






ANNUAL REPORT 2017

1 JULY, 2016 - 30 JUNE 2017

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CEO RICK PROSSER

Soul Café was established in 2003 to serve the needs of the poor and needy. Today more than ever the increasing disadvantaged and vulnerable in our community need the help and assistance Soul Café offers.

In the 2016 – 2017 financial year we saw a 10% increase in the basic meal service we offer. As you will find throughout this report and a phrase we use often, “Its more than a meal” meant that this increase was felt throughout the charity. Coupled with this increase the first 10 months of this period was both financial challenging and difficult to navigate.

We restructured to a volunteer based run charity with a Management Team structure (mainly volunteers) and increased our volunteer base by 50%. Volunteer hours increased dramatically by 110% with a decrease in paid hours of 61%. These are remarkable figures!

We kept focus on serving our ‘Guests’ and meeting their needs, ‘Its more than a meal’. Our volunteer teams grew and our culture matured. Throughout this time we experienced increasing community support. This was like fuel for our teams as day in and day out they served with great energy and compassion. Soul Café has become a ‘community response to some deep community needs’.

The community response and partnership with Soul Café is extraordinary! Gifts, donations, in-kind service and sponsorship have flowed in consistently. Soul Café has become a place of help, healing and hope. A safe place, a refuge, a family. Its a place where ‘Everyone’s welcome because nobody’s perfect and anything is possible’.

Thankyou to you our community for your support.

Thankyou to our staff and our volunteers.

Thankyou, together we’ve made a significant impact in our community

RICK PROSSER
CEO SOULCAFE
TRUST CHAIRMAN



LOCATION

SOUL CAFE is located on the Corner of Hunter and Watt Street, Newcastle on Level 1 & 2 of the Westpac building.

This location has been donated by Westpac, rent free since 2012. They have gifted the use of two floors of the building and they pay all the outgoings. This partnership represents an estimated \$240,000+ in value being donated by Westpac to the community through Soul Café's work.

WESTPAC PARTNERSHIP

(ESTIMATED VALUE)

\$221,760.00 EST LEASE VALUE

(792MSQ @ \$280PSMPA)

\$10,000.00+ ELECTRICITY

\$8,000.00+ WATER

\$239,760.00 TOTAL



The Soul Café Trustees and staff appreciate enormously this contribution and thank Westpac and its staff for their commitment to Newcastle's most vulnerable. This partnership is integral to the future of Soul Café. The 'Occupancy Agreement' ends Feb 2018 and is currently being re-negotiated with WESTPAC.

HOURS OF OPERATION

BREAKFAST: Mon, Fri & Sat - 7:30am - 8:30am

LUNCH: Mon, Tues, Wed & Thurs - 11:30am - 1pm

LUNCH: Sun - 12noon - 1:00pm (fortnightly)

OFFICE: Mon to Thurs 9: 30am – 2:30pm and Fri 9am – 5pm



MEALS

Meals are 2 courses.

BREAKFAST is cereal, fruit, eggs, baked beans, toast and coffee or tea.

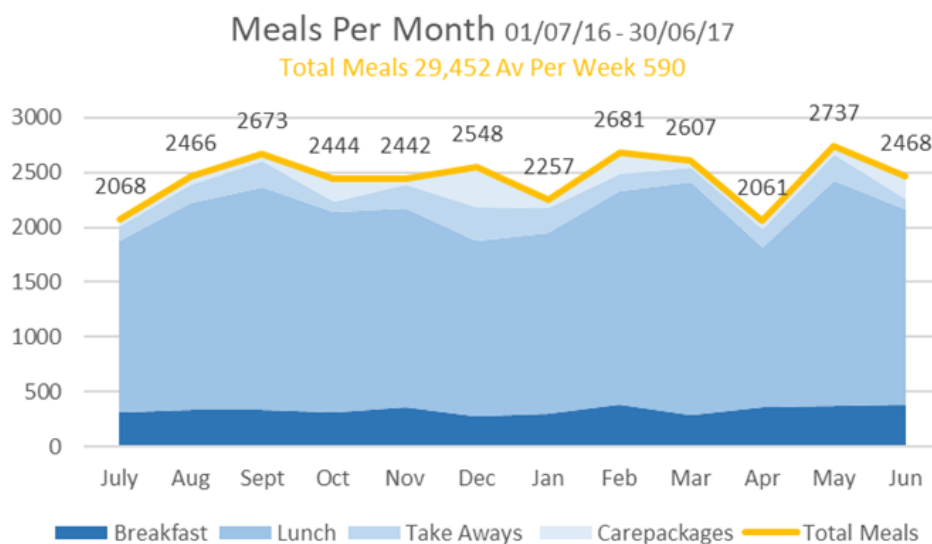
LUNCH is a main and dessert with bread and coffee or tea.

