



## TFN Live Events | Impact Report

Thank you for completing this Impact report so we can share with our network the outcomes of the project/program that you pitched at a TFN event. Please answer as accurately/comprehensively as possible, although we appreciate that you may not have exact answers to everything. If you raised funds after the event because of your pitch, we are keen to know about your success as we track this information. To save and resume your report later, click the SAVE button at the bottom right of the page. When complete hit SUBMIT. Thank you.

### 1. Organisation name

Scarf Community Organisation

### 2. Your name and position

Hannah Brennan, CEO

### 3. Email address

hannah@scarfcommunity.org

### 4. Date of the TFN event at which you presented

1/06/2021

### 5. Please outline the project/program and funding you pitched for at the TFN event.

We'll run two 'Skill Up with Scarf' programs, each providing trainee opportunities for 12 young people experiencing employment barriers. Participants will grow their knowledge of the Melbourne hospitality industry and get ready to launch their careers with practical job readiness workshops, hands-on coffee training (in partnership with Five Senses Coffee) and valuable accredited training including Responsible Service of Alcohol and Food Handling Certificates.

*e.g. We pitched to employ a Volunteer Coordinator for 2 days per week...*

### Impact of Funding

### 6. Please describe how the funding was used and the implementation of the project/program.

In March 2022, we ran the first of two programs which will be implemented for this project - Skill Up with Scarf - Autumn '22, at Five Senses Coffee in West Melbourne. More detail:  
<https://www.scarfcommunity.org/skill-up-with-scarf>

The program's main aims were to allow participants to grow their knowledge of the hospitality industry in Melbourne, whilst getting ready to launch into employment thanks to awesome, practical job readiness workshops and valuable certificate training.

Training included:

- Introduction to Melbourne's hospitality industry - what jobs are out there and the best way to apply (we'll cover online applications, as well as role-playing how to apply for hospitality jobs in person)
- Hospitality resume workshop with heaps of tips and tricks, and one-to-one support to create an awesome resume that highlights your strengths
- Introduction to Front of House service skills, including 3 plate carry and basic food and drink knowledge
- How to rock a trial shift at a hospitality venue and make a great impression
- Interview training / round-robin interview practice session with hospitality professionals, followed by a group feedback session (individual feedback also provided in one-to-one follow ups)
- Workshop on Understanding your Work Rights and Responsibilities in Australia (including information about award wages and what to do if you think your employer is treating you unfairly)
- Learn how to make a perfect milk-based espresso coffee in a hands-on session with legendary trainers from Five Senses Coffee
- Free accredited certificate training thanks to our partnership with Complete Hospitality Training, including Responsible Service of Alcohol and Food Handling Certificates and free ongoing access to Typsy (70+ video courses from the world's best hospitality instructors)
- Question and Answer session with Scarf graduates and hospitality professionals

*e.g. We employed our Volunteer Coordinator in month and he/she did...*

## **7. Please describe the impact that the TFN funding has had on your organisation.**

This funding allowed us to follow up on the successful pilot of Skill Up with Scarf, which ran in 2021 in response to the Covid pandemic. By introducing Skill Up with Scarf as a regular program, we have increased our overall trainee intake and we are also now able to provide a short course for potential trainees who are unable to take part in our 10-week Seasonal Programs (due to childcare responsibilities, studying commitments etc).

Unlike Scarf's 10-week Seasonal Programs, which generate income through Scarf Dinners (which in turn helps to fund the trainee positions in the program), Skill Up with Scarf is a model which requires external funding.

The funding also gave us some security considering the huge impact of the pandemic on our ability to self-generate income. It allowed us to continue providing trainee positions to some of the most vulnerable young people in the community, as well as providing them with crucial post-program support so that they have the best chance at moving into sustainable employment.

*e.g. Having a dedicated Volunteer Coordinator has enabled us to increase the number of volunteers who support our program and to develop a more in-depth training program to support more young people...*

## 8. How many people have been supported by programs or activities that were funded by the TFN donations?

So far, 8 young people have been directly supported by this grant.

The 'Skill Up with Scarf' program is designed for 12 participants. We had 21 young people apply in February/March.

12 young people were offered a place in the first Skill Up with Scarf - Autumn '22 program, but 4 were unable to attend due to unforeseen circumstances, mainly related to illness (Scarf was operating with very strict Covid-safety processes during the time the program ran, in line with DHHS instruction).

All 8 young people who started the program graduated, so we had a 100% participant retention rate despite the number of participants being lower than we'd hoped.

When we run the second Skill Up with Scarf program using the other half of the TFN funding, we hope to fill all 12 participant places.

Indirectly, we know that a significant number of Scarf participants are the main breadwinners in their families, so we can estimate that once our 8 participants are in employment, that there are around 40 people indirectly benefiting from their involvement in Scarf.

In relation to expected outcomes, lifted from our application:

- Strong participant retention rate (target = minimum 90%)

8 trainees engaged in the program and all 8 of them graduated, for a 100% retention rate.

