

Connect

HW HOUSE OF WELCOME

A project of St Francis Social Services

SUMMER 2019

Join our resilience campaign

Food is a universal connector – it generates conversation, invites us to enter into the world of another and bonds us through the act of sharing.

Our own communities are enriched by the flavours and cuisine that people seeking asylum and refugees share, preserve and celebrate. The House of Welcome Catering Social Enterprise (HoW Catering) has worked with our client chefs to develop traditional and fusion inspired food for all occasions.

Many barriers have been identified in securing employment in Australia, including lack of local experience and references. Harnessing the power of cultural exchange through food, HoW Catering has established a sustainable employment program for clients, which builds skills, confidence and critical financial security.

Every catering order placed helps us to provide more training and employment opportunities to our community chefs who, despite their challenging situations remain resilient and optimistic. With your help we hope to increase the number of placements in the program and further grow the positive social impact in the community.

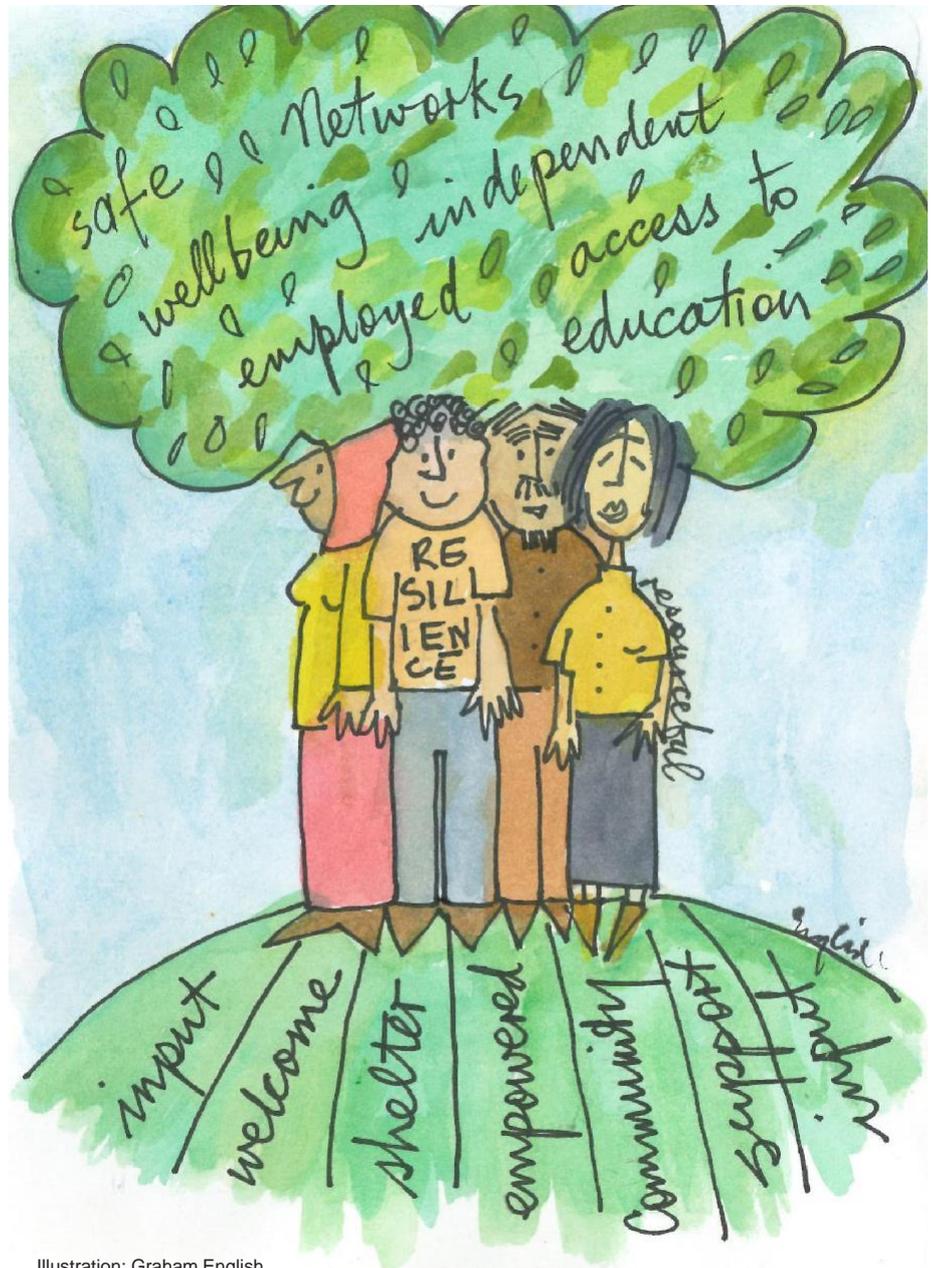


Illustration: Graham English



Meet Aliyeh and Menani Our trailblazing chefs

Why did you decide to participate in the HoW Catering program?

Aliyeh: I started volunteering for community lunches and then once the program was launched I was offered to join it and I happily agreed as I enjoy cooking.

Menani: I love food. I also started volunteering for community lunches and earlier this year was offered to join the program.

What our customers say about HoW Catering:

“Staff are exceptionally responsive and accommodating. They understand what is needed, especially during a function and offer all support above and beyond what was expected.”

“The food (cheese/vegetarian platters) was absolutely fantastic and our guests raved about it. We'll be back.”

“Thank you Rui and the team for your exceptional service and for accommodating our order at such short notice. Lunch was thoroughly enjoyed by everyone & we will certainly be using your service again in the future. 5 stars”

“Rui and his staff were wonderful to work with! The canapés were so delicious and very well received by our guests. Special dietary requirements were very well accommodated and we really appreciate the attention that was given to those guests.”

