

## Dear STREAT Supporter

#### The Planet and its People need us more than ever.

When Kate and I started STREAT ten years ago we represented the organisation like a strand of DNA, our work for People and Planet intertwined together and underpinned by a sustainable social enterprise model. STREAT was People + Planet (+ Performance). Over the last couple of years we've really amplified our environmental work and subsequently shifted our representation of our work as a series of 'nests' with People nested within a broader complex system on the Planet.



This last year we just couldn't ignore the overwhelming research that the world is facing catastrophic climate change and we declared a Climate Emergency at STREAT.

Rather than getting overwhelmed and paralysed by the scale of the challenges that lie ahead, we're doing what we usually do. We're setting ourselves even more audacious goals. We're taking a lead, gathering together collaborators across a wide range of industries to work alongside. We're collectively planning with hope and determination knowing that this upcoming decade is the most critical time for life on Earth.

Thank you for walking alongside us over the last decade. With your help we've been able to build a really strong and impactful social enterprise model. As a team we're feeling really 'match-fit' and ready to bound into the next decade. We now invite you to start sprinting alongside us.



#### **PROGRAMS**

STREAT has a range of youth programs:

**OUTREACH** — Undertaking outreach activities with Victorian Police to high risk young people.

**TASTER** — A hands-on hospitality short course designed to give young people a taste of STREAT.

ENTREE - An individually tailored workexperience program for young people wanting to access hospitality focused work experience or to give STREAT a try before committing to a longer program.

MAIN COURSE — A 20 week fully supported group program including on-the-job training and mentoring, a Work Readiness program, social activities, individual case support (including linkages to specialist service providers), and a Certificate II in Hospitality.

**STREATS AHEAD** — A program supporting the transition of STREAT graduates into open employment. Our current partners in this program are Fonda, RACV and Nandos.

#### **PARTNERS & SUPPORTERS**

Our thanks and gratitude go to the following groups & people:

Geoff Harris • Breadsolutions • TK Foundation • Ian Potter Foundation • Westpac Foundation • Donkey Wheel Foundation • Small Giants • McKinnon Family Foundation • NAB • Social Ventures Australia • AMP Foundation • Jack & Ethel Goldin Foundation • NAB Foundation

- Newsboys Foundation Dyson Foundation Gandel Philanthropy Federal Government (Jobs Fund) • AXA Foundation • R.E Ross Trust
- Lord Mayor's Charitable Foundation Marian & E.H Flack Trust • McKinnon Family Foundation • Yulgilbar Foundation • Fouress Foundation  $\bullet$  City of Melbourne  $\bullet$  Youth Minister of Victorian State
- Government Bennelong Foundation May & Stanley Smith Trust Helen Macpherson Smith Trust • Greenlight Foundation/Sornem Private Wealth • Eymac • PwC Foundation • John & Betty Laidlaw Legacy • Red Rocket Foundation • Zendesk • SEEK • Calvert Jones Foundation • The GPT Group • DLA Piper • Justitia • Holding Redlich • Freehills •  ${\bf Maddocks} \bullet {\bf Pitcher\ Partners} \bullet {\bf Moore\ Stephens} \bullet {\bf Crowe\ Howarth} \bullet {\bf Six}$ Degrees architects • McCorkell Constructions • Brookfield Multiplex • Reymond Communications • Vic & John Godwin • Nicole Ikenberg • Zilla & Brook • Melinda Cilento • Worklogic • Heath Wallace • Wilma Collie • Liping Meng • Rado Foundation • McLeod Family Foundation
- Fonda Roberts Family Foundation Smudge Publishing Francesca Rendle-Short & Judy Horacek • John T Reid Charitable Trust • Commonwealth Bank • Snap Printing • Collier Foundation • Arup • Commonwealth Bank • RACV • LinkedIn

