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FRANK BERGMANN
PHOTOGRAPHY



ANNUAL REPORT 2018

1 JULY, 2017 - 30 JUNE, 2018

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more than a meal

CEO RICK PROSSER

Soul Cafe 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 that Soul Cafe offers.

In the 2017 – 2018 financial year we saw a 13% increase in the basic meal service we offer, which is back to back years of double digit increases. As you will find throughout this report and a phrase we use often at Soul, **"It's more than a meal"**, meant that this increase was felt throughout the charity. **"There's no day the same at Soul"** is another phrase we use. This is reflective in what we are called upon to tend to, which is varied and at times emotionally impacting. Soul Cafe is a volunteer-based charity with a Management Team structure (mainly volunteers) who have once again done an outstanding, above and beyond job this year. Our volunteer teams grew and our culture continues to mature. Our volunteers alone contribute over 360 hours each and every week to help make Soul happen; amazing!

With the tremendous community support we've received throughout the year, it's enabled us to be clear and concise with our focus. This focus being our **'Guests'** and meeting their needs. This support is like fuel on the fire for us, providing great energy and encouragement to us all. **Soul Cafe has become a compassionate community response to some deep community needs.**

Westpac have confirmed their generous support of our site through to February 2020, for which we are extremely thankful. As well, we've recently created more space for extra recovery programs, commissioned a laundry service and the installation of a walk-in fridge/freezer. All this will add to our capacity to deliver more everyday to those in need.

This community response and partnership with Soul Cafe is extraordinary! Gifts, donations, in-kind service, volunteering and sponsorship have flowed in consistently.

Soul Cafe has become a safe place, a refuge, a family. It's a place where **'Everyone's welcome because nobody's perfect and anything is possible'**.

Thank you to you our community for your support.

Thank you to our staff and our volunteers.

Thank you, together we've made a significant impact, we've brought help, hope and healing to some of the most vulnerable people in our community



RICK PROSSER
SOUL CAFE CEO & TRUST CHAIRMAN



LOCATION

Soul Cafe is located on the corner of Hunter and Watt Streets, Newcastle on Levels 1 & 2 of the Westpac building. This location has been donated by Westpac, rent free since 2012. Westpac have gifted to us the use of the two floors of their 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 Cafe's work.

The Soul Cafe Trustees, staff and volunteers 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 Cafe.



HOURS OF OPERATION

BREAKFAST: Mon, Wed, Thurs, Fri & Sat - 7:30am to 8:30am
LUNCH: Mon, Tues, Wed & Thurs - 11:30am to 1:00pm
LUNCH: Sun - 12noon to 1:00pm (fortnightly)

MEALS DATA JULY 2017 - JUNE 2018

Soul Cafe provides free meals to the highly disadvantaged members of our community, many of who are homeless, have a mental illness and/or substance abuse challenges. The meal is the medium to be able to work with people in a greater way. As people come for food, relationships and trust are built that enable them to connect with other supports and services that elevate their circumstances.

33,464 TOTAL MEALS & FOOD CARE PACKS

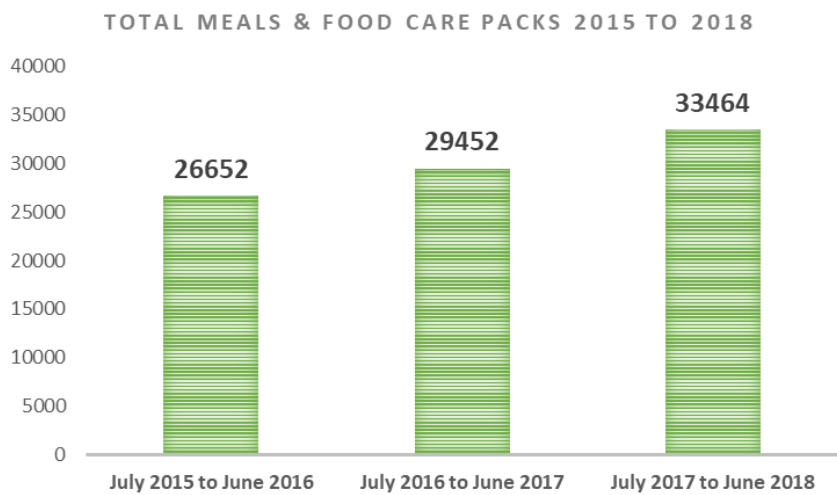
20% BREAKFAST

65% LUNCH

15% TAKEAWAYS AND FOOD CARE PACKS

INCREASING NEED

From 2011 to 2016 the number of homeless people in Australia jumped by more than 14,000 or 14% (*ABS Key Findings 2016 Homelessness*). This increase in need is reflected in the meal data of Soul Cafe. In the last twelve months there has been a 13% increase in food provided and since 2015 there has been an increase in 25%.



