DIRECTORY

EMPLOYMENT AND TRAINING PATHWAYS

ST GEORGE
SUTHERLAND SHIRE
EMPLOYMENT TRAINING
AND ENGLISH ACTION
NETWORK

Disclaimer

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Please inform Advance Diversity Services if you notice any errors or inaccuracies in this publication.

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We would like to acknowledge the Biddegal, Bidjigal and Bedegal people of the Eora nation, who are the Traditional Custodians of the Land on which this directory was created, and pay our respects to the Elders past and present.

The initial concept for this directory was developed by the Settlement Services team at Advance Diversity Services (ADS). Thanks to funding from Georges River Council this directory provides information to new arrivals about employment and training pathways.

Members of the St George Sutherland Shire Employment, Training and English Action Network and staff at ADS made valuable contributions to the contents and structure of this directory. Special thanks to the research done by the volunteers from ADS in 2015 (Theo Kaimasidis, Bandana Karki, Siritorn Phonsanga and Ana-Marie Zamora) and St George TAFE NSW student placement, Alice Philips.

Introduction

For new arrivals in Australia, obtaining employment as soon as possible is one of their top priorities. However, they often find themselves in a situation in which they feel lost, frustrated and demoralised due to a combination of factors such as a lack of support, skills, awareness of support services or the options available to them.

This directory does not intend to substitute career counselling. It provides basic details which can equip new arrivals, especially those settling in the St George and Sutherland Shire region, with useful information and knowledge to help them develop an effective job-seeking plan.

While some people may be fortunate to land a job almost immediately after they arrive in Australia, most new arrivals have to put more effort into their job search – beyond job websites – to increase their chances of getting employed. Starting out as a volunteer or being part of a particular network is a common pathway towards securing employment.

This directory is organised in the following main sections:

- Understanding the Australian workplace
- Finding a job
- Australian government-funded employment services
- Understanding Australian job application processes
- Skills and qualification assessment and recognition
- Training
- English language skills
- Gaining local experience
- Networking
- Business start-ups

Understanding the Australian workplace

As a new arrival intending to work in Australia, you might find the customs and practices that Australians engage in at work quite different from those in your country of origin. It is important that you familiarise yourself with cultural practices in Australia in order to be competitive in finding work and in performing well once you're employed.

Workplace culture

Expectations of you as an employee

- Demonstrate good communication skills;
- Have good problem-solving, planning and organisational skills;
- Able to work independently or in a diverse teams;
- Show enthusiasm and be self-motivated; and,
- Take initiative and be assertive when appropriate.

Australian communication styles

- Informal speech is typical;
- Directness can be seen as being more efficient and effective;
- Managers use collaborative rather than directive communication styles with subordinates;
- Humour between colleagues doesn't mean there isn't respect; and,
- Sarcasm is a common form of humour as long as it is not a form of bullying.

For more tips to successful workplace communication, please see Appendix 4.

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that have to be provided to all employees. The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.
The 11 minimum entitlements of the NES are:

- Maximum weekly hours;
- Requests for flexible working arrangements;
- Offers and requests to convert from casual to permanent employment;
- Parental leave and related entitlements;
- Annual leave;
- Personal/carer's leave, compassionate leave and family and domestic

violence leave;
- Community service leave;
- Long service leave;
- Public holidays;
- Notice of termination and redundancy pay; and,
- the Fair Work Information Statement and the Casual Work Information Statement.

Awards
- Awards (modern awards) are legal documents that outline the minimum pay rates and conditions of employment. Awards apply to businesses and employees depending on the industry they work in and the type of job worked. Every award has information about who it covers.
- There are more than 100 industry or occupation awards that cover most people who work in Australia.

Agreements
Enterprise agreements and other registered agreements set out minimum employment conditions and can apply to:
- One business;
- A group of businesses; or,
- An individual employee (but these types of agreements can't be made anymore).

When a workplace has a registered agreement, the award doesn't apply. However:
- The base pay rate in the registered agreement can't be less than the base pay rate in the award;
- The National Employment Standards still apply; and,
- Any terms about outworkers in the award still apply.

Registered agreements apply until they are terminated or replaced.

Unions
A union is a body that represents the interests of workers in a particular industry or occupation. All Australian workers have the right to join a union. Whether you work as a casual or permanent staff member, part-time or full-time, in a large or small business, in an office or outdoors, there is a union to represent you.

It is illegal for a person to pressure another person about their choice to join a union. For example:
- An employer can't pressure an employee; or,
- A business can't pressure an independent contractor working with them.

It is also illegal to take or threaten to take adverse action against a person for:

- being or not being a union member; or,
- Taking part or not taking part in industrial activity.

An adverse action against a person includes:

- Dismissing them;
- Changing their role to put them in a worse position; and,
- Changing their terms and conditions to put them in a worse position.

Workplace health and safety

All Australian workers have the right to work in a safe and healthy workplace in Australia. Workers and employers have legal rights and obligations under work health and safety (WHS), workers' compensation, and injury management laws.

For more information visit www.safework.nsw.gov.au

Equal employment opportunity (EEO) and anti-discrimination

In Australia, national and state laws cover equal employment opportunity and anti-discrimination in the workplace. This means people are treated on their merits at every stage of their employment – from the recruitment and interview process through to their daily duties, promotion, training and development opportunities, and their resignation, retrenchment or redundancy.

Employers are required by these laws to create a workplace free from discrimination and harassment.

Anti-Discrimination Board of NSW

The Anti-Discrimination Board of NSW promotes anti-discrimination and equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Communities and Justice.
Phone: (02) 9268 5544 Free call: 1800 670 812
Email enquiries: adbcontact@justice.nsw.gov.au
Email complaints: complaintsadb@justice.nsw.gov.au

Finding a job

It is worthwhile to begin by asking yourself the following questions:

Job interest

- Do you already know what job you are interested in doing?
- Do you know the steps to take to get into that job?
- If you don't know what you want to do, reflect on and look at what interests you, write these ideas down and search for job roles to match your areas of interest.

Job skills

- What skills are required for the job you are interested in?
- Do you have these skills?
- Are you aware of how to acquire these skills?
- Identify the skills you already have. Can your skills be formally recognised towards a qualification?

Now that you've answered these questions, consider incorporating the following strategies into your job-seeking plan.

Personal contacts and networking

Not all jobs are advertised on the internet or other media platforms. Pursuing personal contacts and networking can be a very effective part of your job-seeking strategy. Spread the word through your contacts, including friends, family members, former co-workers, teachers, social and professional contacts, that you are looking for a job. They may be able to connect you with helpful information which can lead to your next job.

