

SETSCoP Job Readiness Roundtable

Summary of meeting

Videoconference – 3 November 2020

Economic participation has become even more of a priority for settlement as a result of the COVID-19 pandemic and its impact on the Australian economy. On 3 November, SETSCoP held a Job Readiness Roundtable with SETSCoP Job Readiness Initiatives sub-group members. The facilitated discussion focused on discussing barriers, initiatives and how SETSCoP can continue to support the sharing of good practice moving forward.

Current initiatives

Participants shared some of the current projects and initiatives they are delivering to support the job readiness of their clients, which include:

- a digital literacy employability course
- a skills for work program
- a job ready program including resume and interview skills support
- mentorship program
- pre-employment classes including employer and employee rights and responsibilities
- English language classes
- training courses in aged care, disability and hospitality
- operating a social enterprise

Some projects and initiatives have continued to run despite lockdowns as they have been adapted to be delivered online, while others that remained face to face, were not delivered during heightened restrictions.

Participants also highlighted the value in developing relationships with employers, industry and other community partners to provide greater employment opportunities for their clients. One provider shared the value they have seen in having a dedicated post-placement officer who supports placed clients and their employers to troubleshoot issues to ensure retention.

Barriers to employment

Discussion then focused on the identification of gaps and challenges. There was general agreement that some of the key barriers to employment for SETS clients include:

- lack of Australian work experience
- limited English language skills
- no drivers licence or vehicle
- differing expectations between employers, employees and settlement providers
- difficulty navigating employment processes and support services

Opportunities

The discussion demonstrated the vast differences in approach of job readiness by SETS providers and highlighted value in continuing to progress the sharing of knowledge and resources across SETSCoP.

Some participants noted that changes to employment services with the upcoming National Employment Services Model (NESM), offers an opportunity for providers to step into the employment space, particularly while international borders remain closed.

Lastly, participants described what supports SETSCoP could provide as they transition to a greater focus on employment. There was acknowledgement from providers of the value in:

- growth in the employment space, with some considering tendering for the NESM
- a united definition of job readiness
- understanding expectations and how to collaborate with Job Actives, government and employers
- resource development to facilitate better partnerships with employers
- approaching job readiness holistically

Resources shared

[SETSCoP Submission for proposed licensing system for the NESM](#)

[Engaging Business in Refugee Employment \(University of Sydney Business School\)](#)