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| **Culturally and Linguistically Diverse (CALD) and Refugee**  **GROW Gippsland Inclusive Employment Toolkit**  January 2020 |

**Discrimination**Employers should read the Legal Provisions and General Recruitment Guidance page for more details <https://growgippsland.com.au/wp-content/uploads/2020/01/GROW-Gippsland-Regional-Toolkit-Legal-Provisions-and-Recruitment.pdf>

The concept of special measures is generally understood to apply to positive measures (affirmative action) taken to redress historical disadvantage and confer benefits on a particular group, so that they may enjoy their rights equally with other groups; special measures are designed to ensure the equality of outcomes for disadvantaged groups.

<https://www.humanrights.gov.au/our-work/guidelines-understanding-special-measures-racial-discrimination-act-1975-cth-2011>

## **Guidance for Employers on Employing Refugees**

**New Arrivals New Connections — An employer’s guide to working with migrants and refugees from the Department of Home Affairs**<https://immi.homeaffairs.gov.au/settlement-services-subsite/files/english-ausco-easy-read-new-connections.pdf>

## **Deakin University - Centre for Refugee Employment.** Deakin University researchers have launched a first-of-its-kind guide to help Australian employers hire refugees and asylum seekers.

The guide's release coincides with the unveiling of Deakin's new Centre for Refugee Employment, Advocacy, Training and Education ([CREATE](http://deakincreate.org.au/)), based within the Faculty of Business and Law.

The [10-page guide](http://deakincreate.org.au/wp-content/uploads/sites/96/2019/02/DEA_GuideforEmployers_RefugeesAsylumSeekers_AMEND01.WEB_.pdf) helps simplify the process for employers who may be unsure of the different visas and work rights held by those with a refugee or asylum seeker background.

It's based on the findings of a study conducted by researchers from the new centre, in conjunction with Monash University and Australia National University, which examined why some organisations actively employ people from a refugee background and others do not.

To view the guide click: <http://deakincreate.org.au/wp-content/uploads/sites/96/2019/02/DEA_GuideforEmployers_RefugeesAsylumSeekers_AMEND01.WEB_.pdf>

For more information on CREATE visit <http://deakincreate.org.au/>

## **Programs for Newly Arrived Migrants**

## **Bass Coast Adult Learning Coastal Connections Program** The Coastal Connections program links newly arrived migrants with local employment opportunities across Bass Coast.

## To find out more about this program and how your organisation could provide inclusive employment opportunities to the program participants, contact Oliva Hurrell, Program Manager at BCAL on 03 5672 115 or [olivia.hurrell@bcal.vic.edu.au](mailto:olivia.hurrell@bcal.vic.edu.au)

To see what inclusive employment opportunities may include, see the continuum on the GROW Gippsland webpage here: <https://growgippsland.com.au/for-employers/#inspiring-action1>

## **GROW People**

## The Latrobe Valley Authority worker transition team are piloting a program for long term disadvantaged job seekers. The specialised program has a small number of candidates and will assess the outcomes of a more person-centred, coaching based program.

## The program has identified that CALD members of our community face stronger barriers to employment and are often underemployed or working in roles well beneath their qualification level.

## If you are interested in providing inclusive employment opportunities for members of our CALD community please contact Tanya Heaney-Voogt, Workforce Strategy Consultant, GROW Gippsland via [tanya.heaney-voogt@arcblue.com.au](mailto:tanya.heaney-voogt@arcblue.com.au)

## **Organisational Benefits**

CALD employees:

* understand Australia's multicultural consumers
* provide better customer service by using their language and cultural skills
* provide access to new market segments and networks
* expand internationally to overseas markets.

## **Recruiting CALD employees**

* Understand who your existing customers are. Can you serve them better with different skill sets? Does your workplace reflect your customer base?
* Research potential new markets. Who are your products or services suited to? Could a more diverse workplace help you reach those new markets?
* Plan the future of your business. Where might you export your products or services? Are you considering importing? What language skills would help you do this more easily?

## **Working with CALD employees**

Develop workplace policies and training that promote cross-cultural awareness

Hold lunches and events that celebrate workplace diversity and encourage employees to share their cultures and experiences

Set up mentoring arrangements that match employees from different backgrounds, to encourage open communication

Find out when significant cultural and religious events and days are on, so you can anticipate leave requests and plan celebrations in the workplace.