29,452 meals served from June 2016 to July 2017.

10.51 % increase in meals on the previous year.

14.7 tons of food was served to the table

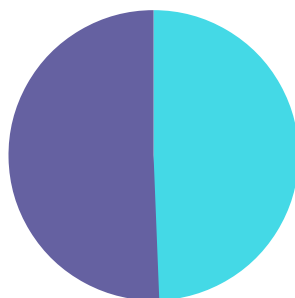
50,000+ coffee and teas served



TOTAL FOOD VALUE \$54,987

Food is either rescued/ donated (Inkind) or it is purchased by Soul (\$).

Inkind \$
51%



Soul \$
49%

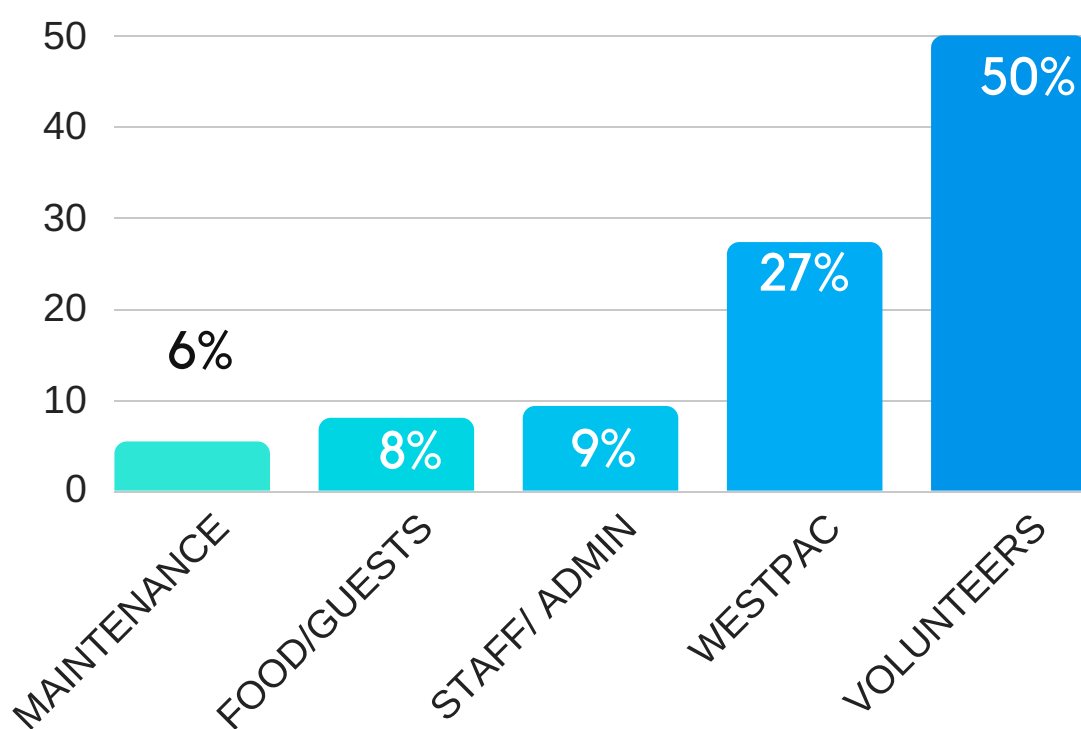


92c per meal the \$ Cost to Soul

\$1.62 per meal \$ + Inkind Food Value

\$5.80 per meal including all Soul Operational Expenses

TOTAL VALUE \$ & INKIND AS % OF OPERATIONS



2016 SOUL CHRISTMAS LUNCH TEAM WHO FED OVER 3 SESSIONS
300 PEOPLE AND FAMILIES GIVING AWAY 800 TOYS, GIFTS &
XMAS HAMPERS