### THINGS THAT MOTIVATE US TO DO BETTER

- iii We didn't have success with all of our young people for example, one of our young trainees ended up back in prison this year when he didn't get the particular support he needed from another agency he was engaged with. We wish we could have done more to help him through this. (The great news is that he'll be coming back to STREAT as soon as he's released.)
- 👬 We couldn't help as many young asylum seekers as we wanted to the federal government charges a prohibitive \$3,000 for a young asylum seeker to do a Certificate II in Hospitality (instead of the \$600 we pay for our other trainees). STREAT can't afford this additional cost. And even if we could get the course fees funded, these young people don't have a work visa and can't be legally employed by STREAT or any of its employment partners. We never pay employees 'cash-in-hand' but this means there are young people we'd desperately love to help but can't.
- We're still sending single-use packaging and disposable coffee cups to landfill we'd love to ban all single use coffee cups and food packaging but based on all the data we can find we'd probably have to close a couple of our primarily grab-and-go sites like Melbourne Central and RMIT. If those sites closed, we'd lose thousands of hours of youth training opportunities each year and we'd subsequently need to reduce our youth intake. Faced with this choice we're doing everything possible to educate and engage customers to go green.
- We still have tonnes of plastic in our waste stream each year, including over 30,000 2L milk bottles naturally our strong preference is to avoid the plastic in the first place, hence us spending months looking for viable alternatives that work across all of our cafes (like milk delivered in pales or technology that dispenses milk from reusable containers). With plastic making up 12% of our waste stream this will be a big focus in the upcoming year.
- Our van fleet isn't green at all we have four petrol-fuelled vans running around the city and their emissions haven't been offset. (We'd love to find a green grant funder who could help out!)
- Ċ We're receiving support from companies whose ethical practices are questioned we've always refused to take sin money' derived from gambling, tobacco, armaments and mining. Though over the last decade some of our largest supporters are companies whose ethics have been called into practice. We continue to grapple with this.

# CASE STUDY DANIEL, 18

Daniel was battling every day to survive.

To get by he needed a wide range of government-funded services.

- To get by he needed a wide range of government-funded services.
- This included mental health, housing and drug and alcohol services.
- He was also moving in and out of the justice system.

\$4.6M ACROSS AUSTIN'S LIFETIME

Daniel is a young Aboriginal gay man who graduated from STREAT nine years ago. He ran away from home at 14 from a violent step-father and emotionally abusive mother; living on the street was safer than home. He was assaulted and traumatised in the housing services he accessed, and ended up self-medicating his anxiety and depression with cannabis. He first got into trouble with the law for stealing food, but over time ended up in and out of the juvenile justice system. He was also regularly in and out of detox and hospital.

The personal costs of Daniel's situation were unimaginable. The government costs were also high.

• Daniel was costing governments an average of \$68,837 per year

**SURVIVE** 

• These costs were being borne by the state government and federal governments.

STREAT worked to ensure that Daniel could thrive and have a healthy sense of self, home and work.

Taking an holistic approach, STREAT provided case management, access to specialist services, a safe and affordable home, accredited hospitality training, work experience in its social enterprise businesses and transition support into employment.

STREAT's work with Daniel was transformative for him. It also created immense savings and value for governments.

"STREAT let me realise

who I was. It was the

get my shit together."

starting point for me to

- After graduating in 2010, Daniel started a hospitality apprenticeship which helped him get a cafe job.
- Post STREAT, he had two justice system interactions related to cannabis.
- He completed a Bachelor of *Health Science in Naturopathy* and is now doing a second degree in Acupuncture. He's working part-time to fund this.
- Now he requires no services.
- He attributes 90% of the positive change in his life to STREAT.

