

2022/23



# ANNUAL REPORT



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# A NOTE FROM THE CEO

This year has been one of transition and change. We started the year with a number of new staff including Amy, who came on as our participant engagement officer and quickly started implementing changes Cam and I had been talking about for years.

It's been amazing to witness the growth of our participants as we supported them to connect with structured wrap around services.

It has also highlighted the need for places like Hamlet. Spaces where people can feel safe and connected, where they can talk about the things that are going on in their life and know that they will be supported without judgement.

We have been hearing a lot about how unemployment rates are low, and it's easy to forget that there are a huge amount of people that face complex and compounding barriers to employment.

Barriers that are hard to overcome. Barriers that impact your ability to get to and from an interview, or prevent you from applying in the first place. Stigma that follows you everywhere you go. Assumption about what you can and can't do.

At Hamlet we are empowering our participants to break down barriers and creating opportunities to change their circumstances with every order. I'm incredibly proud of the work we are doing at Hamlet. I'm excited to see what the future holds as we continue expanding our operations to create lasting change in our community.

**EMILY BRIFFA**

CEO



# *Creating opportunities with every order*

## **OUR MISSION**

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To empower people to live meaningful lives in their community



## **OUR VISION**

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An inclusive Tasmania where everyone's contribution is valued





## *creating* **opportunities**

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Hamlet exists to empower people who are underrepresented in the workforce. We provide training opportunities to people facing barriers to employment, with a focus on people living with disability. We allow people to learn skills and build confidence to improve their chances of securing employment, whilst creating an inclusive space for people to reconnect with their community.

## *unlocking* **potential**

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Tasmania has the highest rates of people living with disability in the country (26.8%). This cohort are 3 times more likely to be unemployed. The tourism and hospitality industry has been experiencing a significant skills shortage for more than 10 years now.

We are working to equip participants with the skills they require to meet the needs of industry and secure long-term employment outcomes.



## *building* **connections**

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Since we opened our door in 2016, we have provided more than 39,000 hours of training to 727 people facing barriers to employment.

Last financial year we assisted more than 45% of our graduates to secure employment outcomes in the tourism and hospitality industry.

We have a strong reputation as a training provider within the tourism and hospitality industry and the wider community.

## *expanding* **impact**

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We currently have a 12-month waitlist of people wanting to engage in our training programs.

As we look to the future, we are planning to expand our kitchen facilities so we can increase our intake numbers by 94% over the next 3 years. Allowing us to meet demand for our program and provide an accessible space for all our applicants.





# 51

Participants engaged in our training programs for the financial year 2022/23

# 90%

Over 90% of our participants identified that they were long-term unemployed or had never had a job.

# 72%

Of our participants identified that they are living with disability.

# 45%

Of our graduates secured employment outcomes in the Tourism and Hospitality industry.

