



# kinfolk

## VOLUNTEER TRAINING REPORT



events  
by kinfolk

## From the CEO

Kinfolk turns 10 in 2020.

When we began our social experiment back in 2010, I didn't anticipate it still running today. Nor did I anticipate that over 995 people would participate in our Hospitality Training Program by 2020 or that Kinfolk would be a place of belonging, training and confidence building for so many marginalised members of the community.

At the heart of Kinfolk's Training Program is a focus on creating a safe and inclusive environment for learning and personal development. For several years volunteer applications have far exceeded the opportunities we can provide, with many new applicants waiting several months to gain a place in the program. This was why Kinfolk embarked on the journey to establish our newest cafe, Sibling by Kinfolk, at 611 Nicholson St in Carlton North. We turned 1 in November 2019.

Similar to our experience at Kinfolk over the last decade, Sibling was made possible thanks to overwhelming support from our community. A massive thanks must be extended to our landlord at Sibling, The Institute of The Sisters of Mercy, who extended their aligned vision as well as a huge amount of support to convert the warehouse into a cafe and events venue. Also, The Department of Premier and Cabinet, RACV Community Foundation, The Miller Foundation, Stronger Communities Programme, Keep Cup and Powershop who provided kinfolk with grants, donations and support to assist in the establishment of Sibling and the growth of Kinfolk.

Our extended community fundraised and championed our message to help Kinfolk raise \$88,699 to smash our crowdfunding target and open Sibling.

Without a doubt 2019 was a big and inspiring year. Our incredibly talented staff at Sibling have built a strong local following and have been acknowledged with rave reviews from media outlets and customers alike, nominated by Timeout as one of the top 5 Melbourne cafes at their 2019 awards.

There is still a way to go to bring Sibling to a self-sustaining position but with such great people behind it we are confident we will get there. We provided training to 83 volunteers at Sibling in 2019 and we are well on our way towards our goal of providing 120 training positions each week by the end of 2020.

I must acknowledge the ongoing contributions, passion and inspiration of all the staff and volunteers, plus extend a personal thanks to our selfless board members, Paul McConville, Grant Levy, Chris Miller and recent addition to the Board, Inbal Steinberg, as well as an advisor to the Board, Roger Walsh, whose ongoing commitment to good governance and sound financial management has been an unseen pillar to our success and continued social impact.

Jarrod Briffa  
Co-Founder and CEO

## KINFOLK DELIVERS A VOLUNTEER TRAINING PROGRAM FOCUSED UPON CAPACITY BUILDING AND SOCIAL INCLUSION. ✨ ✨



Community demand for these positions has been steadily increasing since we started trade in 2010.

We opened our second site, Sibling by Kinfolk, in November 2018 in response to this growing demand.

As a result, in 2019

**90**

Training opportunities were provided each week, across the two sites,

**227**

Volunteers participated in the 2019 program

**144**

Trained exclusively at Kinfolk

**57**

Trained exclusively at Sibling and another 26 trained at both sites.

Collectively they contributed over

**11,400**

Hours of training and service.

Kinfolk inducted 131 volunteers from the 314 applications received.

**WHY  
VOLUNTEER?**

[\(Click here\)](#)

