Employment Matters

AMEP Innovation Project

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Project objectives

*Employment Matters* focused on strengthening employment outcomes and improving participation for clients in regional areas in the following ways:

- Knowledge about, and direct exposure to, employers and the Australian workplace
- Identifying and accessing appropriate job opportunities in the local community
- Feedback directly related to a work placement experience
- Ownership of an *Employment Matters* Passport.
Pilot delivery

- GO TAFE (Shepparton)
- South West TAFE (Warrnambool)
- Federation Training (Morwell)
Pilot model

- Promotion to clients
- Employer forum
- Pilot delivery
  - 4 week pilot including 1 week of work placement
  - 1:1 Case management approach
  - Employment Matters Passport
- Evaluation
The clients

- Eligible for the AMEP Pre-Employment English stream
- Demonstrated an ACSF 2 for Reading and Oral Communication and ACSF 1 for Learning, Writing and Numeracy
- Demonstrated a commitment and willingness to work
1:1 Case management approach

- Client
- Skilled Facilitator
- Employment Pathways Coordinator (EPC)
- Employer
Work placement

• 1 week work placement or workplace visit

• Contextualised and meaningful experience for clients

• Rural businesses and industry engagement
Work placement

“It was great to hear the receptionist tell us about her career path, how she started as a waitress and has ended up as the Office Administrator at RBA”

— Employment Matters client
Employment Matters Passport

- Employment pathway
- Short-term goals, workplace and development needs
- Informed by all stakeholders; the client, Skilled Facilitator, employer and Employment Pathways Coordinator
Stakeholder feedback

• Improved workplace communication skills, understanding of Australian workplace contexts

• Increased confidence and motivation

• Employer feedback on workplace and development needs
Employment Matters

AMEP Innovation Project

Career Pathways Program for Refugees

Career Pathways Program for Refugees
Career Pathways Program for Refugees

Main Objective

- To support skilled and professional refugees get jobs that match their skills set and overseas experience through skills & qualifications recognition, retraining and career pathways planning
- Funding included financial support to enable participants achieve their career goals
- Delivered in 8 locations: Toowoomba, Sydney, Canberra, Melbourne, Perth & Hobart
Career Pathways Program for Refugees

Eligibility

• Humanitarian visa holder (subclasses 200, 201, 202, 203 & 204)
• In Australia for 5 years or less
• English language proficiency for employment
• Has professional, trade or specialised skills and/or qualifications
Career Pathways Program for Refugees
Client Profile

Gender

- Male: 58%
- Female: 42%
Career Pathways Program for Refugees

Client Profile

Country of Origin

IRAQ: 45%
SYRIA: 38%
OTHERS: 17%
Career Pathways Program for Refugees

Client Profile

Professional Background

<table>
<thead>
<tr>
<th>Field</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>27%</td>
</tr>
<tr>
<td>Engineering</td>
<td>24%</td>
</tr>
<tr>
<td>Business</td>
<td>17%</td>
</tr>
<tr>
<td>Teaching</td>
<td>12%</td>
</tr>
<tr>
<td>Others</td>
<td>20%</td>
</tr>
</tbody>
</table>
Career Pathways Program for Refugees

Program Outcomes

General Outcomes

- Employed: 29%
- Further Studies (VET, Diploma, Masters): 21%
- Preparing for Qualifications Recognition Exams: 19%
- Volunteering: 2%
## Career Pathways Program for Refugees

### Specific Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working as engineers on full time employment or paid internship</td>
<td>18</td>
</tr>
<tr>
<td>Working as Hospital Medical Officers or Senior Medical Registrar</td>
<td>6</td>
</tr>
<tr>
<td>Doctors with partial AHPRA registration</td>
<td>11</td>
</tr>
<tr>
<td>Gained full registration with AHPRA as GP</td>
<td>1</td>
</tr>
</tbody>
</table>
Career Pathways Program for Refugees

What worked?

▪ Financial support especially for high cost professions
▪ Individual tailored approach to meet client needs
▪ The flexibility in delivering the service- not bound by KPIs, e.g. employment outcomes timeframes
▪ When job active, client and the CPP provider shared career/employment goals
▪ A single point of contact – CPP counsellor -for CPP participants
▪ Exposure to the work place, eg internships, observerships, seminars, excursions and work experience in areas of skills/qualifications
Career Pathways Program for Refugees

Examples employer collaboration

• Access to professional registration bodies services, e.g. AMA Mentor Program, Engineers Australia seminars, Dental Services Victoria seminars and workshops

• Activity based employer partnerships e.g.
  ➢ Worley Parsons- employability seminar and mock interviews for engineers,
  ➢ Jacobs Engineering- Working the Australia Way,
  ➢ Radisson- CPP Seminar Workshop- Overcoming Barriers and work experience placement
  ➢ Royal Children’s Hospital – Work experience placement
  ➢ Level Crossing Removal Project GROW Program
  ➢ Metro Trains Lead Stations Attendants (LSA) Pre-employment Program
Career Pathways Program for Refugees

What were the challenges?

- When job active providers, do not have a shared employment goal with client and the CPP counsellor
- Recognition pathways for trade skills
- Advocacy with employers and government agencies – It’s a long and arduous process.
- Gap between English proficiency of clients exiting the AMEP and the requirements for requalification or meaningful employment
- Maintaining a client centred approach post pilot
- Cost of requalification for health professionals
Career Pathways Program for Refugees

Recommendations:

• Maintain a client centred approach and flexibility in delivering a program for skilled refugees
• Maintain accessibility of financial support required in the requalification/skills recognition process
• Develop wide scale internship programs, e.g. SRE from employers and government agencies for refugees
• Develop a skills gap analysis for trade skills recognition and develop a tailored training program to fill the gaps
• Provide wrap around post placement support for skilled refugees moving & working in regional areas, including professional development and professional mentoring
Thank you!