Frost Bites Café

Hospitality - Dame Phyllis Frost Centre
The Beginning...

- 2008 – New commercial Kitchen in Education
- Better Pathways funding – Corrections Vic
- Kangan Institute support – equipment etc
- Proposal for Café - DPFC Management
- DPFC Staff competition to name Café – after Dame Phyllis Frost
Frost Bites Training Kitchen
Certificate II in Hospitality

- Nationally accredited training program
- Menu covers all aspects of Cert II in Hospitality – Kitchen Operations
- Hospitality teacher devised menu
- Theory aspects covered by ‘Didasko’ computerised training
Financials

Profit and Loss Year End 2011

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<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tr>
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Total Loss & Profit

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<tr>
<td>Total</td>
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<td>$ 33,569.06</td>
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<td>-$ 5,353.76</td>
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Café Philosophy

• Delivery of ‘Real’ training
• Café provides snacks, lunches, coffee and in-house catering
• Available 4 days per week for all staff at DPFC
• Uniform and non-uniformed staff purchase tokens to pay for meals
• Fridays – coffee and cake day for prisoners
Food
Stats....

- Café commenced - July 2009...
- 8 full courses completed...
- 46 students completed whole Certificate II
- 783 (594 enrolled) module completions
- 9 week course
- 6 students per course
- 3 fulltime ‘billets’
Frost Bites...

- Week 1 - Food Handlers/OH&S and Barista module
- Weeks 2-9 practical (Mon-Thurs)
- ‘Didasko’ theory module on Friday
- 16 Units to achieve Cert II in Hospitality
- 11 Core Units and 5 Elective Units
Coffee Machine/Pizza Oven
Selection of Students

- Criteria to work in café
  - Prison approval
  - Employed as fulltime students – 9 weeks
    (Students exiting within 3 months of course completion)
- Formal interviews
- Uniforms provided
Frost Bites CAFÉ
OPEN for PICK UP between 12 Noon and 12.20pm Monday to Thursday.
Phone Ext 123 to place orders
First in first served- until produce sold out
Mains $3.50, Snacks $3.00, Wraps $2.50
Fruit and Desserts $2.00, Slice/Biscuits .50c and coffee $1.00
# Sample Menu

<table>
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<tr>
<th>Day</th>
<th>Menu</th>
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| **Monday** | **MAIN:** Freshly made and rolled chicken fajitas.   
  • Chicken pieces in a tomato and herb sauce wrapped in flat bread with lettuce, cheese and cucumber.  
  **SNACK:** Singapore noodles.  
  • Curry flavoured rice noodle with fresh vegetables and chicken pieces.  
  **WRAPS:** Chicken or marinated vegetable.  
  • With salad greens and cheese.  
  **DESSERT:** Steamed chocolate pudding.  
  • Soft, light chocolate pudding served with a small amount of chocolate sauce and clotted cream.  
  **SLICE/BISCUIT:** Anzac biscuit.  
  • Freshly baked Anzac biscuit. |
| **Tuesday** | **MAIN:** Cajun chicken salad.  
  • Seared chicken Maryland pieces served on fresh salad with a poached egg and parmesan shards.  
  **SNACK:** Fried Rice.  
  • Fragrant jasmine rice shallow fried with freshly diced vegetables and chicken pieces.  
  **WRAPS:** Chicken or marinated vegetable.  
  • With salad greens and cheese.  
  **DESSERT:** Éclairs.  
  • Freshly baked pastry fingers filled with a light custard and a fine coat of chocolate.  
  **SLICE/BISCUIT:** Hedgehog slice.  
  • Coconut, cocoa and biscuit base with an icing and dusted coconut top. |
| **Wednesday** | **MAIN:** Chicken and cheese plait.  
  • Chicken pieces with roast pumpkin, capsicum, spring onion and cheese mix plaited within puff pastry and baked fresh.  
  **SNACK:** Potato wedges.  
  • Hot and spicy freshly baked potato wedges with a side serve of sour cream.  
  **WRAPS:** Chicken or marinated vegetable.  
  • With salad greens and cheese.  
  **DESSERT:** Apple butter cake.  
  • A light and moist vanilla cake scattered with pieces of pie apple and cinnamon.  
  **SLICE/BISCUIT:** Lemon slice.  
  • Biscuit base with infused flavour of lemon, coconut and sweetened milk. Dusted with coconut |
| **Thursday** | **MAIN:** Quiche Lorraine.  
  • Bacon and mushroom quiche with spring onion and cheese served with a side salad.  
  **SNACK:** Asian style chicken soup.  
  Clear chicken soup with Asian influences, vegetables and noodles.  
  **WRAPS:** Chicken or marinated vegetable.  
  • With salad greens and cheese.  
  **DESSERT:** Vanilla panna cotta.  
  • Light and soft vanilla flavoured panna cottas served with sweet berry caulis and clotted cream.  
  **SLICE/BISCUIT:** Chocolate brownies.  
  • Soft, smooth and rich chocolate pieces dusted with icing. |
Holistic Model

- Links with other Training Packages
- Information Technology
- Business Administration
- Printing and Graphics
- Horticulture
Liaison with Prison Kitchen

- Regular meetings with Prison kitchen staff
- Employment available within prison kitchen
- Pathways – internal/external
- Employability skills
Culture Changes – Prison Staff

- Initial introduction to Prison staff - launch
- Great support from Senior personnel
- Competition within staff to name the café – “Frost Bites” – link with Dame Phyllis Frost
- Most uniformed staff supportive
- Concerns raised re ‘prisoners cooking for staff’
Culture Change - Prisoners

- Willingness to ‘serve’ officers - café students
- Aware of ‘flack’ from prison population
- Very positive experience from the beginning…
- Café for the women on Fridays
‘Reintegration’

- TODAY....
- Phone line in Kitchen
- Cash Register in Kitchen
- Overwhelming success!
Cash Register/Phone
Testimonials

- The innovation of Frost Bites has made a huge difference to Officers - who can now enjoy healthy, fresh food daily.

  This program has really helped to break down the barriers. I know women who, in previous sentences, were so hostile that they would not speak to Officers - let alone cook for them!

  I think the course promotes self-confidence and pride in the women. You can almost see them preen when congratulated on a particular dish. I like the fact that the course does not automatically exclude the "hard" students

  The women talk about getting work in the hospitality industry when released - this is big - as many have not previously had an employment history.

- I have had Frost Bites cater for a two-day function held here at the Prison - the guests were blown away by the spread that was prepared on the day. I think that the combination of a sparkling kitchen and kindly but firm tutoring has gone a long way to making the courses so popular.

  Housing and employment are the biggest stumbling blocks to a woman successfully re-entering the community. Being able to produce an accredited certificate, recognisable in the industry goes a significant way in securing employment.

  The hospitality course is probably the most popular in the location. It’s fairly disciplined and the chores (time-keeping/dress/sharing chores/washing up etc) are evenly distributed.

  I love the fact that the Cafe continues to evolve - new menus/processes. I also love to watch some of our "harder" women take pride in some of the fiddly decoration for sweets etc

- **Gail Johnston** Offender Management Supervisor, WPR Corrections Victoria