**"This past year working with the staff at Sibling and Kinfolk has been life-changing.**

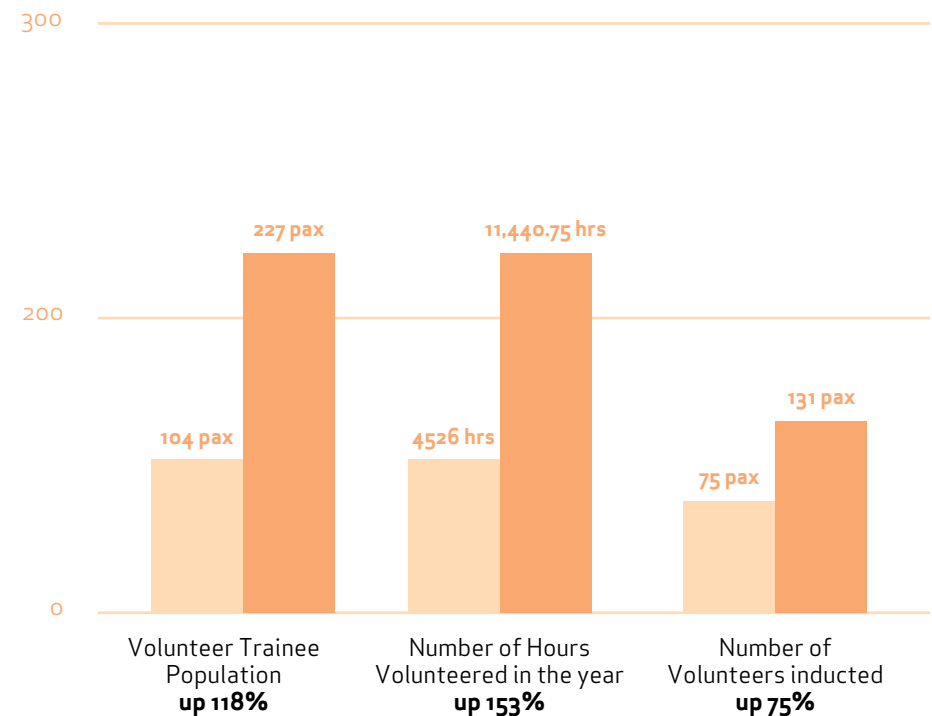
I have had to quit jobs in the past because of anxiety, having anxiety attacks on my way to work, or not being able to sleep. Learning in a supportive environment such as this has allowed me to tackle the steep learning curve of working in hospitality. I have learned how to multitask in stressful situations while keeping my cool."

- This volunteer has recently gained employment at Sibling

## WITH THE INTRODUCTION OF SIBLING WE HAVE HAD SOME IMPRESSIVE GROWTH

Financial Year 2018

Calendar Year 2019





## SO EXACTLY WHO VOLUNTEERS?

OVER HALF OF THE 227 VOLUNTEERS WHO PARTICIPATED IN 2019 LIVE WITH ONE OR MORE OF THESE CHALLENGING CIRCUMSTANCES.

HEAR FROM  
ONE OF OUR  
COMMUNITY  
PARTNERS

[\(Click here\)](#)