MORE THAN A MEAL

The meal is the beginning of the story. A kind word, smile and time spent over a meal builds trust and a bridge to help connect guests to services that can move them up and out of their current situation. Something as simple as a haircut can lift a person up into a better day.

SERVICES & PROGRAMS

ALPHA

Ability Links

Centrelink

Chaplain

City Sleep Safe

Disability Advocacy

Fitness / Gym

Gamblers Anonymous

Haircuts / Barber

Jenny's Place (Women's Refuge)

Justice / Community Service

Legal Aid

Legal Services

Mental Health Clinic Narcotics Anonymous

Podiatrist

Smart Recovery (Drug /Alcohol)

Soul Clinic Dr Surgery

WHO's Drug & Alcohol Counselling

WDO's for State Debt

Work for the Soul



STORIES OF LIVES CHANGED

Every week Soul Café teams and volunteers seek to change the lives of broken people for the better. There is not always a solution but at Soul Café every person is treated with respect and kindness as they work through the challenges they face.

"I just have to tell you I just saw the Podiatrist," How did it go? Did she help you? "she is, f.....ing fantastic! I tell you the truth Soul Cafe really cares about me! you are all aces in my book." This is the reaction from a gentleman in his 70's after seeing the Soul Podiatrist."

"A bloke who suffers depression and anxiety. Last week I spent time with him sorting out payment plans for electricity and gas bills. We secured vouchers and discounts for him as well as an affordable payment plan moving forward. Today he spoke to me and said he has felt so calm and peaceful since leaving the cafe last week when we sorted out bills etc. He is sleeping better and said, 'Its true you know, when you feel at peace, life makes sense.'

"One of our guests who we've been working with for some time at the cafe eventually welcomed a couple of our team into his place. We knew it would be pretty bad... A beautiful person but just hasn't got the capacity to look after himself or his place in his old age. On return a discussion took place on what can we do. Well it was pretty obvious... we clean it up! A team of volunteers got together and went to his home and cleaned it. The guest thanked the Soul team saying, "Thank you so much for what you did. When you left I sat in my new chair looked around and cried. Thank you so much."

"A few weeks ago we noticed that he seemed to be losing weight and had not been eating. He attended the Soul Clinic and received a referral and was about to go home when his health began to decline right before our eyes. An ambulance was called and he was taken to JHH. The following morning, he received tests and a tumour of 2.5cm was discovered in his brain. Three days later he was operated on and the tumour successfully removed. During this time, he reconnected with family members, some he had not seen in quite a while. He is home now, recovered and so very thankful of the 'Family' he has at Soul Café."

FUNERAL FUND

The health and well being of Soul Guests is vulnerable. Sadly, in the 2016 – 2017 period a couple of the guests who attended Soul have died. This was a very difficult time for guests, volunteers and staff. Soul Memorial services were held for guests, volunteers and family to acknowledge this loss and offer comfort.

A funeral fund was established for Soul guests who have no family to ensure that even in death they are treated with dignity.

SOUL MENTAL HEALTH CLINIC

The purpose of the clinic is to provide Soul Guests with mental health support in a non-threatening friendly, familiar environment. It is a funded position by Port Waratah Coal Services for 10 hrs per week. A review of the Soul Mental Health Clinic was held during the period June 2016 to March 2017 (38 wks). During that period, the following outcomes were observed.