See more under *'Networking'* on page 34.

Online job websites

Many employers advertise on job-seeker websites. You can set up a personal account (which is generally free) so that suitable job advertisements can be emailed to you automatically. Some popular sites include:

General		
SEEK	CareerOne	jobjobsjobs.com.au
Indeed	JobSearch	careerjet
Apply Direct	LiveHire Australia	adzuna
Jobserve	Netyourjob	australia.recruit.net

Government jobs
Australian Government jobs – *www.apsjobs.gov.au*
NSW Government jobs – *www.iworkfor.nsw.gov.au*
Local council jobs – Each local council advertises jobs on its own website. You may also try the following websites: *www.job-directory.com.au*; *www.counciljobs.com*; *www.lgassist.com.au*

Not-for-profit sector jobs
Ethical jobs – *www.ethicaljobs.com.au*
NFP jobs – *www.nfpjobs.com.au*
NCOSS – NSW Council of Social Service – *www.ncoss.org.au*

Job apps

Many of the job websites listed above have their own apps which you can get for free from your smart phone's app store. Having these job apps on your phone can be very handy and can alert you to new jobs.

Recruitment agencies

Recruitment agencies are generally paid by companies to hire employees for them. Job seekers can usually sign up with these agencies for free. Google 'recruitment agencies' and the name of your local area to find local agencies. Some popular recruitment agencies are:

Website name	Website URL
HAYS	www.hays.com.au
people2people	www.p2phrsolutions.com.au

Labour hire companies

Labour hire companies provide casual and short-term labour to assist employers. Job seekers can send their resume to them. Google 'labour hire companies' to learn more about the many labour hire companies in NSW.

Voluntary work

See *'Gaining local experience'* on page 33.

Fee-for-service resume and selection criteria support

Some people use the services of professional resume and selection criteria writers. These writers charge you a fee to help write your resume, cover letter and selection criteria. Make sure you research and evaluate a writer's credentials carefully before you decide to engage them. Google 'professional resume and selection criteria writers' or visit the website of the *Career Development Association of Australia (www.cdaa.org.au)* to find a writer who can help.

Further information

The following websites provide information about career planning, job preparation and the labour market:

- Career Success (formerly Australian *Careers and Employment Centre for International Students). (www.careersuccessaustralia.com.au)*

  Career Success provides career coaching, career counselling and internships in Australia to help job seekers and international students get experience and jobs in Australia.

- NSW Government: https://www.nsw.gov.au/employment

Australian government-funded employment services

The following services are funded by the Australian government to help Australians into work and to help employers find the right staff for their business.

Workforce Australia

Workforce Australia has replaced jobactive to assist eligible job seekers into employment. Those who receive income support payments, such as JobSeeker Payment, Youth Allowance, or Parenting Payment, and have mutual obligation requirements will be able to use Workforce Australia employment services. Visit www.workforceaustralia.gov.au to find out how to access their services and programs.

Disability Employment Services

Disability Employment Service providers are contracted by the Commonwealth Government to assist people with disabilities into employment. To find a local Disability Employment Services provider, go to *https://www.jobaccess.gov.au/find-a-provider*

Transition to Work

Transition to Work is for disadvantaged young people aged 15 to 24 who need further education or need to build skills and confidence to get a job (including apprenticeships and traineeships). 2Connect Youth & Community is the Transition to Work provider in the St George and Sutherland Shire region. Their contact details are:

St George Area	**Sutherland Shire**
Level 3, Cnr Moate Avenue & Princess Street **Brighton-Le-Sands** P: (02) 9556 1769 Suite 202/22 Belgrave Street **Kogarah** P: 0438 988 891	2A/16 Boyle Street Sutherland P: (02) 9521 6531 Website:www.2connect.org.au

ParentsNext

ParentsNext can help parents with young children plan and prepare for work. If you have a child aged 5 or under, and you are receiving a Parenting Payment, you may be eligible. To find a local ParentsNext provider, go to https://www.workforceaustralia.gov.au/individuals/coaching/providers/

Understanding Australian job application processes

Understanding Australian job advertisements

Understanding job advertisements is essential when you are searching for work. Australian job advertisements usually include:

- What the job involves;
- Whether the job is offered full-time, part-time, casual or as a fixed-term contract;
- What skills or qualifications are required;
- What work experience is required;
- What sort of organisation you'll be working for;
- Details about how you should apply and where to send your job application, either by mail or email;
- Who to contact for further information; and
- The closing date for applications.

If you have questions, want to obtain a position description, or want to discuss the role in more detail before you apply, contact the person listed in the job advertisement. It is a good way to introduce yourself and gain further insight into the company and the role.

Salary and salary packages

'Salary package' refers to the gross wage, superannuation and any additional benefits, such as a company vehicle. Some job advertisements will include a salary range or a salary package, and some won't. Sometimes the salary is advertised as a package, which includes your mandatory payment.