8

experience other unique  
challenges

3

are homeless, or at  
risk of homelessness

48

live with mental  
health issues

74

are experiencing  
long term unemployment

36

experience  
social isolation

8

are experiencing  
legal issues

28

live with disability

2

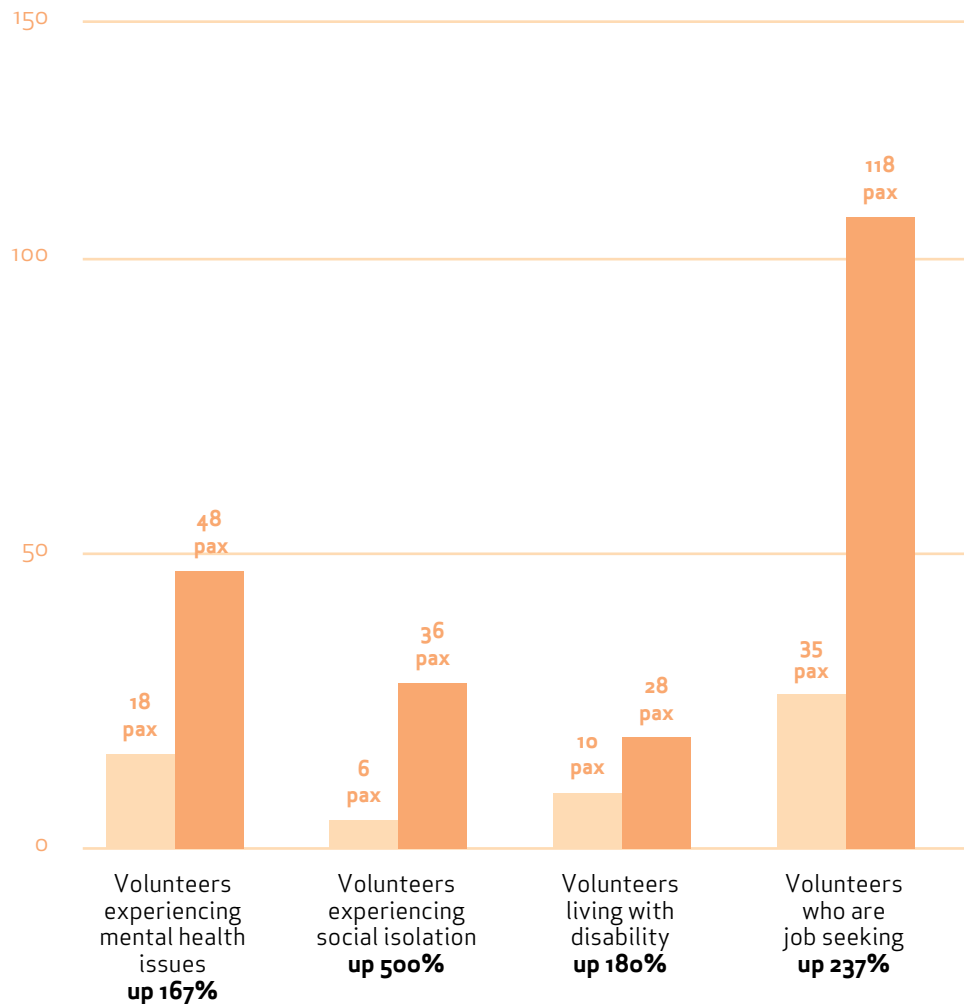
have history of  
substance abuse

## OUR TRAINING PROGRAM HAS GROWN FROM 104 PARTICIPANTS IN 2018 TO 227 IN 2019, AN INCREASE OF 118%.

We have also significantly grown the programs ability to train volunteers facing challenging circumstances.

Financial Year 2018

Calendar Year 2019



DESPITE THESE CHALLENGES,  
OUR AWESOME VOLUNTEERS  
HAD AN AVERAGE  
ATTENDANCE RATE  
OF 85%!

**ALL 227 VOLUNTEERS PARTICIPATE IN FRONT OF HOUSE TRAINING, WITH A PARTICULAR FOCUS UPON CONFIDENCE, INTERPERSONAL SKILLS, PRODUCT KNOWLEDGE AND SERVICE SKILLS SPECIFIC TO THE INDUSTRY.**

This is delivered in an inclusive fashion to ensure varying abilities are accommodated and our diverse community of volunteers are set for success.

Additional to this training

**24**

volunteers participated in our barista training program and just as many gained experience in our culinary training program

**18**

volunteers worked in our bar and beverage training program

**Booking private events with Kinfolk and Sibling helps facilitate this specialized training.**

**For catering enquiries email [events@kinfolk.org.au](mailto:events@kinfolk.org.au)**

## **EMPLOYMENT SNAPSHOT**

**118**

of our volunteers (52%) identified their primary goal as **gaining skills for employment**

**74**

were **long term unemployed** of these

**44**

were **successful in gaining employment!**





One of the biggest unifying characteristics of our training program is that 2 out of 3 volunteers are seeking a sense of community.

Our monthly volunteer dinners are hosted by community members and facilitate social interactions and community building outside of the workplace.

**IT IS IMPOSSIBLE TO DOCUMENT THE DIVERSITY OF OUR VOLUNTEER PROGRAM, OR THE ENTIRE SPECTRUM OF THE MOTIVATIONS TO VOLUNTEER AT KINFOLK. BUT AT THE CRUX OF IT IS GOOD FOOD AND GOOD PEOPLE.**





**“An invaluable aspect of being on the Sibling/Kinfolk team is the relationships that are formed. Our life stories and backgrounds are all vastly different, but we can all gather around the table and feel like family.”**



**A parent's testimony:**

“Sibling Cafe has been an amazing organisation to support my 15 year-old son who has a disability. The staff must be credited in the way they mentor him and have provided him with valuable experience in all aspects involved in running the front end of a cafe. This hands-on work experience has provided him so much confidence and pride in himself.”





**THANKS TO ALL OUR CUSTOMERS AND  
SUPPORTERS WHO CONTINUE TO MAKE  
EVERYTHING WE DO POSSIBLE.**



**Kinfolk Enterprise**

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