249 Sessions across 95 Individuals

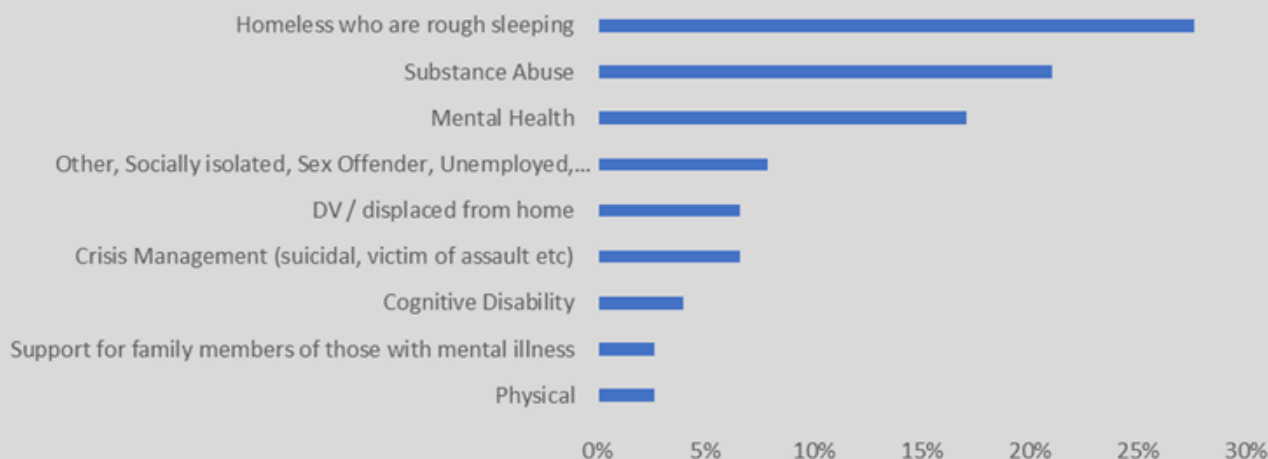
31% Women and 69% Men

CASE STUDY

"A 30-year-old man attended the lunch service. He presented as an elevated and difficult individual. He saw the Soul Mental Health Nurse on a regular basis to explore options relating to his alcohol abuse, criminal proceedings, lack of access to his 1-year old son and his mental health. He participated in the SMART Recovery and Work Development Orders Programs to pay down his State Debts. He now presents as a calm and pleasant man that has gained control, and is living life with purpose with an aim to gain regular custody of his son."

Primary Presentation Reason to Clinic

93% presented with co- morbidity of Substance Abuse or Mental health



SOUL MEDICAL CLINIC

For some Soul guests making a doctor's appointment can be a real challenge. In 2014 the Soul Medical Clinic was established by Dr Milton Sales (Brunker Rd Medical Centre). Volunteer doctors provide free weekly medical care for Soul guests. The Medicare Rebate is donated to Soul for the provision of equipment and services for Clinic and to cover prescription costs and the medical expenses of who attend the clinic. Thank you to Dr Milton Sales and all the volunteer medical team.



MANAGEMENT MODEL

In 2016 to 2017 the staff and management model was restructured to reflect a change in personnel and to control expenses. Instead of a single paid manager with paid staff it moved to a 'Management Team Model' that was largely volunteer.

The volunteer hours in 2016 – 2017 contributed would be the equivalent of a wage bill of \$8,800 per week. Soul Café is mobilizing a volunteer workforce that contributes \$450,000+ per year in volunteer hours to the community.

INCREASE

50%

In 2016 /17 the average number of volunteers on team increased from 80 to 120.