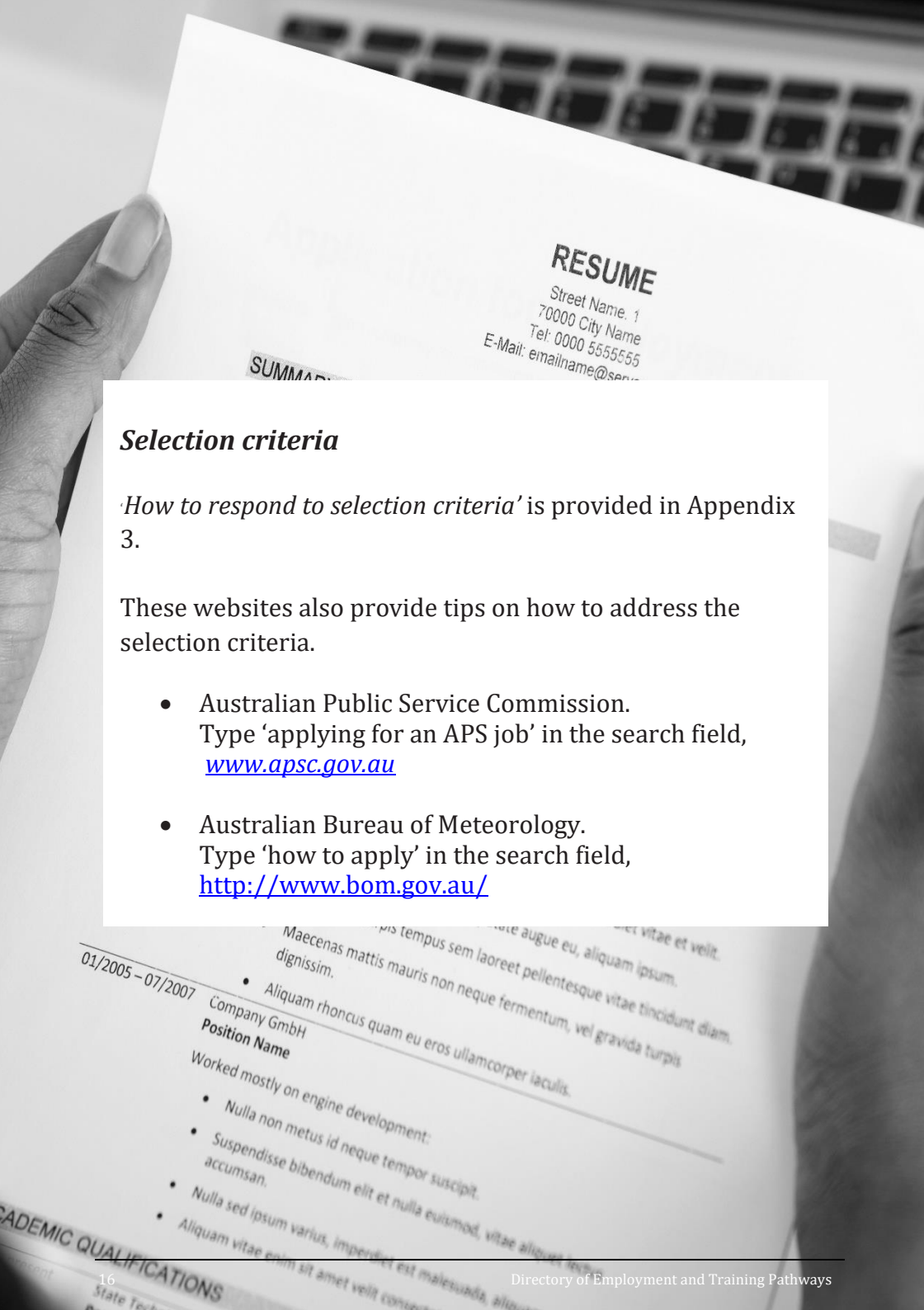
When you speak to a potential employer, they may ask you what salary range you expect. Contact your industry association to find out what sort of salary you can expect to receive based on your skills, qualifications and experience.

Preparing a job application

Writing your resume or Curriculum Vitae (CV)

Your resume should be clear, concise and easy to read. It should always be tailored to the specific job for which you are applying. A resume template is provided in Appendix 1.

'How to structure your cover letter' is provided in Appendix 2.



Selection criteria

'*How to respond to selection criteria'* is provided in Appendix 3.

These websites also provide tips on how to address the selection criteria.

- Australian Public Service Commission.
  Type 'applying for an APS job' in the search field,
  www.apsc.gov.au

- Australian Bureau of Meteorology.
  Type 'how to apply' in the search field,
  http://www.bom.gov.au/

Skills and qualification assessment and recognition

If you have qualifications gained overseas and need to have these qualifications assessed, there are a number of organisations that can help you.

If you would like to know how your overseas qualification compares in Australia, you can contact an Australian state and territory government Overseas Qualifications Unit (OQU) listed on the website of the Department of Education:
https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx

Trades Recognition Australia (TRA)

Trades Recognition Australia (TRA) is a skills assessment service provider specialising in assessments for people with trade skills gained overseas or in Australia for the purpose of migration and skills recognition.
Phone: 1300 360 992
Email: traenquiries@dese.gov.au
Website: *www.tradesrecognitionaustralia.gov.au*

Skills Assessment Pilots

The Skills Assessment Pilots deliver faster, cheaper skills assessments and improve the employability of migrants who are in Australia and ready to work. These pilots enable onshore migrants who have the skills in priority occupations to join the workforce and contribute to Australia's economic recovery. For more information and check if you are eligible, go to:
https://www.dewr.gov.au/skills-assessment-pilots

Trade skills recognition in NSW

If you have trade skills and experience but have never completed an apprenticeship or obtained formal qualifications in Australia, you can go to a training provider and undertake some gap training and apply to the Commissioner for Vocational Training for a Certificate of Proficiency. You can do this whether you have gained your trade skills through formal training or on-the-job experience either in Australia or overseas where you can satisfy all eligibility criteria. If your application is successful you will be formally recognised as a tradesperson and issued with a Certificate of Proficiency. For more information about recognition of trade skills in NSW, visit the NSW Department of Education website: (*www.education.nsw.gov.au/skills-nsw/recognise-your-trade-skills*) You can also contact Training Services for advice and information. Email: trade.skills@det.nsw.edu.au

To obtain information to help you be a licensed tradesperson in NSW, visit the NSW Fair Trading website: *www.fairtrading.nsw.gov.au/trades-and-businesses/licensing-and-qualifications#*

Overseas Professional Qualification Recognition

If you have professional qualifications gained overseas, you may need to get your skills and qualifications assessed in order to work in your profession in Australia. The requirements to work in Australia depends on the occupation.

In some occupations, these requirements must be met before you start working, and may be required by law. Meeting these requirements is usually a separate process to applying for a job. In all occupations, the employer decides who they will employ.

Some occupations require registration or a special license with a government authority and/or membership of a professional or industry association. In some jobs your professional skills/qualifications also need to be formally recognised by the appropriate Australian authority before you can work.

To find an appropriate relevant assessing authority, visit the website of the Department of Home Affairs: www.homeaffairs.gov.au (Type 'assessing authorities' in the field when you are on the website).

If you would like to study in Australia, contact the education institution where you wish to study. The education institution, such as a university, higher education provider or registered training organisation, assesses overseas qualifications for admission to study.

TAFE NSW Recognition of Prior Learning (RPL)

You may gain credit through recognition of your skills, knowledge, or experience as part of your previous part-time, full-time or casual work. TAFE NSW may recognise relevant skills gained through community or volunteer work, sports team management, domestic responsibilities or even hobbies and leisure activities. These skills may be assessed as equivalent to meet the requirements of up to 100 per cent of the course you are enrolled in. To apply for RPL you will need to contact TAFE NSW and provide evidence to demonstrate that you have the skills and knowledge required to meet the requirements of the course you are enrolled in to receive credit. More information on applying for RPL is available on the TAFE NSW website: *www.tafensw.edu.au/enrol/recognition-credit-transfers*

If you are applying for recognition for your overseas qualifications, you should provide certified translations of your qualifications or documents. You may wish to contact the following services for assistance with translation:

- The language services of Multicultural NSW
- Free Translating Service

FEE HELP loans for bridging study

A bridging course will enable you to meet specific academic or professional requirements for entry to a listed professional occupation in Australia. If you are undertaking a bridging course as an overseas-trained professional, then you may access a FEE HELP loan if you meet the eligibility criteria.

