



kinfolk

HALF YEARLY VOLUNTEER MANAGERS REPORT

2018 FINANCIAL YEAR

By Katie Huk

✦ * SUCCESS STORIES ✦ +

In an organisation as diverse as Kinfolk the definition of success is so different for each volunteer and extremely hard to quantify. Our main goal is to create a more inclusive society. With this in mind everyday that we are open, that our volunteers, staff and patrons are interacting with each other in a safe space is a success.

As Kinfolk evolves obviously our goals do too. Providing training and support to those who have employment barriers to overcome is a very large focus. So far this year we have had great success with this as you can see by the statistics.


74% of those looking for work
successfully found work

50% volunteers participated
in further training


It must be mentioned though that a majority of our volunteers come to Kinfolk for the social interaction. Many of our volunteers are not currently looking for employment, be it due to visas, health, study etc, but are rather looking for connections. I can think of several volunteers for whom their few hours a week at the cafe is the only time they interact with people from outside their home. So each time I see volunteers taking the small steps to have

a conversation with a new staff member, exchanging contact details, travel stories and recipes or even coming to one of our pot luck dinners I see Kinfolk working successfully.

While these parts of Kinfolk, as previously mentioned, aren't easily quantifiable I would like to share some volunteers stories that will hopefully give a little more insight into the program.



THIS FINANCIAL YEAR **104 VOLUNTEERS** HAVE COMPLETED
4526 HOURS OF VOLUNTEER WORK AT THE CAFÉ AND OTHER EVENTS.
THIS INCLUDES PEOPLE AGED 14 TO 56 FROM OVER 31 COUNTRIES.



INDUCTEES

DURING THE FIRST HALF OF
THE FINANCIAL YEAR WE **INDUCTED 75**
NEW VOLUNTEERS INTO THE PROGRAM

VOLUNTEER ATTENDANCE

79.8% **84.5%**

FRONT OF HOUSE

KITCHEN

VOLUNTEER EMPLOYMENT

SINCE THE START OF JULY OUT OF THE
35 VOLUNTEERS LOOKING FOR WORK
26 VOLUNTEERS WERE ABLE TO
SECURE PAID WORK. THAT'S 74%!

NEXT STEPS

While much of our training is provided
on shift we at Kinfolk know that sometimes
you need a helping hand when looking
for work. So far we have provided
23 volunteers with written references,
for either work or further training.

Many of our volunteers are university
students and I have personally provided
references for several of them to progress
to further study. We have volunteers
studying everything from philosophy to
audiology, game design to biomedical
science. In fact one of our volunteers
was recently awarded a scholarship at
Cambridge to study international relations!

SUCCESS STORY #01

(A) is one of our volunteers who came to us through Judy Lazarus Transition Centre and is currently finishing a prison sentence. When he started he talked to me about how nervous he was to interact with so many people after being imprisoned for several years. This adjustment can be hard in any social place but coming into such a diverse workplace at Kinfolk is an even bigger step.

Almost immediately though (A) embraced Kinfolk with gusto. He works now in all areas of the cafe. From being a favourite with the chefs for his strong work ethic and enthusiasm to learn, to working with the Baristas in the afternoon to learn the finer points of coffee making to being one of our best FOH staff, confidently chatting with all customers. His energy and genuine desire to get to know and help others has been an inspiration to us all. (A) now plans on opening his own social enterprise when he is released.

REFERRAL AGENCIES

We've had volunteers from the following support agencies in the last 6 months.

JUDY LAZURUS TRANSITION CENTRE (4)

INCLUSION MELBOURNE (2)

WIRRAPANKA (1)

LIFE SKILLS BUNDOORA (1)

YORALLA (1)

ASPECT CAPABLE (1)

WISE EMPLOYMENT (1)

VISION AUSTRALIA (1)



SUCCESS STORY #02

(B) completed over 250 hours at the café over three months. Although he has an intellectual disability he has proved himself extremely capable in many areas of the café. (B) came to us through an agency after completing a food handling course. Working one-on-one with a kitchen buddy he quickly became independent and a favourite among the Kinfolk family. Fast-forward a few months and he gained employment at a local burger bar as a kitchen hand. (B) wanted to continue at Kinfolk but we weren't sure how much benefit he would get from continuing in the kitchen since he had mastered it so well.