**STREAT's intervention** rest of his life.

is estimated to save over \$4.4 million for the

**THRIVE** 

\$4.4M ACROSS DANIEL'S LIFETIME

SERVICES ACCESSED IN	THE 2 YEARS PRE-STREAT	GOV COST*	NO.	TOTAL \$	\$ /YR	
• Health	Non-transport ambulance attendances	\$530	5	\$2,650	\$1,325	
	Transport ambulance attendances	\$1,229	3	\$3,687	\$1,844	
	Emergency department presentations	\$423	3	\$1,269	\$634	′
	Hospital bed days	\$1,899	9	\$17,091	\$8,545	
Mental health	Mental health treatment	\$1,577	15	\$15,770	\$7,885	
Drug & alcohol	Drug & alcohol centre inpatient day	\$100	15	\$1,500	\$750	U
• Justice	Police contacts	\$196	20	\$3,910	\$1,955	VIC GOV (66%)
	Court cases	\$609	10	\$6,086	\$3,043	
	Court finalisations	\$3139	6	\$18,832	\$9,416	
	Community-based supervision days	\$128	140	\$17,922	\$8,961	
• Housing	Homelessness services	\$2,595	1	\$2,595	\$1,297	
Welfare allowances	Newstart allowance	\$23,182	5	\$46,364	\$23,182	FED GOV
• Un/employment	Taxation revenue	-	-	-		(34%)
THESE COSTS CAN ACCUMULATE TO OVER				\$137,673 total costs	\$68,837 costs/yr	

SERVICES ACCESSED IN	THE 9 YEARS POST-STREAT	GOV COST*	NO.	TOTAL \$	\$/YR	
• Health	Non-transport ambulance attendances	\$530	0	\$11,923	\$1,325	
	Transport ambulance attendances	\$1,229	0	\$16,595	\$1,844	
	Emergency department presentations	\$423	o	\$5,706	\$634	
	Hospital bed days	\$1,899	0	\$76,904	\$8,545	
<ul> <li>Mental health</li> </ul>	Mental health treatment	\$1,577	0	\$70,965	\$7,885	VIC
• Drug & alcohol	Drug & alcohol centre inpatient day	\$100	o	\$6,750	\$750	GOV (62%)
Justice	Police contacts	\$196	2	\$17,208	\$1,912	
	Court cases	\$609	2	\$26,171	\$2,908	
	Court finalisations	\$3139	2	\$78,464	\$8,718	
	Community-based supervision days	\$128	0	\$80,467	\$8,961	
• Housing	Homelessness services	\$2,595	0	\$11,676	\$1,297	
Welfare allowances	Newstart allowance	\$23,182	0	\$208,634	\$23,182	FED GOV (38%)
• Un/employment	Taxation revenue	-	9	\$40,923	\$4,547	
THESE SAVINGS	ACCUMULATE TO	OVER	_	\$652,567 total savings	<b>\$72,507</b> savings /yr	

THIS IS A SAVING OF 105% BECAUSE DANIEL NOW PAYS TAX

"It changed my life – you gave me back hope in the world, and hope in myself."

"You were all real

people, not fake, not

just pretending to help

to get me off your list.

"Dogs don't judge."

"I wasn't just

a number at

STREAT."

One thing I learnt "I feel like I belong about myself at here - that helps STREAT is how motivate me much I'm worth.

"The first

impression

was kindness?

"I felt part of

the beginning.

YOUNG PEOPLE AT STREAT THIS YEAR

NOT IN EDUCATION OR TRAINING 100%

UNEMPLOYED OR UNDEREMPLOYED 95%

PAST OF PRESENT HOMELESSNESS 50%

GENDER OR SEXUALLY DIVERSE 20%

**CHILD PROTECTION 20%** 

**PROGRAMS** 

TASTER

ENTREE

DESSERT

MAIN COURSE

STREATS AHEAD

STREAT EMPLOY

OUTREACH

**COGNITIVE IMPAIRMENT 10%** 

PHYSICAL HEALTH ISSUES 10%

CULTURALLY & LINGUISTICALLY DIVERSE 30%

ABORIGINAL OR TORRES STRAIT ISLANDER 5%

/11 /12 /13 /14

29 31 32

26 30 30 54 47 38 20

PAST OR PRESENT DRUG & ALCOHOL PROBLEMS 45%

"It makes you feel calm and unstressed having Magic around. STREAT right from Like taking drugs without taking drugs. That's good shit."

"So amazing that you trust us to work in your businesses – I mean we were absolutely hopeless at the start and you trusted us and made space in busy sites. So, yeah, thanks.

