

QUESTION AND ANSWERS



7 December 2016

3RD SPACE CAFÉ

What is 3rd Space Café?

- 3rd Space Café will be a completely new kind of café for people doing it tough, there's nothing like it in Queensland:
 - o We'll provide healthy, appetising and interesting food at extremely low cost.
 - o The café will offer people who are most often in quite challenging environments a very pleasant place to relax, they can actually enjoy being there.
 - o We'll provide table service, menu options and a regularly changing offering in line with a regular café.
 - o Our approach is to show that dignity matters, and that everyone is respected.

When will it open, how much is it costing?

- Opening is planned for early to mid-2017.
- We need to refurbish our existing kitchen and eating area, a detailed delivery schedule is being developed now.
- The budget to deliver the new facility and run the café for the first year is just over \$250,000, including wages for a project manager and a front of house manager during the establishment phase.
- We are also getting support from Di Bella Coffee, Domino's Pizza and Strategised Marketing Agency.

You're going to be charging more for food. What if people can't afford to pay?

- Prices will be very low, from \$1 for a nutritious snack to around \$4.70 for a full meal. A free option will also be offered.
- Our customers tell us that "soup kitchen food" for free can be depressing and demoralising. By paying a little bit for a good product we are confident we'll be offering something that almost everyone will want to buy and can afford.
- We'll also be setting up ways where if someone really can't afford to pay, they'll have an option. We will have daily free options, while people can volunteer in exchange for meals, and we'll have a mechanism where customers can buy 'suspended coffees' for people less fortunate.

Is this really going to help people that have bigger issues like finding a bed and dealing with addictions? Why not continue with your existing food service and concentrate on getting more accommodation and counselling for people?

- 139 Club will continue to work hard to find accommodation and critical services where this is needed. We're also working on a plan to facilitate more accommodation facilities for people experiencing homelessness.
- It's somewhat surprising to know that people doing it tough often have high levels of obesity and resulting health issues. High calorie, nutrient deficient food is often the cheapest, most filling option.
- A nutritionist will ensure that we provide fresh, nutritious food that people like to eat, with the kitchen overseen by our professional chef.

QUESTION AND ANSWERS contd.

3rd Space Café

This still all sounds like a cheap café, is that it?

- No, we will offer inexpensive food, but 3rd Space Café will be special.
- For a start, the staff and volunteers at 139 Club are all committed to creating a safe, happy and inclusive environment for everyone.
- We're keen to stay at the cutting edge of innovation. We'll be using eco-friendly composting technology, finding ways to be efficient with water, energy and food, and adopting the latest thinking in how we support people doing it tough.
- We're also have some ideas that will be unique to 3rd Space Café that we will announce closer to our opening date.

Is there anything significant about the name 3rd Space Café?

- Thank you for noticing! Yes, 3rd Space refers to a space where people can go to relax, socialise and be safe.
- Generally, it's somewhere that you go to away from your workplace or home, hence it's a "3rd Space".

How will the café fit in with the other activities at 139 Club?

- 139 Club is Queensland's largest drop in and referral centre for people experiencing homelessness and tough times.
- We believe the most important thing we can offer is a safe and welcoming environment, and the café will be a key part of this.
- Our other services, including day beds, shower and laundry facilities, counselling and referral services will continue to be offered.
- Our ultimate goal is to help in the best way possible, and if that's to facilitate someone into good accommodation, good work and good relationships that's a great thing.

How can people help?

- Any help a person can give will directly help people doing it tough:
 - o volunteer at the 139 Club, including in the kitchen and café
 - o participate in a corporate or community group cooking day at the cafe
 - o give money, clothes, toiletries, old phones, books and DVDs
 - o tell your friends about us, support our fund-raising initiatives and join our mailing list – visit www.139club.com.au or phone 07 3254 1144.

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