For more information, visit *www.studyassist.gov.au*

SkillME

SkillMe is an initiative for migrants to have their overseas skills and qualifications recognised in Australia. The project works with individual clients and makes a comprehensive assessment of their experience, aspirations, and career goals, and develops a realistic plan to track their progress.

The project also engages employers and industry associations to promote the available skills, experience and work ethos in migrant communities, and to create pathways in rewarding and relevant work.

SkillME is delivered by Metro Assist, a not-for-profit organisation providing assistance to new migrants and refugees settling in the Canterbury and Bankstown local government areas in NSW. For more information, visit www.metroassist.org.au, email *skillmeproject@metroassist.org.au* or call (02) 9789 3744.

Training

If you recognise that you need to undertake more training to increase your chances to gaining employment in Australia, and know what training to do, that is great!

If you don't, these are a few places you can start with.

- Explore Your Career *(https://www.yourcareer.gov.au/)*

  Search Industries and Occupations to find a career that's right for you and what you can do to get there. When you are exploring or looking for a specific occupation, you will get information on the qualifications required, what the job involves, the industries you could work in, job prospects and pay.
- myfuture *(www.myfuture.edu.au)*

  A career information and exploration service, helping people plan career pathways and manage work transitions.

What is Smart and Skilled?

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system that helps people in NSW get the skills they need to find a job and advance their careers. Smart and Skilled provides eligible students with:

- An entitlement to government-subsidised training up to and including
- Certificate III; and,
- Government funding for higher-level courses (Certificate IV and above) in targeted priority areas. (Google 'NSW Skills List').

To find out if you are eligible for a Smart and Skilled course and/or scholarship, visit Smart and Skilled (nsw.gov.au)

If you have any further questions, contact the Training Services NSW:
Ph: 1300 772 104 Email: smartandskilled.enquiries@det.nsw.edu.au

Vocational Education and Training (VET)

In Australia, after completion of compulsory schooling, the main choices for further education are university and VET, which is internationally known as technical vocational education and training (TVET). The diagram below lists VET qualifications in relation to school and university qualifications.

School sector accreditation	VET sector accreditation	University accreditation
Senior secondary certificate of education	Vocational graduate diploma Vocational graduate certificate Advanced diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral degree Master degree Graduate diploma Gradate certificate Bachelor degree Associate degree Advanced diploma Diploma

TAFE NSW offers degree qualifications (www.tafensw.edu.au/degrees):

- Bachelor of Applied Commerce
- Bachelor of Business
- Bachelor of Community Services
- Bachelor of Early Childhood Education and Care (Birth–5)
- Bachelor of 3D Art and Animation
- Bachelor of Creative Practice
- Bachelor of Interior Design
- Bachelor of Fashion Design
- Bachelor of Information Technology (Data Engineering)
- Bachelor of Information Technology (Cyber and Network Security)
- Bachelor of Property Valuation
- Bachelor of Event and Tourism Management
- Bachelor of Tourism, Hospitality and Events

Who provides VET?

VET is provided by training organisations which register with the government to teach accredited courses and include government and private providers. They are called Registered Training Organisations (RTOs).

RTOs may be government (state or territory) or privately owned organisations. The most notable government providers are technical and further education (e.g. TAFE NSW) institutes, and universities.

TAFE NSW

- Is Australia's leading provider of Vocational Education and Training (VET);
- Is the NSW Government public provider of vocational education and training;
- Provides a state-wide service;
- Offers a broad choice of courses from Statement of Attainment, Certificate level qualifications (Certificate I – IV), Diploma and Advanced Diploma Qualifications and Vocational;
- Degree, enterprise-based training, international programs (onshore and offshore);
- Has a free-of-charge professional counselling and career development service that assists current and future students to make informed decisions regarding courses that are most suitable for them;
- Has a commitment to social inclusion and participation and to supporting lifelong learning, enhancing access to education and training, increasing employment pathways and building social capacity;
- Provides socially inclusive programs and services to enable students to reach their potential regardless of individual circumstance or background e.g. outreach programs (fee-free access programs), English language and literacy programs, online programs, disabilities consultants, services such as Aboriginal, multicultural, personal and careers counselling, library and childcare services; and
- Offers scholarships for economically and socially disadvantaged learners.

Apprenticeships and traineeships

Apprenticeships generally last four years and cover traditional trade areas such as: building and construction; hairdressing; cooking; electrical; automotive; engineering and manufacturing etc.

Traineeships generally cover a much wider range of occupations than apprenticeships. However, the training is usually shorter, lasting between one and two years.

Apprenticeships and traineeships are a notable feature of Australia's VET system. They bring together training and employment under a legal contract between the apprentices and trainees, training providers (such as TAFE NSW) and employers. Apprentices and trainees receive a training wage which increases as they progress. Apprenticeships and traineeships are one of the best ways to get job training and qualification and are highly regarded by business and industry.

For more information, visit Skills NSW or contact the Training Services NSW Centres.

Southern & South Western Sydney
Level 2, 41– 45 Rickard Road
Bankstown NSW 2200
Ph: (02) 8707 9600
Email: TS.Bankstown@det.nsw.edu.au

Study online options

TAFE Digital www.tafensw.edu.au/digital

TAFE Digital is the largest provider of distance education and vocational training in Australia. TAFE Digital is part of TAFE NSW. You graduate with exactly the same qualification as you would as an on-campus student.

Open Universities Australia (OUA)
OUA is an online higher education organisation consisting of 12 universities in Australia. You graduate with exactly the same qualification as you would as an on-campus student.

Tips for studying online

https://ici.net.au/blog/6-tips-on-how-to-effectively-study-online/

Dream
Job

English language skills

If you need to improve your English skills, there are a range of options for you. Depending on your circumstances, you may be eligible for free English programs funded by the Australian government. There are also lots of free English classes in your local area.

Adult Migrant English Program (AMEP)

AMEP is a free service to help eligible migrants and humanitarian entrants with low English levels to improve their English language skills and settle into Australia. You can now access unlimited hours of English classes until you reach vocational English

Am I eligible?

The AMEP is available to eligible migrants and humanitarian entrants who hold a permanent visa or an eligible temporary visa and to Australian citizens who previously held a permanent visa or an eligible temporary visa. The principal visa holder and their dependents may be eligible for AMEP.