20,950 HOURS

49 74 35

6

6 8

1

16 44 45 105 132 148 346 662 730

OF TRAINING

& SUPPORT

**PROVIDED** 

/17

177

556 676

24 39

## **Progress in** 2018/19

"It's real work in real cafés and kitchens. Not just pretend. Real. That feels good. And real.'

YOUTH BELONGING

1,920 HOURS

RATING

1. Help youth live independently and reach their potential

Worked intensively with 40 young people, providing them with 20,950 hours of support, hospitality training and work experience across our businesses. Had a record 676 contacts with young people in our outreach programs.

We helped our young people have:

People iii

- Belonging: our trainees rated their sense of belonging at STREAT at 93% (target is 95%).
- A healthy self 94% of young people who engaged in our Main Course program improved their wellbeing (target is 90%).
- A healthy work 85% of all the young people undertook our Main Course program completed the program. Six months after completion, 76% of those we could contact were still in employment, education or training. (target is 60%).

life – I'd be in prison if it

- A healthy home 100% of young people maintained or improved their housing situation during their course (target is 95%).
- We achieved an overall program rating of 93% from our young people.

#### 2. Nurture and grow our people and culture

- Grew our team from 62 to 78 people and had a staff turnover of less than 30% (turnover in hospitality is over 50%).
- Provided 427 hrs of staff professional development across the year including Mental Health First Aid (114 hrs), Hacks for working with young people (144 hrs), Courageous conversations (45 hrs) and Pride in gender/sexual diversity (124 hrs).
- Increased the support of our LGBTIQ+ trainees including developing our Pride Guide and staff professional development sessions to educate our team about working with queer and gender diverse young people. We launched our 'Trans Van' to give visibility to our work with transgender young people. And like every year, we helped support a number of trainees as they 'came out' or transitioned.
- Celebrated outstanding staff performance at our 9th annual STREAT Awards.

#### 3. Strongly engage others to become change-makers

- Received three awards: 2018 Workplace Giving Excellence Awards (recognised with SEEK in the Most Innovative Charity / Employer Partnership), 2018 Social Enterprise Growth Award from Social Traders, and CEO Bec Scott was awarded an Order of Australia medal for her work at STREAT.
- Grew the organisation's visibility and support through 57 media stories with readership of 3.8 million (target was 50 stories).
- More than 2,500 hours of social enterprise sector work, including advocacy, advising on start-up issues, capacity-building aspiring social entrepreneurs, sector talks and lectures, school group talks, media, and hosting an endless stream of social entrepreneurs from across Australia and the world.

### <u> Planet & Places</u>

#### 4. Create places where people belong

- Magic our Labrador/Kelpie therapy dog continued to work her magic and provided 1,920 Therapy Dog hours to our young people and staff. She remains the highest rated part of our youth programs (once again she really messed with our statistics and was rated 132% by our young people this year!)
- Engage communities in our green work we harnessed discrete chunks of time from more than 80 skilled volunteers through our 'bite sized activism' program designed to tackle a range of our green initiatives. This included 40 students in RMIT's Executive MBA program who worked with us to identify ways of reducing disposable coffee cup use. We're continuing to gather skilled volunteers to help us tackle even more green initiatives
- Create and cultivate green places and buildings we prevented 8,750 litres of nasty chemicals entering our waterways by using eWater, a biodegradable cleanser made onsite. We increased the diversity of plant species in our flourishing Cromwell gardens which in turn are attracting a broad diversity of insects and birds. Watch our menu as we start adding dishes made from our new kitchen gardens.