INCREASE

110%

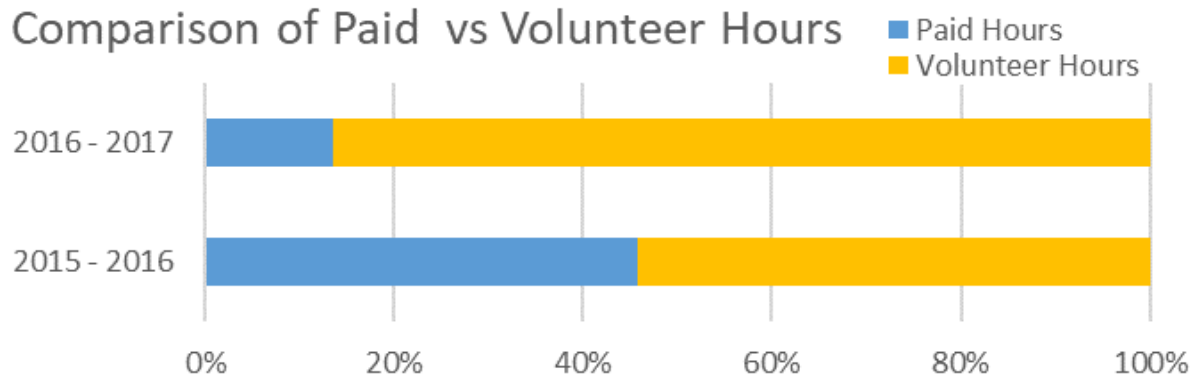
In 2016 /17 volunteer hours increased from 160 to 336 hrs per week.

DECREASE

61%

In 2016 /17 the paid staff hours decreased from 135.5 to 52.5

Comparison of Paid vs Volunteer Hours



This staffing model stabilized Soul through a period of change and financial challenge.

STAFF

RICK PROSSER CEO

July 2015 to Current
(Volunteer)

Background is in business management, charity, community and church leadership. Pastor of Life Church Newcastle and a pastor before that for 20 years. Charity Director for 13years.



SUE PROSSER KITCHEN MANAGER

Aug 2016 to Current
(Volunteer)

RUSH Mentor Coordinator, experienced in volunteer team coordination and youth work.



MARIA THOMAS ADMIN MANAGER

May 2016 to Current
(1 Day Paid /3 days Volunteer)

BASPTH Hons I., M.A. Worked in traumatic brain injury rehab (HNEH) and Out of Home Care. Not for Profit Management experience (10+ years).



MATT NICHOLS CHAPLAIN

Feb 2016 to Current
(3 Days Paid)

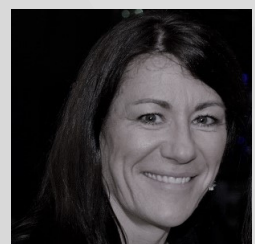
Associate Pastor of Life Church Newcastle and years of experience in charity and youth work.



TONYA HUEN FINANCE MANGER

July 2016 to Current
(2 Days Paid / Funded by Life Church)

Accounts Clerk who also works in the accounts department of a local High School.



MENTAL HEALTH NURSE

10hrs per week

Funded position by PWCS \$20,000 per year. Registered Nurse with Mental Health Experience.



GOVERNANCE

Soul Cafe is a business name held by LifeShapers Family Services Trust which is a registered charity. Life Church Ltd (ACN: 069 609 356) is the corporate trustee for Life Shapers Family Services Trust (ABN: 67 385 398 045). It is a local community organization addressing local community needs, supported by local community corporate and private members. Lifeshapers Family Services Trust has tax deductible gift recipient status, all donations \$2 and over are tax deductible. The trust is managed by a board of Trustees.

RICK PROSSER

TRUST CHAIRMAN

Rick has had 20 years experience in leadership of charities and was awarded the 2014 Newcastle City Council Citizen of the Year for his work.



HOWARD MOLE

TRUST VICE CHAIRMAN

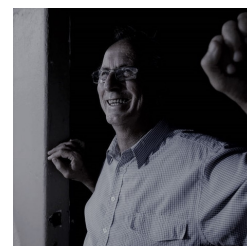
Howard has held a number of social service roles in the Newcastle area, including Welfare management, Counselling, Financial counselling, and homeless accommodation. He has been active in the Rotary Club of Waratah, the Hunter Newcastle Bikers Memorial Ride, Tinned Food and Blanket Run, the Kids Toy Run & the establishment of the Combined Charities Christmas Warehouse.



KEVIN BERGER OAM

TRUSTEE

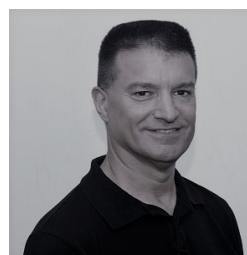
D.A.L.E. Christian School founder and Executive Director. In 2015 Kevin was awarded the 'Medal of the Order of Australia' for his work in establishing an alternative learning environment for students struggling in mainstream education.