To find out if you are eligible or to register for the program, you should contact your nearest AMEP service provider. Here are the AMEP providers in the St George and Sutherland Shire region.

Location	Contact details
St George / Kogarah	TAFE NSW St George AMEP Office, Building D, Ground Floor DG. 61 Corner Princes Highway & President Avenue Kogarah P: (02) 7920 8996
Loftus	TAFE NSW Loftus AMEP Office, Building C, Level 1, C1.07 Rawson Avenue Loftus P: (02) 7920 8994

To find AMEP providers in other regions, visit:

www.immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/

or call:

TAFE NSW on 1800 114 707
Navitas Skilled Futures Pty Ltd on 1300 798 111

Skills for Education and Employment (SEE)

The (SEE) Program provides training to help participants build their reading, writing, maths and basic computer skills. The training is delivered across Australia, from metropolitan and regional areas, right through to remote communities.

SEE caters to various groups including Aboriginal and Torres Strait Islanders, youth, people with disabilities, mature aged people, and job seekers from culturally and linguistically diverse backgrounds.

Job seekers are referred to the program by Services Australia and employment service providers, including:

- Workforce Australia Employment Service Providers;
- Disability Employment Services; and
- Community Development Program (in remote areas).

For more information about SEE, visit https://www.dewr.gov.au/skills-education-and-employmentBelow is the SEE provider in the St George and Sutherland region.

Provider	Contact details
MTC Australia	Level 3, 7-11 The Avenue, Hurstville P: 1300 232 663 E: info@mtcaustralia.comau

TAFE NSW

TAFE NSW delivers English language classes from beginner level to English for Academic Purposes. Fees may or may not be applicable, depending on individual circumstances and level of study.

For more information about English language classes at TAFE NSW in the St George and Sutherland Shire region, call 131 601.

English class directory in the St George and Sutherland Shire region

Many organisations offer free English classes in the St George and Sutherland Shire region. For more information about the classes, you can access the English Classes Directory here: https://drive.google.com/file/d/1JkEg81kh4BDN3NjdUChDk7P5BEDjq5pR/view

Toastmasters International

Toastmasters International is a not-for-profit training organisation that focuses on communication and leadership development. Members improve their speaking and leadership skills by attending one of the many clubs that make up its global network. Most clubs meet every couple of weeks for 1–3 hours.

Joining your local Toastmasters Club can be very beneficial for you. Not only does it help you improve your communication skills, but it also gives you an opportunity to meet new and interesting people who may become your good friends and who may be aware of the so-called 'hidden jobs'.

There is usually a small fee for joining a club. To learn more or find a Toastmasters Club near you, go to *www.toastmasters.org.au (note that St George and the Sutherland Shire region are in 'District 70')*. Below are a few local clubs in the St George and Sutherland Shire region.

Provider	Contact details	Suburb
Rockdale Communicators	Bexley RSL & Community Club 24 Stoney Creek Road E: rockdalecommunicators@gmail.com	Bexley
St George Toastmasters Club	Brighton RSL Club 351 Bay Street P: 0413 185 382	Brigthon Le Sands
Hurstville Toastmasters Club	Club Central Hurstville 2 Crofts Avenue P: 0423 534 078	Hurstville
Oatley RSL Toastmasters	Oatley RSL & Community Club 23 Letitia Street E: jordanfrank52@gmail.com	Oatley
Cronulla RSL Toastmasters Club	Cronulla RSL Memorial Club 38 Gerrale Street P: 0412 555 567	Cronulla
Miranda Toastmasters Club	Diggers Miranda RSL 615 Kingsway P: 0411 173 290	Miranda
Menai District Toastmasters Club	Club Central Menai 44-60 Allison Crescent P: 0405 834 445	Menai

Gaining local experience

'Lack of local experience' is frequently the reason why many new arrivals do not get hired. Volunteering, which is highly valued in Australia, is one great way for new arrivals to gain valuable local experience. It can also lead to obtaining Australian referees which will help with your job search. Ways to find suitable voluntary work include:

- Approaching not-for-profit organisations (NGOs) directly
- Letting family and friends know you are looking for a voluntary position

There are various volunteer-specific websites, some listed below. Look up 'volunteer' and the name of your local area in Google to find local recruitment agencies.

Website name	**Website URL**	**App available**
Seek Volunteer	www.volunteer.com.au	No
Go Volunteer	www.govolunteer.com.au	Yes
NSW Volunteering	www.volunteering.nsw.gov.au	No

Networking

Networking demonstrates your initiative and enthusiasm, as well as your research and communication skills, which are highly valued in today's Australian labour market. Successful networkers show an interest in the people they meet, ask relevant questions and, most importantly, listen and follow up on advice they have received.

As not all jobs are advertised, networking is one of the most powerful strategies that you can use to find work in Australia. This could involve seeking information from people who work in areas you are interested in, informing personal contacts that you are looking for work, or sharing your skills and interests.

Some ways to access job opportunities that are not advertised include:

- Making a list of local employers and companies you would like to work with and contacting their human resources departments to explore job opportunities;
- Asking your friends and professional contacts to let you know if they hear of any suitable jobs;
- Joining 'service' clubs in the community – such as Rotary and Lions;
- Getting in touch with local business associations such as traders' groups and chambers of commerce; and.
- Participating in volunteer work.

Professional and trade associations

Professional and trade associations represent the interests of their members. They provide networking opportunities, business advice and support, training and education, and advocacy on behalf of the industry or profession they represent.

Being a member of a professional organisation is useful, especially when you're looking for jobs. Also, specific trade and industry publications advertise jobs that may not be in newspapers or on general job-seeker websites.

LinkedIn

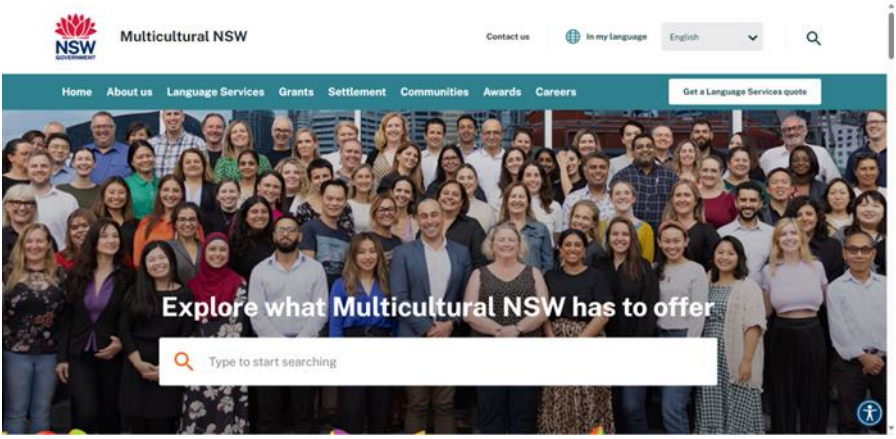
LinkedIn (*www.linkedin.com*) is the world's largest professional network. When you join LinkedIn, you get access to professionals, jobs, news, updates, and insights. If you do have a LinkedIn account, ensure that the profile is current and accurate.