After much discussion we decided to move him to FOH as he had expressed a desire to work on his numeracy. While a bit shy and overwhelmed at first, he quickly took to working with the till staff, taking coffee orders and handling transactions. He is now confident and capable enough to work independently and engage in witty banter with our diverse customers. Last month he attended his first coffee class and I can't wait to watch him conquer the coffee machine too!

CHALLENGING CIRCUMSTANCES

34 of the participants of our volunteer program can be considered to have challenging circumstances. These include –

TRANSITIONING FROM PRISON (4)

LEARNING DISABILITIES (7)

AUTISM (2)

HOUSING INSECURITY (2)

CHRONIC ILLNESS (3)

SOCIAL ISOLATION (6)

DOWNS SYNDROME (1)

LONG TERM UNEMPLOYED (8)

MENTAL HEALTH ISSUES (18)

RECENT REFUGEE (3)

SEEKING ASYLUM (1)



SUCCESS STORY #03

(C) came to us several months ago after just arriving in Melbourne with her husband. Originally from Brazil she had been living in America for the last 8 months where she had given birth to her first child. Being so far away from her family and constantly having to move for her partners work had left her feeling extremely lonely and she was suffering from post partum depression. A skilled engineer in her home country (C) needed something to occupy her bright mind and nurturing nature. While quite shy when she started she very quickly became an integral part of our amazing Tuesday team.

Working one on one with one of our younger volunteers with a learning disability and providing comfort and encouragement for everyone she came in contact with. Skip forward a few months and she has found part time work at a children's play centre and still makes time every week to come participate at Kinfolk.

44 of our volunteers speak English as a second language.



While having English as your second language does in no means automatically translate into a challenging circumstance in our experience at Kinfolk many volunteers are lacking confidence in their conversational skills which can lead to anxiety and social isolation.

SUCCESS STORY #04

(D) is an international student from Myanmar who started volunteering through a sense of altruism and a desire to learn all things coffee. His vivacious personality made him an instant hit with staff and patrons alike and was one of the first volunteers to participate in the barista assistant shifts. At the start of December (D) informed us that he had been employed as a barista at a busy cafe in the CBD.

Similar to this, (E), one of the most polite and most enthusiastic volunteers was able to secure full-time work as a Barista in the CBD too. Previously (E) had worked as an engineer in China but moved to Melbourne 4 months ago to get experience to live his dream of opening a café. He has been doing 8 hours a week at the café and quickly became a favourite amongst staff and customers. He expressed to me that working here had given him the confidence to apply for more roles even though he was worried about his English.



Out of **35** volunteers who were looking for work, **26** were able to find paid work.



SUCCESS STORY #05

(F) is another woman who came to us after being out of work for several years. (F) suffers from pretty severe anxiety and after the loss of her brother last year had become quite reclusive, only socialising with her mother. When she started (F) would only want to wash dishes out the back. She was very nervous interacting with people but held a strong work ethic and worked two shifts a week extremely consistently and diligently. After a while we came up with a plan for her to work with the catering staff packaging and delivering food to functions. This helped her gradually transition to working FOH. After only a short time of slowly growing her confidence and watching her performance improve (F) informed me that she had been accepted in TAFE to do a Hospitality Management course and has been excelling at her studies so far.

FURTHER TRAINING



- **13** did cash handling and POS training



- **8** completed advanced hospitality training



- **10** attended coffee training



- **4** completed bar training



- **11** participated in a Japanese cooking class



- **5** learned latte art

50% of our volunteers completed further training