DAVID ZAMMIT

TRUSTEE

BSc (Arch) B.Arch (Hons), Architecture from the University of Sydney. David has over 26 years of experience, serving on not for profit boards, international missions boards and church boards/elderships.



SUE IRWIN

TRUSTEE

Bachelor of Education and assisted in establishing St Philip's Christian College which now educates almost 4000 students across six schools. Sue is the Senior Minister of The Grainery Church.



The Trustees are advised by Tim MacKenzie, KLM Accountants.

FINANCE & FUNDRAISING

LifeShapers Family Services Trust is a medium sized charity. 2016 – 2017 Life Shapers Family Services Trust Accounts were audited by Lambourne Partners Chartered Accountants ABN: 54 656 964 435.

DONATIONS FUNDRAISING AND INCOMES

GENERAL OPERATIONS ACCOUNT

	2016 TO 2017	2015 TO 2016
Donors and Sponsors	\$72,543	\$48,690
Grants	\$60,011	\$27,000
Fundraising		
<i>Bkfast Functions</i>	\$12,555	-
<i>West's Canteen</i>	\$4,997	-
<i>Sleepout for Soul</i>	\$66,913	\$48,000
<i>Street Food Festival</i>	-	\$29,455
Work for the Soul	\$15,909	\$36,907
Property Income*	\$1,753	-
Miscellaneous	\$1,027	\$373
Subtotal	\$235,708	\$199,208

SPECIAL PURPOSE ACCOUNTS

	2016 TO 2017	2015 TO 2016
Future Building Fund**	\$11,939	\$33,028
Soul Clinic Fund	\$5,809	\$ 8,232
Soul Funeral Fund	\$3,620	-
Bartercard***	\$85,000	\$15,000
Subtotal	\$106,368	\$56,260

TOTAL

\$342,076

\$255,468

Significant Gift (Property)- In this financial period Soul was gifted a property by a Newcastle businessman. This property has been rented out and is providing an ongoing income stream for the charity.*

*Future Building Fund** - Our charity has a designated future fund for property that exists to serve the future needs of the charity.*

*Bartercard*** - Two significant gifts in Bartercard dollars were given to the charity. These funds are used to offset day to day expenses reducing pressure on the operational budget.*



CORPORATE BREAKFASTS

\$12,554 raised

Twice a month a Soul volunteer team headed by Sue Prosser caters a breakfast for two groups, 'NFP Connect' and 'Collective Hearts'. The proceeds of these breakfasts are donated to Soul Café. Funds raised in the 2016 – 2017 period were \$12,554.85 (43% increase on the previous financial year).

WESTS CANTEEN

\$15,500 raised

In March 2016, the Wests Football Club and the Harker Oval Board offered Soul Café an opportunity to raise funds and the Soul Community awareness of Soul through their Harker Oval Canteen. The Soul Café Team of 8-10 volunteers headed by Sue Prosser ran the Canteen for Wests from the 23 April through to the 10 Sept. Funds raised as of the 30 June 2017 - \$4,996. Funds raised at the end of the football season \$15,500