- Graduates demonstrate significant increase in skills, knowledge, confidence and networks (and overall job readiness)

Significant increases in skills, knowledge and confidence were reported in surveys.

- Strong job placement rate measured at 6 months after graduating (target = minimum 60%)

Unable to measure this yet, as participants only graduated in March and this report is being completed in June. We will conduct a 6 month check in with participants, to measure employment placement rates. As at 3 months post-program, 3 out of 8 of the graduates are in employment.

- Hospitality workers (mentors, trainers, staff from partner venues) have first-hand positive experience of working with young refugees and demonstrate increased knowledge of employment barriers and increased empathy

We have yet to attempt to measure hospitality workers knowledge of employment barriers and increased empathy in an official capacity, but anecdotally, the trainers, mentors and partner venue staff have had very positive experiences interacting with trainees

- Partner Restaurants demonstrate fairer and more inclusive hiring practices making employment opportunities more equitable for young refugees

We have been unable to measure this at this stage in the project, but will endeavour to do so, once the Winter Scarf Dinners have run.

*e.g. 45 young people participated this year, which is 25% more than last year, thanks to the new Volunteer Coordinator resourcing.*

*Also, consider and tell us about any indirect beneficiaries if you can.*

**9. Please tell us a short story about someone who has benefited from this funding.**

Rosa\* is a 25 year old young woman from Iraq who has been in Australia for 4 years. She engages with Matchworks for job seeking support however she has not had any paid employment since she's been in Australia. After graduating from Skill Up with Scarf in March 2022, she took the opportunity to undertake certified training with Complete Hospitality Training, gaining her Responsible Service of Alcohol Certificate. Rita then engaged in a paid work experience shift at The Everleigh, through a new work experience program which Scarf is trialling in a number of venues where Scarf mentors work. Rita will be engaging in further paid work experience during Winter Scarf Dinners (<https://www.scarfcommunity.org/Event/winter-scarf-dinners-22>) and continues to engage in post-program support from the Scarf team.

More: <https://www.instagram.com/p/CduCk2EvMPU/>

*e.g. Jacob is one of young boys who has been helped through our program... Please change any real names or identifying details.*

**Use of Funds and Evaluation**

**10. How much funding did you receive through the TFN event for your project/program?**

\$39,871.00

**11. Please provide a budget breakdown on how the funds raised at the TFN were used. If not all of the funding has been used, please explain why. We will follow up with you if the budget shows more than 10% has not been spent.**

We have used \$18,980 of funds (approximately 50% of total funds so far)

The funds have been expended as follows:

Training Materials - \$300

Catering for participants - \$400

Evaluation and Reporting - \$1,000

Staffing for program planning, trainee recruitment, program delivery and post-program support -

Program and Wellbeing Manager - \$6,080

Restaurant and Training Manager - \$5,600

Operations Manager - \$4,440

Development and delivery of paid work experience program in partner venues - \$1,200

Please note: we have only spent approx 50% of the funding as we have not been able to run the second planned program due to Covid restrictions (initially, we planned to run one program in late 2021 and one in early 2022, but our Operational Plan has had multiple set-backs due to the pandemic. We plan to run the second Skill Up with Scarf utilising TFN funding in the second half of 2022).

*e.g. Training - \$1500, New equipment - \$3000 etc*

**12. Describe if, and why, any of the funding was used differently from what you described in your original pitch/budget..**

We re-purposed some of the funding (\$1,200) which was slated for training materials and evaluation/reporting (as these costs were lower than predicted) and put the funds towards development and delivery of a Work Experience program, whereby Skill Up with Scarf graduates undertake paid work experience shifts in Scarf's partner venues, and are paid wages directly by Scarf.

EG of work experience proposal:

<https://drive.google.com/file/d/1tgK3l350f49g7o0zp7NhAhzmQkquLXRQ/view>

We know that the majority of Scarf participants have little or no work experience in Australia, and that lack of local work experience and references are significant barriers to employment. Our work experience program aims to break down this barrier, allowing Scarf participants to gain real, hands-on work experience which can be added to a resume.

*e.g. Due to Covid, it took about 6 months to employ the Volunteer Coordinator so some of the funding was redirected to...*

**13. What measures did you use to assess the impact?**

We used surveys during and immediately after the program, and follow up phone calls at the 3-month post-program check-in.

*e.g. We asked volunteers to complete a survey after they had been volunteering with us for 6 months etc..*

**14. Describe three ways that your organisation has changed in the past 12 months since the event. (You can also describe here how Covid-19 restrictions have impacted on and changed the way you work).**

The impacts of Covid continue to affect Scarf's capacity. Our work straddles the hospitality industry and the community sector, both of which continue to be greatly impacted by Covid.

Despite the frustrations of the pandemic and the continual changes to our operational plan in the past two years, I believe that we have improved our services. We have become more responsive to the needs of our cohort, because we have had more time to listen and generate new solutions. We have been closely connected to many other organisations in the refugee/asylum seeker space (particularly, Brotherhood St Laurence, Asylum Seeker Resource Centre and Free to Feed), and have collectively shared ideas and strategies to better meet the needs of young refugees.

