to be launching home.one this November. Based in Brunswick, this micro-café will go into a completely new playing field in collaboration with Three Bears Porridge, serving porridge in the mornings and bagels in the afternoons. With the stability of a permanent store in an area hungry for good food and sustainability, we think this will be our biggest project yet.



**LOCATION**

Nightingale Housing 1 Precinct  
6 Florence Street, Brunswick

facebook.com/home.onebrunswick  
@home.onebrunswick

**IMPACT**

100% of our profits go towards the causes we care about just like our other social enterprises, but our impact model involves so much more than that, and deserves some explaining.

**PROFITS**

home.one will employ a split-profit model: the proceeds of each bowl of porridge sold is donated to Eat Up Australia to help feed the 1 in 8 Aussie kids who go to school hungry every day. The profits from sales of coffee and bagels are reinvested into our main goal of alleviating youth homelessness and helping the 44,000 odd young people who are currently sleeping rough every night.

**TRAINING & EMPLOYMENT**

home.one will provide vital training and employment opportunities for young people from Launch Housing and other organisations that help young people in need of a helping hand. Their wages will allow them to pay their rent, live independently and establish a happy and healthy life for themselves.

**ENVIRONMENT**

We think environmental sustainability is an essential part of any business, but especially social enterprise. That's why all of home.one's packaging is biodegradable and compostable. The electricity in the shop is 100% fossil fuel free, all of the food is either vegetarian or vegan, and we're also developing a ground-breaking reusable coffee cup program with our friends at JOCO Cups.



Jetstar's grant of \$30,000 in flights and financial support has been a key reason we were able to hold this year's NT Summit, and will continue to be an important partner into 2018.



YGAP have been a pivotal partner in providing an abridged accelerator program to the participants of this year's NT Summit. Without their support we wouldn't have been able to run the quality of program that they were able to provide.



The R E Ross Trust have been unimaginably generous in partnering with us in helping to bring home.one to life through the provision of essential start-up funding.



The INCF have supported us on numerous occasions with indispensable grant funding for our coffee machine, for home.one start-up funding, and with incredible advice about how we can be the best we can be.



BlueRock are absolutely amazing—their experience in accounting, legal, and hospitality were essential parts of bringing home.one to life.



Breathe is one of Australia's leading architecture firms and are a key stakeholder in our home.one venture. In addition to donating their services pro-bono they have supported us with facilitating countless connections.



Our amazing cup and packaging provider.



Kindly donating the best experience enhancing and eco-innovative reusable drinking vessels ever made for our reusable cup program at home.one.



Our legendary partners in caffeine.



# COME ON BOARD

## SEE YOURSELF IN OUR RANKS?

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### VAN TEAM

If you're a people-person who loves hands-on work and wants some great transferrable hospo skills contact [dan@crepesforchange.com](mailto:dan@crepesforchange.com)

### COFFEE CART

Ever thought you could be a star barista in a city that loves coffee like few do? Get in touch with [maeve@crepesforchange.com](mailto:maeve@crepesforchange.com)

### SPONSORSHIP OR PARTNERSHIP

If you believe in our cause, become a partner or sponsor by contacting our Sponsorship & Grants Manager: [katie@crepesforchange.com](mailto:katie@crepesforchange.com)

### BOOKINGS

If you're interested in booking our crêpe van, make it happen by contacting [bookings@crepesforchange.com](mailto:bookings@crepesforchange.com)

# PROFIT & LOSS

CRÊPES FOR CHANGE INC  
1 JULY 2016 TO 30 JUNE 2017

<b>Impact Expenditure</b>		<b>Plus Other Income</b>	
Impact Donations	\$37,230.00	Donations	\$750.80
Impact Wages	\$560.00	Grants Revenue	\$1,000.00
Unallocated Profit	\$22,154.00	Reimbursement	-\$864.12
Social Enterprise Microfinance Fund	\$2,000.00	<b>Total Other Income</b>	<b>\$886.68</b>
<b>Total Impact Value</b>	<b>\$61,944.00</b>	<b>Less Operating Expenses</b>	
<b>Income</b>		Advertising	\$2,714.40
Operating Revenue	\$83,351.73	Consulting & Accounting	\$720.00
Private Events	\$55,156.07	Crowd-funding perks	\$49.50
Revenue: The Coffee Cart Changing Lives	\$19,154.48	Wages and Salaries	\$40,369.25
<b>Total Income</b>	<b>\$157,662.28</b>	Fuel/Gas	\$2,049.41
<b>Less Cost of Sales</b>		General Expenses	\$1,372.80
CFC–Cost of Goods Sold	\$21,442.21	home.one General Expenses	\$51.04
Coffee Cart–Ancillary COGS	\$262.00	Insurance	\$3,401.44
Coffee Cart–Core COGS	\$1,001.94	Motor Vehicle Expenses	\$6,211.56
<b>Total Cost of Sales</b>	<b>\$22,706.15</b>	Office Expenses	\$1,788.73
<b>Gross Profit</b>	<b>\$134,956.13</b>	People & Culture–Volunteer Expenses	\$384.79
		Repairs and Maintenance	\$3,341.32
		Site Fees	\$6,576.75
		Superannuation	\$3,519.95
		TCCCL–General Costs	\$131.85
		<b>Total Operating Expenses</b>	<b>\$72,682.79</b>
		<b>Net Profit</b>	<b>\$63,160.02</b>