Food is purchased or is donated by food rescue organisations, businesses and the community including community gardens.

DIRECT CAFÉ FOOD EXPENSES	30 Jun 18	30 Jun 17
Waste Removal	\$6,719.03	\$5,200.40
Cafe Equipment	\$1,529.89	\$745.75
Cafe Supplies	\$21,242.32	\$19,199.11
Hospitality	\$385.52	\$120.91
Christmas	\$2,551.42	\$5,852.16
TOTAL	\$32,428.18	\$31,119.05
TOTAL PER MEAL (33,464 meals)	\$ 0.97	\$ 1.06

Keeping the food cost down is achieved through food rescue and donations.

- Second Bite 12Ton
- Ozharvest 4.37Ton
- Top Cuts 1.25 Ton
- Bibina est 3- 4 Ton
- Community Food Donations including Community Gardens (2-3 Ton)

GUEST STORY: NEROLI (LEE)



"I've been in Newcastle all my life and have been coming to Soul Cafe for a fair few years. I always find em' here really nice. I've met a lot of nice people here. Treat people how you want to be treated is what I always say. At Soul Cafe, the best meal I've ever had is hard to say, because they're always respectable, good meals here. The ladies in the kitchen always work hard. I'm more grateful than anyone else in here I think!"

97c per meal

23 Plus Tons of
Donated Food

16.7 Tons on the
Plate or in Packs

SOUL VOLUNTEERS

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

120 – 130 volunteers

366 hrs volunteered on average per week

9.64 full time equivalent in volunteer hours

The volunteer roles include administration, kitchen hands, cooks, team leaders, cleaners, drivers and guest support. It is estimated that the value of this volunteer time is a wages savings of \$7,000 per week for the operational budget.

"My name is Tash and I work at an Accounting firm 100 meters down the road from Soul Cafe. I've been working there for about six years. I didn't know much about Soul Cafe until I saw something about the Sleepout two years ago. I didn't know what it was and then I saw it pop up again last year. That coincided around the same time that I was doing a lot of professional development. One of the things that we did was set goals and community goals. I didn't have any, but remembered seeing the Sleepout promotions and I thought that aligned well. I googled Soul Cafe first, found the volunteer form and sent that in. Soul Cafe was starting to do Thursday morning breakfasts, which was good because when I got here everyone was new and it was nice. That was in August 2017. Ten months down the track I think that I'm a lot more understanding of social community issues.

I didn't really have any exposure to anything like this before and so it's really made me more empathetic. I guess I have a better understanding of people, their struggles and, not that I would have been too judgmental before, but I definitely wouldn't be now. It's nice to know that you're making a difference in the community, even if it is just buttering toast."

VOLUNTEER STORY: TASH 'THE TOAST QUEEN'



SOUL STAFF & KEY VOLUNTEERS

Eight part time staff receive 127 hrs in weekly wages. This is the full time equivalent of 3.4 persons responsible for the management of 130 volunteers, hundreds of guests and multiple support services and programmes.

MANAGEMENT TEAM

RICK PROSSER
CEO

SUE PROSSER
KITCHEN MANAGER

MATT NICHOLS
CHAPLAIN

MARIA THOMAS
ADMIN MANAGER

STAFF

TONYA HUEN
FINANCE MANGER

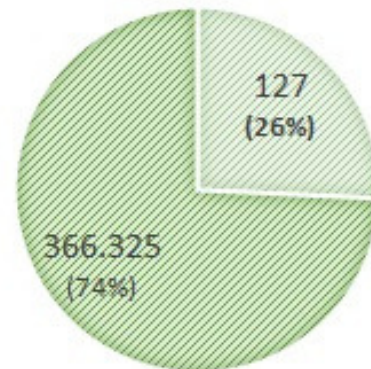
TIM HENNESSY
MENTAL HEALTH

JEN MARLETTE
EVENTS ADMIN

NICK RAY
VOLUNTEER ADMIN

VOLUNTEER VS PAID HRS

■ Paid Hrs Per Week ■ Volunteer Hrs Av Per Week



TEAM LEADERS AND KEY VOLUNTEERS

A special thanks to key volunteers and team leaders.

