



Community Engagement Strategy Outcomes

Employment consultation

Partners: Department of Training and Workforce Development, Public Sector Commission and Apprenticentre

In 2010 and 2011, the Office of Multicultural Interests (OMI) conducted a series of consultations as part of its Community Engagement Strategy. These contributed to the following four objectives detailed in OMI's Strategic Plan 2009–2013:

Public sector

- Facilitate CaLD engagement in government decision-making processes, policies and programs.
- Support the public sector to achieve substantive equality for CaLD communities.

Empowering CaLD communities

- Provide CaLD communities with the information, skills and opportunities to support settlement, integration and citizenship.
- Undertake research, consultation and partnerships to identify, address and advocate for the needs of CaLD communities.

Broad community consultation outcomes

At a broad level, the community consultations:

- increase CaLD community engagement in government decision making
- connect CaLD communities and State Government agencies
- increase the capacity of agencies to engage effectively with CaLD communities
- increase information on government services and gaps in services to CaLD communities
- increase knowledge of CaLD community groups, leaders and issues among government agencies
- increase cultural awareness of government agencies
- develop the capability of OMI staff to work with communities and deliver its overall community engagement program.

As part of the consultation process, OMI:

- consulted on the needs and priorities of CaLD communities
- researched and prepared pre-consultation discussion papers on relevant themes in partnership with government agencies
- planned and delivered consultations in partnership with other government agencies
- prepared and published summary reports following each consultation
- worked with partners and stakeholders to implement actions arising
- monitored, tracked and reported on outcomes.

The consultation process as a whole has some general outcomes for government and non-government agencies, CaLD communities and OMI staff.



Employment consultation

About the consultation

The consultation was held on 23 March 2010 at the Herb Graham Recreation Centre in Mirrabooka. The consultation focused on identifying barriers to employment. Approximately 100 people attended.

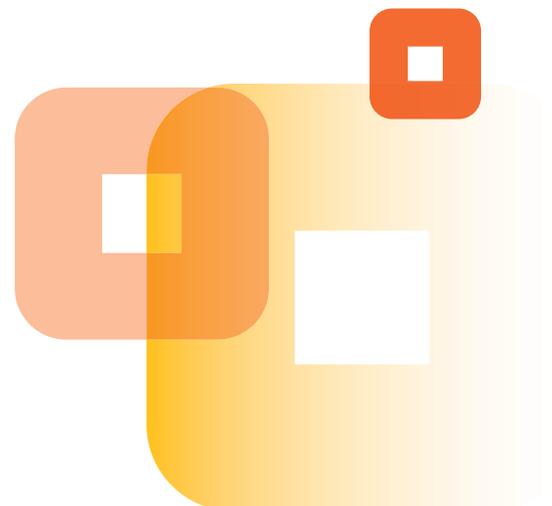
The consultation was organised in two parts:

- an information session about possible career pathways for people from migrant and refugee backgrounds that included guest speakers from the Public Sector Commission, the Department of Training and Workforce Development and the Apprenticentre
- facilitated discussion in small groups of approximately eight participants per group in which OMI sought input on issues affecting employment of people from migrant and refugee backgrounds.

Participants identified the following **priority issues**:

- recognition of overseas qualifications and skills
- cross-cultural issues and perceptions of discrimination in employment
- the impact of language difficulties on employability
- lack of information about employment options
- lack of local experience
- access to apprenticeships and traineeships
- transport.

Following the consultation, OMI wrote to relevant government agencies highlighting issues pertinent to them and inviting comment. OMI also identified specific initiatives to address some of the issues raised and contacted some agencies to discuss opportunities to action these. Outcomes of these actions are listed on the next page.





Employment consultation

Outcomes

- ▣ The **Public Sector Commission** has advised that:
 - ▣ public sector career workshops for CaLD communities will be held in September 2012
 - ▣ it has implemented changes to capture the following CaLD data:
 - number of people from CaLD backgrounds registering to sit the Public Sector Recruitment Test (PSRT) and the number who met the minimum requirements (while that program was in operation)
 - number of CaLD people registered on the Entry Level Employment Program (ELEP).
- ▣ The **Department of Training and Workforce Development (DTWD)** reported that in implementing Skilling WA—A workforce development plan for Western Australia, the department would:
 - ▣ investigate alternative models for processing the recognition of skilled migrant qualifications to improve timeliness and outcomes for business and migrants
 - ▣ expand the role of the Western Australian Career Centre and Workforce Development Centres to provide support to migrants and employers
 - ▣ develop a multicultural marketing campaign targeting members of new and emerging communities, who may have low English proficiency, are unemployed or underemployed.
- ▣ DTWD introduced a new award category—CaLD Trainee of the Year with a prize of \$7000—in their WA Training Awards to increase the awareness of training and identify role models and champions for CaLD participation in training.
- ▣ **PVS Workfind**, in partnership with the Department of Human Services, Centrelink and OMI, hosted a Multicultural Jobs Expo at the Herb Graham Recreation Centre in Mirrabooka on 15 October 2011. The expo was an overwhelming success with the attendance of more than 33 exhibitors/employers and more than 700 community members seeking information on employment opportunities. Anecdotal reports suggest that at least 50 offers of jobs were made on the day and more than 30 partnerships formed. The second expo is planned for the south metropolitan area in October/November 2012.

What next?

OMI continues to work with stakeholders and provide regular updates on progress and achievements in response to issues raised.