Since we opened in April  
2016 we have provided

# 38,762.75

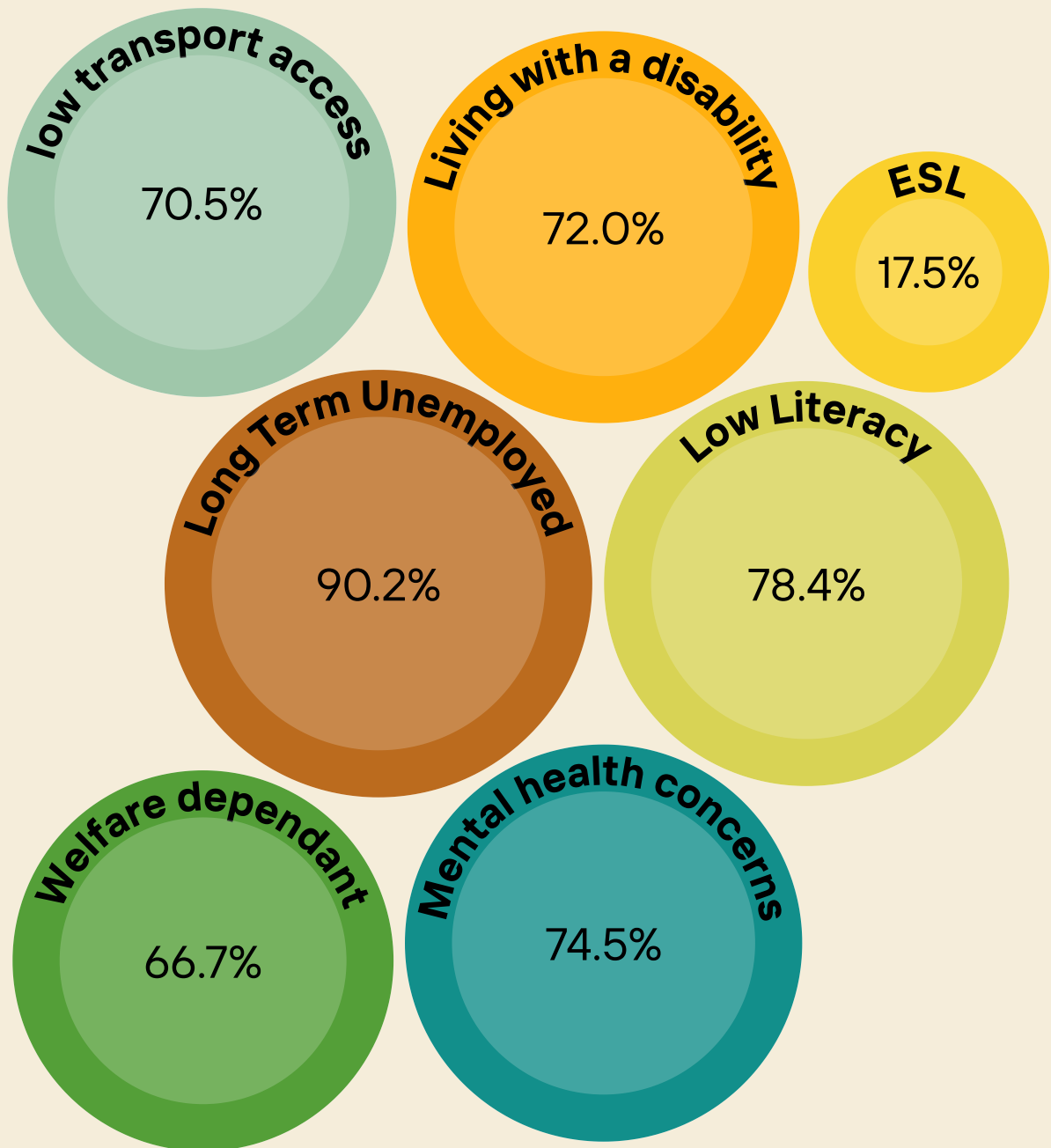
Hours of training to

# 723

People in our community  
facing barriers to  
employment.







## BARRIERS TO EMPLOYMENT

Our participants reported a range of barriers that impacted their ability to secure employment outcomes. Over the last 12 months, Hamlet has been dedicated to building relationships with service providers who can provide our participants with wrap around support to improve their circumstances. Some of the organisations we have worked with include;

- 26 TEN
- Dress for Success
- Thread Together
- Digital ready for Daily Life
- Headspace
- The Hobart Clinic
- Working it out
- Housing Connect
- Food bank
- a range of peer support groups



During the 2022/23 Financial year, we assisted 82% of our participants to connect with service organisation and/or supported them to another opportunity that would improve their chances of securing an employment outcome.

We have undertaken a significant amount of work to form relationships with potential employment partners for graduates from our training program. Over the last 12 months we have assisted 45% of our graduates to secure an employment outcome in the Tourism and Hospitality sector.

**82%**

Connected to another opportunity  
or service provider

**45%**

Secured employment outcomes in  
the Tourism and Hospitality  
industry









## *Our* **Cafe**

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The financial year started with us finding our feet again following the continued impacts of the pandemic and slow trade due to roadworks and closure of the childcare centre next door.

We continued delivering a locally sourced menu with majority of our produce being sourced within a 20km radius.

