

## SETS Community of Practice

### Communique: Employment Subgroup meeting

#### Videoconference – 3 November 2021

On 3 November, SETSCoP held its first meeting of the new Employment subgroup.

#### **Presentation from Multicultural Australia (Qld)**

Anouska Nelson, SETS Team Leader at Multicultural Australia, presented to subgroup members about Multicultural Australia's employment support program for SETS clients. Key points included:

- An employment case manager is funded through SETS and sits within a team focusing on employment support (other positions in the team are funded by HSP or other programs). After conducting the SETS initial needs assessment, SETS case managers refer into the employment program if needed.
- The employment team develops a plan to meet the client's education and employment aspirations. This includes:
  - Job readiness training
  - Resume and application support (Job Club)
  - Information sessions in collaboration with employers
  - Monthly information sessions on topics such as overseas qualifications recognition
  - Reverse market to employers to match skill areas e.g. hairdressers
  - Employment symposiums
  - Fortnightly email updates to current and past clients listing available jobs
- The benefit of this approach is that the employment case manager can focus specifically on employment support, while the settlement case manager can focus on other support needs. Previously, case managers found they were having to choose which need was more immediate, for example, choosing between employment and family relationship breakdown, and providing employment support had been resource intensive without strong tangible outcomes.
- Another benefit has been centralised tracking of employment outcomes and reporting. They have also found that employers have been more receptive to cultural diversity.

#### **Building partnerships to support clients into employment**

Members discussed ways to connect with external service providers and employers to support clients into employment, particularly for clients who are not eligible for Job Active services. These included:

- Improving relationships with local businesses, such as shops, factories and small businesses, by meeting with them personally and establishing a connection, before referring job ready clients to build trust. This gives the opportunity to refer more clients
- Connecting clients into an employment mentoring program which uses "Community Employment Connectors" (see below)
- Linking clients to an RTO
- Referring clients to programs such as Thrive (see below) for capacity building

- Improving client's digital literacy through conducting training courses
- Delivering training courses to SETS clients in partnership with AMEP providers
- Setting up CALD education and employment networks. For example, the Eastern CALD Education and Employment network includes AMEP providers and service providers who collaborate to improve employment outcomes for CALD clients

### **Resources shared**

[Community Employment Connectors](#) – This program is funded by the Victorian Government. Community Employment Connectors assist CALD youth and adults regardless of their visa status with support including:

- Assistance seeking employment
- Updating / creating resumes and cover letters
- Providing referrals to support services
- Advocating to employers, educators and / or community connections
- Assisting with providing advice on education / upskilling
- Providing workshops to increase employability skills

### [Thrive Refugee Enterprises](#)

More information and resources on working with employers and supporting clients with job readiness can be found on the SETS CoP website:

- [Guide 10.2 Engaging with Employers](#)
- [Guide 10.3 Job Readiness](#)
- [\*Settlement Service Providers' Guide To Working Effectively With Employers December 2020.\*](#)