What type of work did you experience on the program?

Both: Everything. We shop for ingredients, prep the food, cook, deliver and serve.

What did you get out of the program?

Aliyeh: I learnt to cook dishes from various cultural backgrounds: Afghani, Pakistani, Arabic, etc

Menani: I became more confident and learnt new skills, I learnt how to present and serve the food. As we get to do everything it's great to see the process from beginning to the end: from shopping to serving customers.

Do you have any memorable experience/s you would like to share?

Both: We appreciate how friendship has developed in the kitchen and that how we learnt to work as a team and manage the time, so we can deliver orders to our customers on time.

What's your favourite part of the role?

Aliyeh: Cooking and seeing customers' reactions when I deliver the order.

Menani: Cooking and tasting what I cook and also serving our food to customers.

Both: We enjoy meeting and talking to our customers and receiving their feedback and compliments.

Have you experienced any challenges during the program?

Aliyeh: Delivery can be challenging as sometimes I have to drive a long distance, there is traffic and parking to find. I also must look after the food I am delivering to make sure it's the same quality as when it left the kitchen.

Menani: When I had to serve the food to customers for the very first time. I worked in the kitchen before, but never had to face customers.

After participating in the program, how do you feel about working in catering or hospitality in the future?

Both: Yes, we feel we want to continue to work in this sector and feel confident.



A Fijian Christmas tradition

(as shared by Menani)

Hangi (pronounced: ['ha:ni']) is an earth oven and is a traditional method of cooking food using heated rocks buried in a pit oven. The significance of earth – as the giver of all life and a source of all food is embedded in most South Pacific cultures.

Menani's family uses a hangi every Christmas to cook lamb, pork or fish with vegetables for three to four hours. The result of this long cooking process is tender, off-the-bone meat and delicious vegetables, all infused with a smoky, earthy fragrance. Many Australian Pacific Islanders continue this tradition and cook their Christmas meals in hangi in the comfort of their backyards.