Your ethnic community

Being connected to your ethnic community can also very beneficial for you.

There may be an organisation or association that looks after the wellbeing of people from your country. It is worth making contact and developing a relationship with them. There are many stories of successful new arrivals who started off through their involvement or connection with their own community.

For a list of ethnic organisations in NSW visit *www.multicultural.nsw.gov.au* then click on the 'Communities' tab as shown below:



Meetup

Meetup is the world's largest network of local groups of people who share the same hobby or interest. Each group organises its own regular gatherings.

If you have a particular hobby or interest, you may be able to find and join a group that shares it. As well as giving you the opportunity to make new friends, being in the group may lead you to job openings you wouldn't otherwise be aware of.

For more information see *www.meetup.com/cities/au/sydney/*

Business start-ups

Some new arrivals choose to set up their own business. If you have a clear idea of what business you want to get into, that's great! If you want to launch your own business but don't know where to start, the following information could be useful.

Service NSW

Service NSW works with federal, state and local government and the private sector to bring together all the support and services available to assist small business. For more information visit www.mybusiness.service.nsw.gov.au/

Local councils

Each local council usually has a person or unit dedicated to assisting residents who want to start their own business or who are already operating their own business. Contact details of local councils in the St George and Sutherland Shire region are provided below.

Council	Contact details
Georges River Council	P: (02) 9330 6400
Bayside Council	P: (02) 9562 1666
Sutherland Shire Council	P: (02) 9710 0333

Realise Business (formerly Business Enterprise Centre [BEC] Southern Sydney)

Realise Business provides free, one-to-one business advice sessions, business advisory services, and training workshops to businesses and disrupted industries across the Sydney area – including Southern Sydney, Inner West, Sydney's CBD, Eastern Suburbs, North Shore, and Northern Beaches.

For more information:
Head Office: Suite 1102, 115 Pitt Street, Sydney, NSW 2000
P: (02) 9545 5900
W: *www.realise.business*

Ignite Small Business Start-ups

Funded by Settlement Services international (SSI), the Ignite Small Business Start-ups initiative facilitates business creation for people from refugee backgrounds who are keen to establish a small business or expand an existing one. Fledgling entrepreneurs are supported by Ignite enterprise facilitators, business mentors and a Resource Team made up of volunteers from local businesses, councils, chambers of commerce and other individuals who can share their business knowledge and skills.

For more information about Ignite please call 0401 310 648 or visit *www.ignite.ssi.org.au*

Many Rivers Microfinance Limited (Many Rivers)

Many Rivers is a not-for-profit organisation that supports aspiring business owners with microenterprise development assistance and access to finance. They can offer microfinance loans to help people get their businesses started – based on an assessment of the individual's character, capacity and cashflow

Head Office: Level 2, 233 Castlereagh Street, Sydney, NSW 2000
Phone: 1300 MANYRIVERS (1300 626 974)
Email: enquiry@manyrivers.org.au

Self-Employment Assistance

Self-Employment Assistance which replaced the New Business Assistance with New Enterprise Incentive Scheme (NEIS) program in July 2022, can help you turn your business idea or existing small business into a viable business through the following flexible services:

- Exploring Self-Employment Workshops;
- Business Plan Development
- free accredited Small Business Training
- Business Advice Sessions
- Business Health Checks
- Small Business Coaching

You may also be eligible for financial support while you start and run your business as part of Small Business Coaching.

Who is eligible?

- Visit the webpage below to find out if you can participate in Self-Employment Assistance and how to access its services: *https://www.workforceaustralia.gov.au/individuals/training/activities/self-employment-assistance*
- Enquiries: Call the National Customer Service Line on 1800 805 260

Useful links

Name of services or organisations	Contact details
Advance Diversity Services www.advancediversity.org.au	Suite 231/7-11 The Avenue Hurstville NSW 2220 P: (02) 9597 5455
Gymea Community Aid and Information Service www.gymeacommunityaid.org.au	39 Gymea Bay Road Gymea NSW 2227 P: (02) 9524 9559
Service NSW www.service.nsw.gov.au	P: 13 77 88
Multicultural NSW www.multicultural.nsw.gov.au	8/56 Station Street E Parramatta NSW 2150 P: (02) 8255 6767
NSW Industrial Relations www.industrialrelations.nsw.gov.au	52 Martin Place Sydney NSW 2000 P: 131 628
St George Careers Development Centre (Registered Training Organisation) www.sgcdc.com.au	1/2 Rose Street Hurstville NSW 2220 P: (02) 9570 7577
3 Bridges Community (Registered Training Organisation) www.3bridges.org.au	72 Carwar Avenue Carss Park NSW 2221 P: 1300 327 434
Fair Work Ombudsman www.fairwork.gov.au	Level 13, 175 Liverpool Street Sydney NSW 2000 P: 13 13 94
National Accreditation Authority for Translators and Interpreters (NAATI) www.naati.com.au	Suite 2, Level 6, 570 George Street, Sydney NSW 2000 P: 1300 557 470
Translation and Interpreting Services (TIS) www.tisnational.gov.au	Postal address: TIS National GPO Box 241 Melbourne VIC 3001 P: 131 450

Appendix 1: Resume template

Many Australian employers prefer a chronological style of resume. This style of resume places your most recent relevant work experience up-front and progresses backwards chronologically through your relevant work history.

It is important that your resume is in an appropriate format for Australian employers. Employers in Australia want a detailed history of past experience and skills, not just a snapshot of qualifications and previous positions held.

They generally prefer resumes to be two to four pages long.