GLENDIA LEE
TRUDI-LEE PEGLER
KERRY COOPER
STEVE POULTON
ROB DRUITT
ANGELA LAYER

CATH PACKER
KELLY BELL
MICK MOONEY
WENDY MOONEY
SUELLEN JENKINS
MARK MCDIARMID



VOLUNTEER STORIES: MARK & SUELLEN

Mark and Suellen have been volunteering at Soul Cafe since February this year. They've lived in Newcastle for the past four years, after moving from the Northern Territory. "Suellen and I live locally around the corner and we used to go to Friday Chill as most of the people in our building do. From there, we decided come and have a look at what was happening at Soul Cafe. Suellen is an administrator so she asked to have a role like that. I on the other hand am completely useless in the kitchen, so I am part of the floor team. So you could be welcoming guests in, talking to them, making them feel safe, giving them a friendly face. If they feel that they are safe here, they'll come back and talk and hopefully they might even offer some insight into what they do. I've seen this place change a lot over the past few months. It is NOT a soup kitchen, as some may think it is. It's not a welfare agency either. It's become an organisation that facilitates your mind and body towards a consistent health option (including help with suicide, mental health and things like legal aid) - it's not just a cafe."

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

2,395 occasions of service for services & programmes

Accommodation Services

Alpha

Barber

Blankets, Swags, Scarves, Beanies

Centrelink

Chaplain

Disability Advocacy

Gamblers Anonymous

Hairdresser

Hearing Screening (New)

Hunter Primary Care Outreach

Hygiene Care Packs

Internet/telephone access

Jenny's Place - Women's Refuge

Legal Aid / Legal Services

Medical Clinic

Mental Health Clinic

Music Session - 'Random Souls' (New)

My Supports (NDIS)

Narcotics Anonymous

Phone Access and Phone Cards

Podiatry Clinic

Random Souls Music Group

Smart Recovery

Support for letters and forms

Women's Connect Group

Work Development Orders

GUEST STORY: BOB

Bob came to Soul Cafe after going through a really difficult time in his life. He was told about Soul Cafe by homeless accommodation.

"The first time that I came here, I could feel that there was something difference in the place, I realised that the people genuinely care. Volunteers would walk past and pat you on the shoulder and ask how you are today. That genuineness is what change people like me. When you recognise that you've come from a comfortable middle class background your whole life and then all of a sudden you find things very difficult, you find yourself appreciating people differently. I'm not better than anyone, everyone who I talk to here is the same as me. They've become my family.

Sometimes having someone to say hello to you is life changing. It was for me. I get more out of being here than what I could ever give. When I walk out of Soul Cafe I've been 'topped up', and not just in the belly."

SOUL MEDICAL CLINIC

Medical Clinic: 266 occasions of service

For some Soul Cafe Guests making and keeping a doctor's appointment can be a real challenge. In 2010 the Soul Medical Clinic was established by Dr Milton Sales of Brunker Road Medical Centre, Adamstown.



Volunteer doctors provide free medical care for Soul guests one lunch time per week. The Medicare Rebate is donated back to Soul for the provision of equipment and services for the clinic and to cover prescription costs and the medical expenses of the guests who attend the clinic.

Thank you to Dr Milton Sales and the volunteer medical team.

Dr Milton Sales

Dr Michelle Mitten

Dr Peter Coleman

Dr Catherine Hollier

Dr Peter Miles

Dr Fiona Middleton

Dr Lee Fong

SOUL MENTAL HEALTH CLINIC

Mental Health Clinic: 507 occasions of service

The purpose of the Soul Mental Health Clinic is to provide Soul guests with mental health support in a non-threatening friendly, familiar environment. It is a vital service for the population that attend the cafe helping to assess when they are in crisis, giving advice on medications for addictions and making referrals to health services. During this period, we sought and received increased funding for this role. This has been an intentional strategy to improve health care outcomes for the guests of Soul Cafe.

In April 2018, Port Waratah Coal Service approved \$59,400 in funding for the Mental Health Clinic through to the end of 2019. This has enabled the clinic hours to increase from 10 hrs per week to 25 hours per week. A total of 110 persons have received 507 occasions of service, including resuscitation of a cafe guest. Staff and volunteers have also been supported after angry guest outbursts and when a much loved guest died at the cafe.

The work done by Tim Hennessy in a dynamic and challenging environment has been outstanding.

A CLINIC STORY OF A LIFE SAVED

This case study represents the complex social, physical and mental health conditions that present at Soul Cafe in crisis.