Wraparound support for our community chefs

Our HoW Catering program, just like any other program, would not be possible without assistance of committed volunteers.

A HUGE THANK YOU to all the HoW volunteers who donate their time and passion to the common cause.

To prepare our community chefs to enter the Australian labour market, a team of volunteers from the Empowered to Work employment program provides training and guidance on job search, CV writing, interviews, Australian workplace culture, as well as employee rights and responsibilities.

Our monthly community lunches bring together people to share a meal to extend community connections and social networks for people seeking asylum who may be at risk of social isolation.

It's also a chance for the community chefs to receive training, practice their skills and test out new catering menu dishes in a friendly environment.

Resilience Appeal

WHY are we asking for funding?

Since launching in June 2017 the program has evolved and reached a critical stage of growth, requiring an urgent upgrade to existing kitchen facilities. A commercial kitchen will allow us to increase the number of catering orders by 100% and enrol more people into the program.

WHERE will your money go?

Your money will go towards overall costs of the upgrade which includes kitchen renovation, purchase of commercial equipment, plumbing & electrical works.

WHY is it important?

People seeking asylum face great challenges in securing employment in Australia due to uncertain visa status, language barriers and negative perceptions related to being an asylum seeker.

This program addresses these issues and more by providing local

work experience, developing skills, aiding financial independence, increasing self-efficacy and confidence. Upon completion of the program our clients are well-equipped with skills and self-assurance to secure employment independently.

Chip In

We have been fortunate enough to secure partial funding required for the upgrade project, with remaining \$40,000 still needed. We have contracted an architect and builder and completed initial due diligence. The plans are being drawn and we are getting ready for the next stage – BUILD!

Help us nurture and celebrate resilience.

Donate Online

stfrancis.org.au/house-of-welcome/make-donation-house-welcome

Message: 2019 Resilience Appeal

Your Generosity has supported:

12 client cooks participated in the program

1 driver delivering amazing food all around Sydney

6 participants accessed further employment opportunities

9 participants have undergone Food Safety Supervision Certification & Food Hygiene courses

181 Catering orders

9440 Very satisfied customers

100% of client chefs strongly agree on the job training was delivered to assist with their chef role

100% of client chefs report their confidence to seek employment opportunities has increased

100% of client chefs report increase in skills and training as a chef and in hospitality

"A HUGE to all the volunteers their time the comm

THANK YOU HoW who donate and passion to on cause."



“We saw the lovely menu and tried out HoW for our first function and were absolutely blown away with the quality of the food and the very warm and efficient service by all the team.”

Interview with one of regular clients – Effie

Why did you initially choose HoW Catering ?

We wanted to use a social enterprise for our catering and know of the wonderful work House of Welcome have been doing for a long time.

We saw the lovely menu and tried out HoW for our first function and were absolutely blown away with the quality of the food and the very warm and efficient service by all the team.

The cooks on site unexpectedly stayed to help out and have become quite a fixture for us to be able to rely upon. Our guests always love the food!

Why have you continued to use HoW Catering and would you recommend us to others?

Absolutely! We are asked for the HoW details after every event.

What type of events/ occasions do you typically cater for?

We host not for profit functions in the evening so have finger food and platters. We also host an increasing number of not for profits for their off-site meetings so cater for lunch as well.

What does your organisation think about current refugee policies?

Australia's refugee policies have been deteriorating over the past two decades and continue to become more inhuman and more punitive.

Long gone is the nation who proudly signed the Universal Declaration of Human Rights and the 1951 Refugee Convention.

The current refugee and asylum policies are Australia's shame.

Anything else you wish to add?

We look forward to a long and happy relationship with HoW.

To donate please visit:

stfrancis.org.au/house-of-welcome/make-donation-house-welcome

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The House of Welcome

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St Francis Social Services is a registered charity with the Australian Charities and Not-For-Profits Commission.

ABN: 67 064 978 347

All donations above \$2 are tax deductible



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