A suggested format for your resume is:

- Name and contact details including address, email and telephone;
- Career overview – a brief statement of your main qualifications and relevant experience;
- Career goal or objective – this is optional, and can highlight to the reader the career path you are seeking;
- Employment history – list the employers you have worked for chronologically.
- Format can vary, but ensure that you:
    - List your most recent position first – make sure you list dates consistently;
    - Account for gaps in the sequence;
    - Include your job title and give an indication of organisational context;
    - Avoid showing each new position with the same organisation as a new job;
    - Describe your duties and responsibilities in plain English terms;
    - Mention several verifiable accomplishments; and
    - Consolidate older and less relevant experience at the bottom of the CV.
- Education and qualifications – list any education or training, including the name of the education provider and years attended. List your most important qualification first;
- Professional memberships – include a section on professional memberships, especially if this is required in your industry;
- Concluding statements – statements can be added, but should be brief and not include new information; and,
- Referees or references – if the job application requires a referee, list two to three here, or otherwise say that they are available upon request.

Speak to your referees in advance to confirm that it is okay to list them in your resume. When you apply for a job, let your referees know the details of the job so they will be prepared to answer questions from the employer or recruiter.

In Australia, there is no need to include personal details such as your age, marital status or religious beliefs. Take letters of commendation and other

supporting documents to the interview rather than attaching them with your resume.

These websites provide resume templates for a range of professions.

www.myfuture.edu.au/career-insight (type 'resume' in the search field)

www.youthcentral.vic.gov.au (type 'resume' in the search field)

Tips for preparing an Australian-style resume

- Pay attention to the 'soft' skills such as the ability to listen and communicate well and work in a team environment.
- Reference as much as you can to Australia – for example, that your qualifications have been assessed as an equivalent to an Australian degree.
- Have an Australia-based local referee listed on your resume if possible. This referee could be someone you have met through networking, unpaid work experience and/or volunteering.
- Use Australian English spelling.
- Avoid unnecessary personal information such as marital status, gender, date of birth, and driver's licence.

Resume template
[Title: Resume]
Full name
Education

Contact details

Contact telephone number:	(area code) number
Mobile telephone number:	full number
Email address:	full address, case sensitive
Postal address:	Street number City STATE Postcode

Career objective

[Give a short summary of the kind of work that you would like do and the skills you would like to develop. Try to think of this job as part of a career you would like to do for the next five to ten years]

Employment history

[You might list all the jobs or voluntary work you have done. Or you might just put down the jobs that will be most relevant to the places you are applying for. List each job by the year you started and the year you ended work there. Start with the most recent job you have held]

[month year-month year]
[Name of the store]
[Indicate if it was work experience]
- [skill]
- [skill]

[month year-month year]
[Name of the store]
[Indicate if it was work experience]
- [skill]
- [skill]

[month year-month year]
[Name of the store]
[Indicate if it was work experience]
- [skill]
- [skill]

[month year-month year]
[Name of the store]
[Indicate if it was work experience]
- [skill]
- [skill]

[month year-month year]
[Name of the store]
[Indicate if it was work experience]
- [skill]
- [skill]

Education
[Start a list of the highest and most recent qualifications you have and end with the last year of high school that you completed. If you graduated from high school, write down the last two years of your high school certificate]

[Year gained degree]
[Name of course or degree]
[Name of TAFE or University]
[Year gained degree]
[Name of course or degree]
[Name of TAFE or University]

[First year-last year]
[Full name of secondary school]
[State]
[Name of Certificate]

Short courses [Name of educational institution]
- [Title of the course, and the date you were awarded it]

Relevant skills
[List the most important skills that you have gained from your paid or volunteer work, or education that may be needed in your new job. e.g. customer service]
- [skill]
- [skill]

Special achievements
- [Give the title and date for any work or skills related awards you may have achieved]

Hobbies and interests
- [Pick activities that might show your skills that might be relevant to your new job. For example, mentioning any sporting clubs you belong to might show that you have team skills. Just provide the name of the club or the name of the hobbies that are relevant]

Referees
[Try to supply contact details for three people that you have recently worked for either in a paid or volunteer work or teachers you have studied with at school, TAFE or university]

Full name
Position title, Business or educational institution
(area code) phone number
mobile phone number

Full name
Position title, Business or educational institution
(area code) phone number
mobile phone number

Full name
Position title, Business or educational institution
(area code) phone number
mobile phone number

Source: *www.jobaccess.gov.au/downloads/resume-template*

Appendix 2: How to structure your cover letter

Structuring your cover letter in a logical manner will show the employer that you have a rational approach. Always include your name and address, as well as the recipient's name and address, with the date underneath.

Salutation (greeting)

It's always a good idea to personalise the letter to ensure it reaches the person who will be reviewing your application. Consider these tips:

- Whenever you can, address the cover letter to a specific person by name as you want it to get to the person who makes the decision to hire.
- Check names and titles. You must spell these correctly.
- If you don't know the name of the employer, phone the organisation and ask the receptionist or HR staff who the right person would be.
- Don't assume the gender of the recipient – 'Jo' or 'Kim', for example, maybe a man or woman. Phone to make sure.
- Some companies don't give out staff names and details. If you can't find out who the employer is, address your letter to the 'The employer' and use 'Sir/Madam' in the salutation.

Opening paragraph

Start with a brief introduction about yourself and state the position you're applying for (or your job objective, if you're not applying for a particular job). Say where and when you found out about the position – as this helps the company determine the best way to advertise jobs. If someone referred you to this employer, mention that person's name in this paragraph, too.

Now make a strong statement that shows how valuable you would be to the employer – give one good reason why you should be hired.

Your qualifications and skills

Here you can write one or two paragraphs to show you can do the job and that your skills will meet the employer's needs. Address each of their needs in the same order as the job advertisement.

If you have had a similar job before, describe how it gave you the experience or skills that are needed for this job. Your resume should outline your relevant skills, experience, training and achievements but if you're not asked for a resume then include this information in your cover letter.

Your skills may be technical or personal – you may have gained them through previous jobs, education or training, work experience, voluntary work or other activities.

You can also introduce two or three of your selling points and show how these things will allow you to make an impact or get results in the role. Briefly explain your current situation – whether you are working, have just returned from travel, or are studying.

Your interest in working for the organisation

Here's where you show how motivated and enthusiastic you are, and how you can fit into the organisation.

Make some positive comment about the company and let them know why you want to work there. Refer to the company's reputation, corporate culture, management philosophy, size, sales record, product quality, sense of environmental responsibility, or anything else that it takes pride in.

Again, your resume is usually the place to address any personal interests or activities that connect you with the company and its work, but if you are not asked to submit a resume then include any personal interests in your letter.

Closing paragraph

It is important to finish off your cover letter in a professional manner. Consider a formal ending such as: Thank you for taking the time to consider my application. I look forward to hearing from you.