"A male, in his forties, presented at Soul Cafe stressed, anxious and suicidal, requesting immediate assistance. Factors contributing to his distress was a familial issue including impending court cases and homelessness. He had multiple physical and chronic pain issues. The gentleman had a history of depression, generalised anxiety and ongoing concerns with behavioral addiction outcomes.

Immediate crisis support was provided and later ongoing long-term counseling has been provided, addressing multiple issues. This has been achieved by working with the medical clinic at Soul for medical concerns, liaising with other government and NGO's to help facilitate housing, furniture, clothing, schooling and allied health support for his child.

He and his child are currently in settled housing and schooling receiving long term support for both father and child. His child is enrolled in multiple external support programs to support and facilitate his re-integration back into the workforce. Ongoing counselling continues."



PWCS CEO HENNIE DU PLOOY, TIM HENNESSY, PWCS TRUDI LANARCH & RICK PROSSER

ACCOMMODATION

One of the greatest needs of Soul Cafe guests is affordable appropriate housing. Too often our guests experience high levels of anxiety due to either being on the street, sleeping in their car or because their housing is sub-standard and they are in fear of their safety.

In some cases, this circumstance is the result of domestic violence, the loss of a job, a relationship breakdown, a period of ill-health or the lack of a family or friendship network of support. This group experience trauma and shock, having never thought that they would find themselves in these circumstances.

Other guests are 'rough sleepers' as a result of being overwhelmed by their addictions, preferring to spend payments on drugs and alcohol with serious consequences for their health and safety and for the safety of those around them. Or, they are guests who have very significant mental health and social challenges limiting their capacity to fit into social norms and housing expectations.

In every case the consequences are devastating including, high levels of anxiety, shame, exhaustion, poor health and at times anti-social or criminal behaviours.

Soul Cafe is not a housing provider nor do we provide housing transition case management. What Soul Cafe can provide, due to the generosity of the community, is swags, blankets and services, such as food. Rough sleepers can have their washing done and receive hygiene packs so that they can shower at the public amenities at Newcastle Baths.

In addition to this immediate assistance, we listen to the person's story and, where possible, link the person to housing, accommodation services or low cost accommodation. This is done by providing contact details, phone access and, where possible, provide referrals.

In the 2016 to 2017 period the following was provided:

31 SWAGS

1200 Hygiene packs

120 Housing referrals



SLEEPOUT FOR SOUL

\$150,000+



'Sleepout for Soul' is the major annual fundraiser hosted by Soul Cafe. This event raises much needed funds and provides participants with an opportunity to experience what living on the streets of Newcastle in the middle of Winter can be like. This year, the Sleepout for Soul was held on Friday, 15 June at a new venue, Civic West Car Park and was, once again, a huge success, with 300 participants registered to sleepout. This year, participants were offered the option of making a financial contribution towards a Homeless Backpack Bed (swag) and post-event, donating the swag back to Soul Cafe for distribution to guests who are homeless or sleeping rough on the streets.

A total of **64 swags** were donated back to Soul Cafe by sleepout participants.

Funds raised as of 30 June 2018 **\$129,871**

Funds raised in total for 2018 Sleepout for Soul **\$150,000+**

Funds raised from the sleepout have enabled Soul to expand the services provided to our guests. Three additional volunteers have been trained to facilitate recovery programs in new meeting spaces created to enable us to host multiple recovery programs simultaneously. We have also installed a much needed laundry facility which includes two washers and two dryers.

2015 - 18 participants raised \$18,000

2016 - 60 participants raised \$48,000

2017 - 165 participants raised \$125,000

2018 - 300 participants raised \$150,000

Thank you to all who participated and all who donated. A great community response to great community need!



CORPORATE BREAKFASTS

\$12,323

Early Tuesday mornings several times a month a Soul volunteer team, headed by Sue Prosser, caters a breakfast for business groups including, 'NFP Connect' and 'Collective Hearts'. This is a great connection for Soul Cafe with business people, charities and agencies. An example during this period was Tony Dockrill from IZZAT Consulting Engineers. Tony knew of Soul Cafe through the 'Collective Heart' breakfast and donated his company's structural engineering services to compile an engineering report for the walk in fridge and freezer.

The proceeds of these breakfasts are donated to Soul Cafe.

WESTS CANTEEN

\$13,684

In March 2016, the Wests Football Club and the Harker Oval Board offered Soul Cafe an opportunity to raise funds by manning their canteen for home games, this partnership has continued in 2018. The funds raised were less than the previous year however the Wests Football team did not make it as far through the season, reducing the number of home games.