We've also been able to engage in some deep evaluation work which has revealed our approach, for the most part, is having a significant, positive impact on participants.

During a recent independent evaluation project (<https://bit.ly/ScarfIndependentEvaluation>), 65 Scarf graduates took part in surveys, focus groups and interviews to help us better understand our program outcomes and social impact.

Of the graduates who took part in the survey:

- 91% learned a lot about working in a hospitality business
- 71% learned a lot about their rights as a worker in Australia
- 75% said doing a Scarf program helped improve their English
- 82% said that participating in Scarf improved their job seeking confidence a lot
- 79% agreed or strongly agreed that doing Scarf helped them get a job
- 93% strongly agreed they would recommend the program to other young people

*e.g. We have grown in size, maintained funding levels, improved services, reduced staff, relocated, secured corporate sponsorship etc...*

**Please upload photos of the work supported with TFN funding.**

*These will be published on our website and sent to donors.*

**Videos**

*If you have any videos, please provide link for downloading or sharing here (e.g. YouTube, Dropbox, Vimeo, WeTransfer)*

**Post Event- Additional Benefits**

**15. Over the past 12 months, how important was your affiliation with TFN to your organisation?**

Important - We might have got to where we are now, but it would've been a lot harder without TFN

*We do not make any claim on additional funding you've received. We simply want to keep track of the leverage effect of introductions made through TFN.*

**16. Do you feel that association with TFN has helped to increase your credibility with donors and the philanthropic sector?**

Yes

**17. Over the past 12 months, did you receive any goods in-kind and/or pro-bono services from anyone you met through TFN?**

Other

We are keen to know about your successes. We track this information as part of our own TFN impact.

**Please provide more detail**

I took part in a donor stewardship workshop recently, run by Bianca Crocker (found out about it through TFN Alumni facebook page) which was highly valuable. I have already put a lot of the learnings from this session into practice especially in the lead up to our current EOFY fundraising campaign <https://www.scarfcommunity.org/Appeal/scarf-2022-mid-year-fundraising-campaign> We've also recently had the offer of engaging with pro bono marketing support [VU Consulting is a boutique PR and communications team of senior experts driven by impact.] which we hope to take up later in this year when we have more capacity.

*TFN uses this information to track post-event impact. All information will be treated in the strictest confidence. Please estimate number of hours or days if pro bono time.*

**18. Has the TFN pitch coaching and mentoring helped you successfully secure funding from other sources after the TFN event?**

Yes

***Has the TFN pitch coaching and mentoring helped you successfully secure funding from other sources after the TFN event***

**Please provide more details**

We had a very successful fundraising campaign in June 2021, immediately after presenting at TFN. <https://www.scarfcommunity.org/Appeal/2021-fundraising-appeal>

TFN uses this information to track the impact of our pitch coaching. All information will be treated in the strictest confidence.

**19. What were some of the other benefits of participating in TFN? (tick all that apply)**

Pitch Coaching

Increased Visibility

Access to a new network and supporter base

Greater self confidence

A greater ability to articulate your proposition

Meeting other non-profits

Being introduced to the TFN Alumni Program

**Being a part of the Alumni Network**

As part of the TFN Alumni Network we aim to offer you continuing support to build your capacity through offering connections, opportunities and professional development experiences. We are interested to know

how effective this has been in the last 12 months.

**20. Have you participated in any alumni activities (please tick all that apply)**

- Kilfinan Australia Mentoring
- TFN Workshops or events
- TFN Bulletins/Newsletters
- Pro bono legal or accounting advice via TFN
- 

**21. Have you been sent any relative opportunities that have helped you? Eg. Baker McKenzie Legal advice, McKinsey & Company Executive Professional Development Training, BDO Scholarship, Aus Post Mental Health Grants etc.**

**22. Have you connected or collaborated with any other TFN Alumni? If yes, has this resulted in anything beneficial?**

**Further Support**

**23. Please let us know two current pro-bono or in kind asks you have?**

\*We will communicate these to our donor network but can not guarantee that it will be achieved.

**24. Do you have any other comments or feedback on the TFN experience or funding process?**

The whole experience of applying, pitching, and follow up communication and opportunities has been incredibly positive. We are looking forward to continuing our association and running the second Skill Up with Scarf program, and updating the TFN community on the employment outcomes for both cohorts from the programs.

I believe the association with TFN has been a very positive thing. It's a little hard to measure but I think our credibility has increased, due to the high regard with which The Funding Network is held, as well as the calibre of the other organisations who have presented over the years.

We also had the opportunity to take part in F&P Digi.Raise + Event Raise 2022 (with Mir presenting), which was a great opportunity to reach new audiences.

Photos can be accessed here:  
<https://drive.google.com/drive/folders/1SBTudn83IP5OE1kwaR3c3SfdmTIlqbDR?usp=sharing>