#### 5. Nurture the environment

- Build and nurture resilient ecosystems we produced 1.3 tonnes of worm castings and 1,200 litres of soil tonic by feeding our organic waste (kitchen scraps, coffee husks, coffee grounds, egg cartons and office paper) to our 180,000 hungry worms which we've used to feed our thriving gardens
- Achieve zero waste to landfill
  - Organics (57% of our waste stream) we're incredibly proud that after a year of intensive effort we now have no organic waste going to landfill! This has taken an extraordinary amount of work, including the establishment and nurturing of our large worm farm at Cromwell and the expansion of organics collection across our sites by ReGround and BioPak. Across the year we diverted over 25 tonnes of organics from landfill, including 10.8 tonnes of organics to Biopak, 12 tonnes of coffee grounds to RegGround, and more than 2.3 tonnes of our waste going to our worms at Cromwell. To date we've saved 20.8 tonnes of used coffee grounds, the equivalent of 576,888 lattes from going to landfill, diverting 39,459 kgs of harmful greenhouse gases. These grounds have been used to create healthy soil at community gardens (64%) and the Melbourne Zoo (36%).
  - Paper and cardboard (22% of waste stream) we grew our reusable coffee cup usage from 15% to 34% (the industry average is 2-7%), preventing 109,000 single use coffee cups going to landfill, the equivalent of over 12 tonnes of carbon dioxide being released or planting 84 trees to capture the same amount of CO2. We achieved this with strong customer education, campaigning, and offering a wide variety of cup options including KeepCups for sale, a share cup scheme through Return, and reusable cup programs at our Alphington Farmer's Market, Arup and AMP sites.
  - Plastics (12% of waste stream) we implemented a soft plastics recycling system with ReGround with 100 kgs of soft plastics being upcycled to create a plastic water proofing membrane. Across our sites we replaced plastic straws with reusable metal straws for dine-in and paper straws for take-aways. We continue to explore ways we can drastically reduce, recycle or reuse the plastic that remains in our waste stream
- Conserve water we installed a drip irrigation watering system at Cromwell which is 100% fed by our rainwater tank. We added three new wicking beds to the garden to increase the edible plants we can grow onsite. We also added a host of plants in self-watering pots to our indoor environments.
- Achieve full renewable energy use thanks to the generosity of RACV we installed 118 solar panels at Cromwell. In one Spring month we can now harvest enough electricity to power an average house for 116 days and this is expected to increase across the Summer months. RACV also installed smart meters to enable us to monitor our energy generation and usage across a year. In 2020 we'll switch to 100% renewable energy.
- Use low carbon transport in 2020 we'll start offsetting delivery van emissions across our four vans. Whilst we don't have any company cars, in 2020 we'll also be establishing a fleet of company electric bicycles for staff to travel between home, work and offsite meetings. We now have 79% of our team using green transport (cycling, scooting, walking, car pooling or public transport) between home and our work sites.
- Produce low carbon goods and services over 80% of our produce is sourced seasonally and locally which minimises food miles and transport emissions. We're also increasing the amount of produce grown at Cromwell and turning food miles into food metres! You'll find a host of new vegan and vego dishes across our cafes and catering menus as we further reduce meat usage, particularly 'stepping down' red meats to white meats and increasing our use of sustainable fish. We're also working with a range of entrepreneurs, designers and makers to create high value products from our waste stream. This includes use of coffee grounds in soaps, upcycling coffee sacks into bags, and plastics into a range of potential products.

## REUSABLE CUP USAGE 34%

TOTALS

#### 1.3 TONNES OF **WORM CASTINGS & 1,200 LITRES** OF SOIL TONIC

produced by feeding our organic waste to our 180,000 worms



#### **OVER 80% OF OUR PRODUCE** IS SOURCED IN VICTORIA

It's also fresh, local, seasonal, preservative and cruelty free. Half our menu is vego



#### FROM 12% TO 34% **ACROSS ALL SITES,** with over 109,000 cups saved from landfill



### **84 TREES PLANTED** TO CAPTURE THE CO2 saved by increasing our

reusable coffee cup use



#### 118 SOLAR PANELS

installed to help us work towards our goal of 100% renewable energy by 2020!



#### 80+ SKILLED VOLUNTEERS TACKLING GREEN INITIATIVES

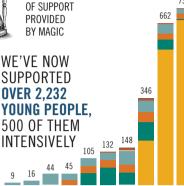
and helping us identify ways of reducing waste

#### They made us feel as though we existed, they could see us they acknowledged us every time by saying hello and using our names - every time!"