SLEEPOUT FOR SOUL

\$125,000+ raised

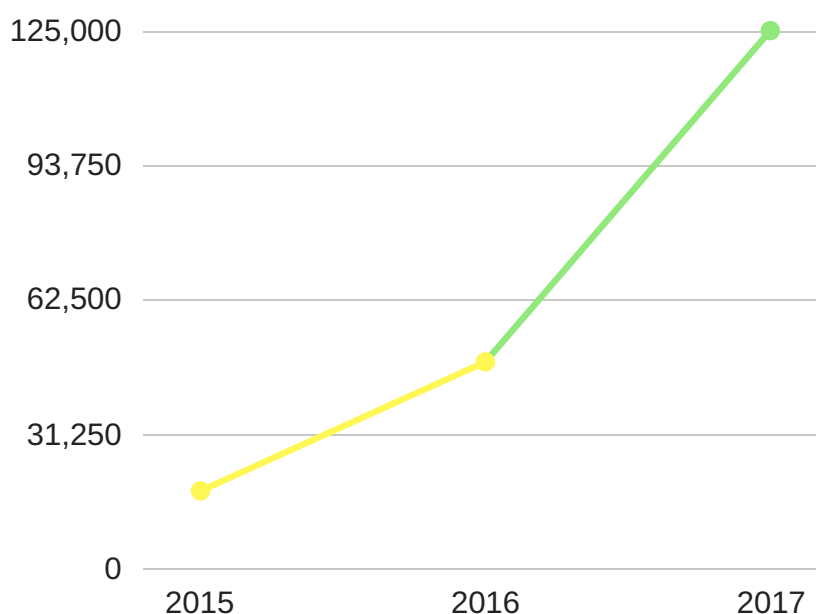
Sleepout For Soul is the major fundraiser hosted by Soul Café. It raises much needed funds and gives participants a taste of what living on the street in Newcastle can be like. This year the Sleepout for Soul was held Friday, 16 June and was a huge success with 165 participants plus up to another 100+ 'drop in's' throughout the evening. Funds raised as of the 30 June 2017 - \$66,913. Funds raised in total for 2017 \$125,000+.

2015 there were 18 participants who raised \$18,000

2016 there were 60 participants who raised \$48,000

2017 there were 165 participants who raised \$125,000

SLEEPOUT TOTAL RAISED 2015 - 2017



2016 - 2017 BUSINESS DONORS

Soul Café is a not for profit organization with no government funding. Instead it is supported by the generosity of business, corporate and community donations.

Alan Steggles Food Service	Newcastle Leagues Club
Anytime fitness	Newcastle Now
Arpan for Charity	Newcastle Weekly
Auscoal Superannuation Pty Ltd	NFP Connect
Belmont Christian College	Octapod
Bibina	Orica
Brunker Rd Medical Centre	Orrett Investments
C3 Newcastle city	OzHarvest
Cardiff Select Cars	Pender Insurance / Insurance Advisenet
Collective Heart Daracon	Perpetual Foundation
Doughheads	Pettigrews Family Funerals
Dowling Property	Piggott's Pharmacy
Fluccs	Port of Newcastle
Frank Bergmann	Port Waratah Coal Services
Frank Frasca's	Rhema FM 99.7
Hunter Bikers	Robert Timms
Hunter Valley Training Company	Rotary International Wallsend / Maryland
Indie Recruitment	Scripture in School
Kiwanis International	SecondBite (Coals)
Knights Rugby League	Share the Dignity
Lambton Bowling Club	Strategic Minds Communications
Lambton High School	Tamburlaine Wines
Learning Seat	The Albion Hotel
McCluskey Insurance Brokers	The Sanctuary Redhead Craft Group
Merewether Bowling Club	These Days Café
Merewether High School	Top Cut Meats
Newcastle & Hunter Valley Doll	Uniting Church Wallsend
Lover's Society	Warners Bay Baptist Church
Newcastle 50's Rock n Roll Club	Westpac
Newcastle Coal Infrastructure Group	



FUTURE

Whilst our city is experiencing what might be know as a 'once in a lifetime economic boom' we are well aware that the needs of the vulnerable will be increasing. Well aware of this we are diligently working towards the future.

Our energy will be focused on 'Building Teams' that will multiply our efforts, as well the implementation of an 'Appreciation Model' currently being developed that will flow throughout the charity. Our staffing levels has been on an unsustainable pathway for sometime now (there has been significant sacrifice) and we will increase these slightly. This will be coupled with a restructure to facilitate the next 18 months. Another current point of focus is our Occupancy Lease on our current location (gifted by Westpac) is due to expire in February 2018. We have requested a renewal of this lease which will focus us longer term in this site. If this was to happen we would look to refurbish the first floor space that would better serve our guests. Shower and laundry facility with multiple meeting rooms for the increasing recovery programs required.


Its more than a meal!


Again thank you for your interest and partnership with Soul Café.





RICK PROSSER
CEO SOULCAFE | TRUST CHAIRMAN



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