The canteen volunteer team is headed up by Kerry Cooper and Sue Prosser and the proceeds are donated to Soul Cafe.

GRANTS / SPONSORSHIP

\$49,490

In the 2017 to 2018 period \$47,273 in grant money was received, largely made up of Port Waratah Coal Service income for the Mental Health Clinic. A further \$2,217.55 was received in sponsorship for 'Friday Chill' bringing the total to \$49,490.28.

A major focus during this financial period has been the completing of the walk-in fridge and freezer unit (\$44,000) project. These funds came in during the previous financial period however completion of this project required additional reporting and an updated tenancy agreement.

In June 2018, the fridge / freezer unit was installed and a launch was held for partners (NCIG, PoN & ORICA) and volunteers. The unit has increased the food storage and rescue capacity. Feedback from volunteers and the kitchen team has been that the unit is a very positive improvement for the work that they do at Soul Cafe.

FRIDAY CHILL

Is a free, family-friendly, live music event presented by Soul Cafe throughout the summer season. Soul Cafe has been hosting Friday Chill annually since 2012.

Hosting the Friday Chill event is an opportunity for Soul Cafe to raise awareness about the services we provide within our local community.



Members of the local community and visitors to the area gather in Pacific Park, in the East End precinct of Newcastle each Friday evening to relax in the park 'picnic-style' with BYO nibbles and drinks, to enjoy two hours of easy listening music performed by a variety of local artists.

In 2018, the "Chill'n Feast" concept was launched which saw selected food truck vendors provide an outdoor food service at four of the Friday Chill events. Chill'n Feast was a great success and, as such, selected vendors will be invited to participate during the 2019 season.

In 2018, an estimated 4,000 people attended Friday Chill between 12 January and 30 March 2018.

Grants to support this event were received from Orica (\$1,117.50) and Newcastle NOW (\$1,100.00). Funds raised, more than \$5,000, were derived from benevolent financial donations received from event patrons over the season.

BUSINESS DONORS

Soul Cafe is a non-government funded, not for profit organisation, supported by the generosity of businesses, corporate sponsors and community donations.