# BALANCE SHEET

CRÊPES FOR CHANGE INC  
AS AT 30 JUNE 2017

	2017	2016
<b>ASSETS</b>		
<b>Bank</b>		
Business Account	\$27,133.10	\$30,437.53
CFC Grants	\$31,443.20	\$19,190.00
<b>Total Bank</b>	<b>\$58,576.30</b>	<b>\$49,627.53</b>
<b>Current Assets</b>		
Accounts Receivable	\$1,400.00	\$815.00
Impact Loans–Social Enterprise Microfinance Fund	\$2,000.00	\$0.00
<b>Total Current Assets</b>	<b>\$3,400.00</b>	<b>\$815.00</b>
<b>Fixed Assets</b>		
Coffee Cart Changing Lives	\$14,420.79	\$810.00
Equipment	\$18,632.51	\$17,459.78
home.one Start-Up Costs (Equipment)	\$537.90	\$0.00
Office Equipment	\$217.00	\$217.00
The CFC Van	\$7,179.55	\$7,179.55
<b>Total Fixed Assets</b>	<b>\$40,987.75</b>	<b>\$25,666.33</b>
<b>Total Assets</b>	<b>\$102,964.05</b>	<b>\$76,108.86</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Historical Adjustment	\$10.00	\$0.00
PAYG Withholdings Payable	\$4,797.00	\$277.00
Superannuation Payable	\$4,107.63	\$587.68
Total Current Liabilities	\$8,914.63	\$864.68
<b>Non-Current Liabilities</b>		
<b>Total Non-Current Liabilities</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total Liabilities</b>	<b>\$8,914.63</b>	<b>\$864.68</b>
<b>Net Assets</b>	<b>\$94,049.42</b>	<b>\$75,244.18</b>

**TOGETHER WE  
MAKE UP THE  
CFC FAMILY  
AND IT IS THIS  
GROUP THAT  
I THANK FOR  
ALL WE HAVE  
BEEN ABLE TO  
ACCOMPLISH.**

# THANK YOU

THE LIST BELOW IS THE NAMES OF OUR TEAM. WE ARE SO GRATEFUL FOR EACH AND EVERY EFFORT IN MAKING CRÊPES FOR CHANGE THE DRIVING FORCE THAT IT IS TODAY.

Lacey Anderson  
Vidip Arora  
Jess Bennett  
Kirsten Biacsi  
Faith Bui  
Victoria Cook  
Clare Del Beato  
Pascal Ducasse  
Terence Felix  
Lyle Fielmich

Tenille Gilbert  
Beverly Goh  
Lindel Gooch  
Paris Henkel  
Sorcha Hennessy  
Melanie Host  
Sophie Hulme  
Callum Hutch  
Mollie Isobel  
Steph Jiang

Christopher Kipouridis  
Lou Klenner  
Natalie Klenner  
Tommy Kuo  
Michelle Leong  
Dee Liang  
Ben Manassah  
Joe McAllister  
Katie Mitchell  
Lorraine Ng

Maivi Nguyen  
Levi O'Neill-Fernandez  
Kirsten Pannekoek  
Samantha Pereira  
Lachlan Peter  
Dan Poole  
Liam Poole  
Roland Postma  
Sabrina Rodrigues  
Bradley Serry

Ruby Sciberras  
Sophie Souchon  
Will Tang  
Maeve Thompson  
Caitlin Turner  
Jessica Vamplew  
Alex Wall  
Gloria Xia  
Jeffrey Xia  
Kathy Zhao





[WWW.CREPESFORCHANGE.COM](http://WWW.CREPESFORCHANGE.COM)

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