If your cover letter is impressive it may persuade the recruiter that you're worthy of an interview or second-round consideration. Hopefully, you'll be well on your way to employment.
Source: *www.myfuture.edu.au*

Appendix 3: How to respond to selection criteria

Job applications require you to address the key selection criteria the company will use to evaluate your application. You can write your responses to the selection criteria on a separate page to be included with your job application. Use specific examples of your skills and work experience for each of the key selection criteria to demonstrate your suitability for the role.

What are key selection criteria?
Key selection criteria describe the personal qualities, skills, abilities, knowledge and qualifications a person needs to perform a role effectively. In order to address the criteria, you must:

- Demonstrate capability by providing evidence of how you meet the selection criteria.
- Provide specific details.
- Where possible, include an indicator of success.

Focus on keywords

To begin with, print out your resume and compare it with the key selection criteria. You will probably have to tailor your resume to suit the advertised position. Make a list of keywords from the key selection criteria to help you to compare the criteria with your resume. Then use examples that show how you have applied these criteria to your work or life experiences.

Some keywords to consider are:

- Ability: you can do it.
- Demonstrate: you have done a task before (refer to specific examples).
- Initiate: you can start a new task and follow it through.
- Teamwork: you can work well with others.

Use short concise statements to address each selection criterion and then follow up with more detailed examples of how you demonstrated these skills in the workplace.

The STAR method

As a way of helping you structure your response to the key selection criteria you could try using a technique referred to as the STAR method.

STAR stands for:

- **Situation:** describe your role and responsibility
- **Task:** describe the task, project or outcome you were required to achieve
- **Action:** describe what you did and how you did it
- **Result:** describe the outcomes.

Use the STAR structure to construct clear answers to the questions that are presented. Try to remember that it's important to give specific examples rather than make general statements. Back up your examples by describing measurable success. Being too general and being vague about success can make your answer seem less convincing. It's also important to finish on a positive note so that the overall impression is positive.

Eight tips to create a good first impression

The way you write shows the employer some of your skills. They want to see you are concise in your description – where appropriate use dot points rather than long paragraphs of text.

1. Address all the criteria or job and person specifications.
2. Use the STAR technique to give clear examples of work and/or life experience that support your claims.
3. Focus on outcomes that you have achieved and match these to the selection criteria.
4. Mention how you would gain a skill or experience if you do not currently have all of the skills or experience required.
5. Use action words (verbs) to describe your experiences.
6. Check your resume and cover letter for spelling and grammar errors. Don't rely totally on the spell checker on your computer.
7. Ask someone else to check your application for spelling, punctuation and layout, and to ensure you have addressed the specifications.
8. Be ready to elaborate on your examples and prepare other examples that you can talk about in your face-to-face interview.

Even if you can't show that you have all the required skills, with a carefully worded application you might still get an interview because you've shown how quickly you learn new things and how you can transfer your skills to new roles.

Source: *www.myfuture.edu.au*

Appendix 4: Tips to successful workplace communication

The Australian workplace – how it might be different

How different you find the Australian workplace will depend on where you come from. People from some cultural backgrounds may find Australians are very informal at work, whereas others may think they are very strict. It's just a matter of what you are used to.

It would be good to give some rules to say 'this is how it is done in Australia', but different industries will have different expectations, and every workplace will have its own culture. However, there are still some things which are common in Australian workplaces. Here are some guidelines which you might find useful.

The boss may be different

- Supervisors and people at high levels in the company will often chat to workers and know something about them.
- The boss will often negotiate work rather than give instructions. This can include what work is to be done, deadlines and hours of work.
- When the boss does give instructions, they will often sound like a request. It is a good idea to follow the boss's suggestions or negotiate if there is a problem.
- The boss may be less qualified than you. As long as they have some qualifications and do a good job, this is okay in Australia.

What makes a 'good worker' may be different

- Of course, every culture values a hard worker, but Aussies appreciate people who know that work is only part of life – a 'work/life' balance is important.
- Being competent and doing the job properly is even more important than having the right certificates.
- Many jobs require you to be a 'team player'. This means cooperating with other team members to make decisions and carry them out. It means giving your real opinion – not just what you think the boss wants to hear.
- Taking initiative and solving problems is also seen as the sign of a good worker. Don't just wait for someone else to fix the problem.
- Taking responsibility for Occupational Health and Safety for yourself and other workers is everyone's responsibility. This means following safety procedures and reporting hazards that you cannot/should not fix yourself.

- Fitting into the 'company culture' is very important. This means taking time to get to know the people you work with and telling them a bit about yourself. It may also mean spending some time together outside of work hours. If you do not do this, you may find it hard to keep your job or gain a promotion.

Communication style may be different

- Everyone usually uses first names – even with the boss. If you do not use them, people may feel uncomfortable. If you ask to be called 'Mr' or 'Ms', people may think you feel superior to them.
- Language is often informal. People use slang expressions and in many workplaces it acceptable to swear without being offensive.
- Sarcasm, where the words mean the opposite of what they say, is very common, so listen for the tone of voice and watch people's body language carefully.
- A bit of friendly chatter and joking around is often encouraged because a happy workplace is believed to be a more productive one. Besides, to say you don't have a sense of humour is one of the biggest insults an Aussie can give.
- 'Nicknames' are very common. If someone calls you another name, it is often a sign of acceptance.
- Using words such as 'please' and 'thank you' are very important in Australia. People will probably think you are rude if you do not use them.

Body language may be different

- Eye contact is important. If you do not 'look people in the eye' they may think you are not being truthful.
- Shaking hands is a very common greeting. However, Covid-19 physical distancing restrictions may mean other greetings must be used instead. If you are not comfortable with shaking hands or using certain greetings you need to find a polite way to decline.
- While women may sometimes greet each other with a hug if they are good friends, there is usually little physical contact in the workplace between men and women or among men.
- There are no rules about the positioning of the feet, and if Australians point their feet at you, they will probably not know that this is rude in some cultures.

Some final tips

- Be patient with yourself. You have just made an enormous change in your life and it will take time to adapt! That is normal.
- Use your eyes and ears. The best way to understand your new workplace culture is to watch and listen to what other people are doing. Try to match your behaviour to theirs without giving up values which are important to you.
- Ask specific questions when you don't understand something. It is better not to pretend you know everything.
- Keep up your connections with your home culture and do the things you enjoy. This can help you not to get too stressed.
- Join new activities in Australia. This will improve your language and cultural knowledge and help you to feel at home.

Tips to successful workplace communication was a joint employment initiative between Advance Diversity Services and TAFE NSW, Sydney Institute – St George College in 2010.

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