ADORAM STEEL	NEWCASTLE 50'S ROCK N ROLL CLUB
ALAN STEGGLES FOOD SERVICES	NEWCASTLE COAL INFRASTRUCTURE GROUP
ALFRESCO OUTDOOR LIVING	NEWCASTLE HIGH SCHOOL
ARTC	NEWCASTLE JOCKEY CLUB
AUTOMOTIVE HOLDINGS GROUP (AHG)	NEWCASTLE KITCHEN+CUTLERY
BALLINGERS FP PTY LTD	NEWCASTLE LIMOUSINES
BARROS LABORATORIES PTY LTD	NEWCASTLE NOW
BERESFIELD COMMUNITY CHILDRENS EDUCATION	NFP CONNECT PTY LTD
BIBINA	NUTTSHELL HOLDINGS
BLOOMFIELD MINING	ORICA
BOOM LOGISTICS LIMITED	ORIGIN FOUNDATION
BRUNKER ROAD MEDICAL PRACTICE	OSBORN LAW
BRUTTAME PTY LTD	OUTIX
BWS	OZ HARVEST
C3 NEWCASTLE CITY	PAPA AL'S BAKEHOUSE
CARDIFF SELECT CARS	PENDER INSURANCE
COATES HIRE	PEOPLE FUSION
COCO SKIN LASER HEALTH	PETTIGREW FAMILY FUNERALS
COLES WARATAH	PIGGOTT'S PHARMACY
COLES MARKETOWN	PORT OF NEWCASTLE
COLLECTIVE HEART	PORT WARATAH COAL SERVICES
CPB CONTRACTORS RAAF WILLIAMTOWN	PRD NATIONWIDE NEWCASTLE AND LAKE MACQUARIE
DAB AIR AND ELECTRICAL	PRICE WILLIAMS WHYTE FINANCIAL PLANNERS
DARACON GROUP	RANSTAD GROUP
DARBY'S FRESH BAKE	REDHEAD AUTOMOTIVE CENTRE
DEL CORANADO PTY LTD	RESPONSE SERVICES
DISABILITY ADVOCACY	ROTARY CLUB
DOUGHHEADS	SAFETYWORKS
DOWLING REAL ESTATE	SECONDBITE
EXPRESSO MOBILE CAFÉ	SHARE THE DIGNITY
FLOURISH AUSTRALIA	SIX DEGREES RESTAURANT
FOOD & FRIENDSHIP - WARNERS BAY BAPTIST CHURCH	ST FRANCIS XAVIER SCHOOL
GENEROUS APPAREL	ST. JOSEPH'S PRIMARY SCHOOL
GLENCORE AUSTRALIA	ST. LUKE'S UNITING CHURCH BELMONT
GORDON & GRAY	STRATEGIC MINDS COMMUNICATIONS
HARLEYS FOR HUMANITY	SUM OF THE PARTS
HEALTH NSW	SUNCORP
ITRAVEL THE JUNCTION	SUSAN'S WOMEN'S GROUP
IZZAT CONSULTING ENGINEERS	SWIFT OUTDOOR FURNITURE
KIWANIS	TAMBURLAINE WINES
KMART WARATAH	THE BEACH HUT
KOTARA HIGH SCHOOL	THE EXCAVATION SPECIALISTS
LAKE MAINTENANCE	THE LOCKUP - SONGS FOR JUSTICE
LAMBTON HIGH SCHOOL & GIRL GUIDES	THE SANCTUARY REDHEAD CRAFT GROUP
LIQUID GOLD CAFÉ	TIMERITE FURNITURE REMOVALISTS
LITTLE BEGINNINGS HILLSBOROUGH ROAD	TOP CUTS FOODS
MAC THE KNIFE	TOYNE BUSINESS CONSULTANTS
MADDISON SAFETY & INDUSTRIAL SUPPLIES	UBERLINE PTY LTD
MARK HUGHES FOUNDATION	UGL GONINAN EMPLOYEES CHARITY FUND
MAROBA NURSING HOME	UKENJAMIT
MEREWETHER BOWLING CLUB	UNIVERSITY OF NEWCASTLE
MEREWETHER HIGH SCHOOL	WALLSEND PATHFINDER CLUB
METHOD MARKETING	WANGI WANGI UNITING CHURCH
MIND BODY SPIRIT PSYCHOLOGY	WESTPAC
MONICA CLARE RECRUITMENT	WESTS FOOTBALL CLUB
MURRAY'S BREWERY	WHALAN'S NURSERY
NATIONAL DISABILITY INSURANCE AGENCY	WINE & CO NSW
	WORLDVIEW CONSULTING

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). The charity is part of the vision and mission of Life Church. The trust is managed by a board of Trustees.

RICK PROSSER: TRUST CHAIRMAN

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

HOWARD MOLE: VICE CHAIRMAN

Howard has held a number of social service roles in the Newcastle area, including Welfare management, Counselling, Financial counselling, and homeless accommodation. In 2018 he was awarded 'Freeman of the City' by Newcastle City Council for his contribution over decades to local charities and the community.

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.

Lifeshapers Family Services Family Services Trust Fund ABN 67385398045 is Registered with the 'Australian Charities and Not for profits Commission' and has the 'Charity Tick.'

Lifeshapers Trust has Tax Deductible Gift Status and it's 'Charitable Fundraising Authority' No. is 16338.

The Soul Cafe WH & S Management Plan was updated on the 10 May 2018 and other policy documents can be accessed on the Soul Cafe Website.
<https://soulcafe.org.au/volunteer-resource/>

The Soul Cafe Child Safe Organisation was updated and inservice training completed on the 20 March 2018



FUTURE

We are aware that needs are increasing and the needs have names and are real people. We would be happy if this wasn't the case, but sadly it is. Meeting real needs will always be our primary focus.

Our energy and focus will continue in a number of key areas that will enable us to deliver for our guests.

The 'Building and Empowering of Volunteers Teams' and 'Volunteer and Supporters Appreciation' will continue to be major day to day priorities. As well, the addition of more recovery programs and the full implementation of our new laundry service are progressing.

The prospect of needing another home post February 2020, together with financing a sustainable future, are agenda items that will not fade away and remain two critical points for us.

Again, thank you for your interest and partnership with Soul Cafe.

RICK PROSSER
SOUL CAFE CEO | TRUST CHAIRMAN



If you would like to make a donation to Soul Cafe:

Online

For an automatic tax deductible receipt go to:
www.mycause.com.au/payment/charity/17525

Direct Deposit

BSB: 032-505
Account: 299497
Account: Lifeshapers Family Services
Reference: your name

If you would like a receipt for your direct deposit please contact the Soul office on (02) 4926 1758 (Monday-Thursday) or email admin@soulcafe.org.au