"Sometimes it's just better to talk to a dog, they listen with their whole body and soul.'

"This place is special, and it makes

me feel special."



#### **REUSABLE CUP USAGE** 17/18 18/19 CROMWELL 17% 27% RMIT 13% 23% MELBOURNE CENTRAL 9% 16% RACV 16% 26% **ALPHINGTON** N/A 100% ARUP N/A 99.3% AMP

#### N/A 99.4% WEIGHTED AVERAGE 15% 34% TO DATE WE'VE SAVED 20.8 TONNES OF USED **COFFEE GROUNDS**



#### **8,750 LITRES** OF NASTY CHEMICALS PREVENTED from entering our waterways

by using eWater



DIVERTED OVER 25 TONNES OF **ORGANIC WASTE** GOING TO LANDFILL

and working on reducing as much waste as possible in all areas

## <u>ertormance</u>

#### 6. Operate a portfolio of impactful and profitable businesses

Expanded our portfolio of businesses to include new cafes at Arup and AMP. We now operate 10 business units (6 cafes, a catering company, a bakery, a coffee roastery and a farmer's market stall). We further scaled our financial sustainability with 73% of revenue being generated from our own businesses

#### 7. Deliver high quality products that customers value

- Served over 400,000 customers, an additional 100,000 on last year with STREAT's products and services rated 4.6/5 by customers across our sites.
- Deepened our relationships with a wide range of organisations (thanks for such terrific support RACV, SEEK, Pace, Arup, ANZ, AMP, Zendesk, Westpac, RMIT, LinkedIn, Kozminsky, Blue Rock Places, John Holland, Victorian Funds Management Corporation).
- Our CEO, chefs, bakers, roasters, baristas, gardeners and Comms team worked tirelessly for months to develop our 10th anniversary cookbook which also takes the reader behind the scenes at STREAT to share the team's highs and lows across the last decade.

#### 8. Grow our business opportunities

- Grew our total revenue by 31% from \$5.1 million to \$6.7 million. Business revenue grew from \$3.6m to \$5.0m (37% growth).
- With the Victorian State Government's social procurement framework gaining strong traction we grew the delivery of catering services to government agencies and major government contractors.

#### 9. Operate with strong governance, accountability and effectiveness

- Fully compliant with our regulatory bodies and partnerships (ATO, ASIC, ACNC, grant providers) and had a smooth and timely audit processes without
- Finally repaid 33% of an equity impact investment that was undertaken in 2012 when we acquired two cafes and a coffee roastery from the Social Roasting Company. Our gratitude goes to the Donkey Wheel Foundation, McKinnon Foundation, Small Giants and Geoff Harris for being such patient investors across the last seven years as we tried to grow our businesses but didn't always succeed. Thank you!

#### 10. Enable systems change and innovate

- Were a founding member developing the Social Enterprise Network of Victoria (SENVIC) which aims to grow the Victorian social enterprise sector.
- Deepened the impact of our own supply chain, having now procured from over 34 social enterprises and B Corps.
- · Participated in a number of research projects, including a major multi-year research project with Swinburne University into the social determinants of health, and with Social Ventures Australia into the ways we could deepen our work with juvenile offenders.





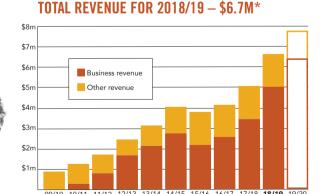
73%

SELF-

**FUNDED** 

OVER 400.000 **CUSTOMERS** SERVED

4.6/5 **CUSTOMER** 





\*To read our full audited financial statements for 2018/19 please visit www.STREAT.com.au/ about/resources

CORPORATES

**FUNDRAISING** 

GOVERNMENT

STREAT operates on the traditional lands of Wurundjeri People of the Kulin Nation and we wish to acknowledge



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them as Traditional Owners. We would also like to pay our respects to their Elders past, present and future.