The cafe has continued to be an inviting space where participants can develop new skills and build confidence.

## *Our* **Catering**

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Our catering was the arm of our business which was the most heavily impacted over recent years, with a slower return to business as usual. We have continued to work with our customers to provide an offering that suits their needs and implement a new website to improve the ordering process.

We have developed relationships with clients looking for larger events style catering including the Friend's School and UTAS and have received positive feedback on our offering and our service.



# LUKE

*'my confidence has improved'*

Luke is 36 years old; He receives a disability support pension and lives with and cares for his mother. Luke has never had a job.

Luke completed both the kitchen training and the front of house/ customer service training program at Hamlet. During his time at Hamlet, we supported Luke to connect with a range of wrap around services including:

- digital access workshops
- resume writing courses and interview preparation
- 'What to expect from your employer' sessions
- Team meetings
- barista training

Luke was eager to work in either the Kitchen or a Front of House role when he graduated. Luke actively pursued many job leads without much success.

We explored employment options for Luke with our employment partners. Luke's eager enthusiasm and skill set were front of mind. Luke had displayed excellent customer service skills during his time at Hamlet and we wanted to find him an opportunity to secure open employment where he could showcase these skills. With Luke's artistic background and keen food and service knowledge, employment at MONA was a great fit. Luke has maintained his employment for 6+ months.





## *Our* **Condiments**

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We have continued to wholesale our condiments to several retail outlets including Hill Street, the Tasmania Shop and Troublesmiths. During the year we were approached by the team at the Farm Gate Market and offered a free site once a month to sell our condiment. This has been a successful undertaking and has allowed us to introduce a new audience to the work we are doing at Hamlet.

## *Our* **Food Relief**

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We have continued to work with Hobart City Mission, providing meals for the Safe Space Project.

As part of this initiative Cam developed a relationship with the Food Bank, who now supply majority of the produce needed to deliver these meals.

For the financial year we provided 15,900 meals to Hobart City Mission. Since the project began in 2020, we have provided 53,581 meals for the Safe Space project and developed a strong partnership with the team at Hobart City Mission.

# CHARLES

*'Hamlet completely changed my life'*



## **How did you find out about the Hamlet program?**

My sister signed me up and told me I start in a few weeks. I did the café customer service program first and then did the kitchen program.

## **What were you hoping to get out of the Hamlet program?**

I wanted to get experience talking to other people, to get more comfortable with the language to use to take orders and not mess it up. I think I learnt more out of kitchen program in terms of skills. The Hamlet programs got me out of my comfort zone, I was borderline lazy and wasn't doing much, anything at all at the time, watching Netflix and sleeping. Hamlet got me out of a funk and got me active again.

## **How was the program different to your expectations?**

It was mentally challenging for me because of the reading side of things. I had to pick up lots of new words and then training my mind to abbreviate them. I had to learn the lingo and then work out how to make it easier on myself.

## **What are you doing now?**

I have been working on a farm 2 days a week. The chefs in the kitchen put me in contact with one of the farmers who supplies Hamlet with herbs about a job he had going. Hamlet helped me work out getting to the job, which is out of town, and set me up with services to help me get work clothes.

## **How did the Hamlet program prepare you for what you are doing now?**

It was got me being more punctual again and got me back into my routine, getting up and getting ready to come to work on time. I am now really comfortable talking to customers. I used to freeze up because I didn't know how to word it properly, so I am now more comfortable in different situations.

## **What was the best bit about the Hamlet Program?**

Friends. Every time I come in here, no one is ever going to forget my face, I love to have a joke with the staff. I really enjoy the comradery with the staff.

## **What would you change about the Hamlet program?**

Would be good if it was bigger and went for longer, I didn't want to leave.

## **What would you say to someone considering doing the Hamlet program?**

The idea of doing a traineeship or something like that where you are not getting paid, I would say, 'I'm not doing that, what am I going to get out of it if I'm not getting paid?' But the life experience, knowledge, and skills you get from actual people, who have been in the industry a long time, you can't put a dollar value on that. You get one on one help, you can't get that anywhere else with any other training opportunities, there was always someone to help you here. I've got a resume now; I know the ins and outs of hospitality and would feel confident applying for jobs now more so than what I used to.





# EMPLOYMENT PIPELINES



## MONA

Hamlet has undertaken a significant amount of work building employment pipelines with large scale employers in the Tourism and Hospitality industry including MONA, one of the largest hospitality employers in Southern Tasmania. The relationship we developed with MONA led to the team there creating roles specifically for Hamlet graduates living with disability and implementing a buddy system to ensure graduates were supported during the transition phase which would improve their chances of a successful long-term outcomes. Between March to May 2023, 4 Hamlet graduates secured employment and they are all still currently employed in these roles at MONA.

## BANJOS

We are continuing to explore opportunities to build our employment pipeline partners and are currently undertaking a pilot project with Banjo's Bakeries.

As part of this pilot project Banjo's has employed a graduate from our training program so we can define the role and ensure we are equipping participants with the skills they need to work in Banjo's venues.

Adam Frendo (pictured) is currently working 2 shifts a week at Banjo's and receiving positive feedback on each shift.





# PARTNERSHIPS

## JMC

Late in 2022, we reached out to Jacksons Motor company to explore an opportunity to access a vehicle to meet the growing needs of our catering services and food relief project. JMC were quick to offer their support and have provided us with a fully branded van to suit the needs of our operations.

*"By aligning ourselves with organisations that share our values, such as Hamlet Hobart, cultural and vocational activities, and events, we develop lasting partnerships for the benefit of Tasmanians.*

*This means that when you buy from Jackson Motor Company, you're helping us to support our community."*

Kristy Stewart, Jackson Motor company



## TASMAN SEA SALT

The team at Tasman Sea Salt have agreed to generously donate all of the salt to be used by Hamlet. So next time you visit Hamlet your meal will be seasoned with 100% pure Tasmanian sea salt.

The team have also offered to deliver sight tours for our participants which is a great opportunity for participants to learn more about where their food comes from.





# OUR WAITLIST

Hamlet has continued to experience significant interest in our training program, resulting in increased applications and our team being unable to meet demand for our training programs.

At the end of the financial year, we have a 10-month waitlist for our training programs.

Whilst this a sign to us that our program is needed and a sign that we are creative positive outcomes in the community, it also creates a challenging situation for our team.

Managing an extended waitlist is complex and can create a situation where potential participants feel frustrated and left out.

To deal with our extended waitlist and meet demand for our program we have continued to explore opportunities to expand our operations so that we can scale our impact.

We are also exploring opportunities to deliver services to participants who are on the waitlist and connect them to training opportunities prior to commencing their in-cafe training program.



# LOOKING TO THE FUTURE

To tackle our extended waitlist times and meet demand for our training programs, we want to do what we do best – innovate. We want to break down the walls that represent the barriers to employment and build a second kitchen and training space for our participants, so we can build on our success and create more training opportunities and more employment outcomes.

And we want to do this right next door. A second kitchen and training area at our current location provides the opportunity to open our training to more participants and focus in on specific kitchen and hospitality skill areas the Tourism and hospitality industry is telling us it requires.

The second kitchen will enable us to generate more revenue for the social enterprise by providing the option to expand our successful catering, condiment, and corporate gift products. This opportunity will allow us to increase our intake numbers by 94% over the first 3 years of operation.

Our expansion will also provide more accessible training for our participants who have disability and may require a quieter, less busy environment due to auditory processing challenges. As we look to the future, we are excited to finalise the details of this project and launch our second commercial kitchen in the 2023/24 financial year.









2022/23



We pay respect to the traditional and original owners of the land on which Hamlet stands, the muwinina people, we pay respect to those that have passed before us and acknowledge today's Tasmanian Aboriginal people who are the custodians of this land.

To support Hamlet make a donation: [Hamlet.org.au/donate](https://Hamlet.org.au/donate) or visit our cafe at 40 Molle St, Hobart 7000