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Identifying opportunities and challenges for Culturally and Linguistically Diverse (CALD) communities to address workforce gaps in Victoria's agriculture sector

Final Report

Agriculture Victoria (Department of Jobs, Precincts
and Regions)

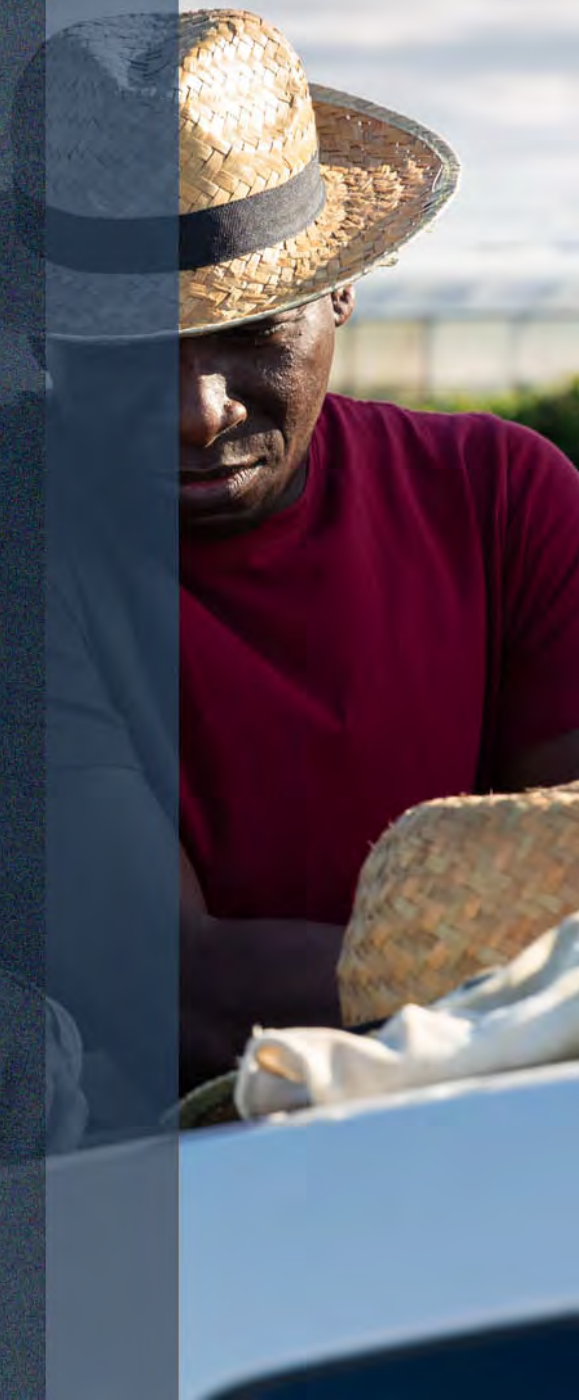


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Executive Summary

Agriculture Victoria is delivering the *Smarter Safer Farms* program to address skills gaps and safety outcomes for Victoria's agriculture sector. The program features two action areas, with one area focusing on *Skills for empowered and innovative decision making*. In delivering on this action, Agriculture Victoria has commissioned a social research study to identify:

- where Culturally and Linguistically Diverse (CALD) communities are co-located with agricultural industries and understand the workforce gaps that exist
- and, understand the support and services required to increase participation of CALD communities in Agriculture, Regions and Jobs.

People from Culturally and Linguistically Diverse (CALD) backgrounds make up a minimum of 11% of the agricultural workforce, yet have diverse skills, experience and ideas that, with investment, could be used to fill identified skills gaps and strengthen the industry for the future. Given the worldwide Covid-19 pandemic placing extra pressures on Victorian agricultural businesses due to border closures, disrupting supply chains, creating uncertainty regarding migrant casual workers on particular visas, this study is timely in capturing critical insights of CALD communities and their interest in working in agriculture.

This report presents the key findings and recommendations of the study. It considers the skills and labour gaps for the agricultural sector and discusses the barriers that are preventing CALD communities from pursuing a career in agriculture and the opportunities to overcome those barriers. As agricultural areas and jobs are mostly found in rural and regional areas, it also discusses the importance of settlement and support services in those regions and how they are a key factor in encouraging CALD communities into a career in agriculture.

After a mapping exercise to establish the key areas where large CALD populations overlap with significant areas of potential agriculture employment, four areas of Victoria were chosen for further study, including Gippsland, Mildura/Swan Hill, Shepparton and the South West. Desktop review and interviews with CALD settlement agencies and individuals, agricultural industry bodies and businesses and educational institutions were completed.

Summary of the key themes identified through this study are outlined below in the following diagrams:

- Settlement factors that influence CALD communities to pursue agricultural careers (Figure ES-1)
- Labour and skills challenges and opportunities for the agricultural industry (Figure ES-2); and
- Opportunities and challenges for employment and career development pathways for people from CALD backgrounds (Figure ES-3).



Figure ES-1: Settlement factors that influence CALD communities to pursue agricultural careers

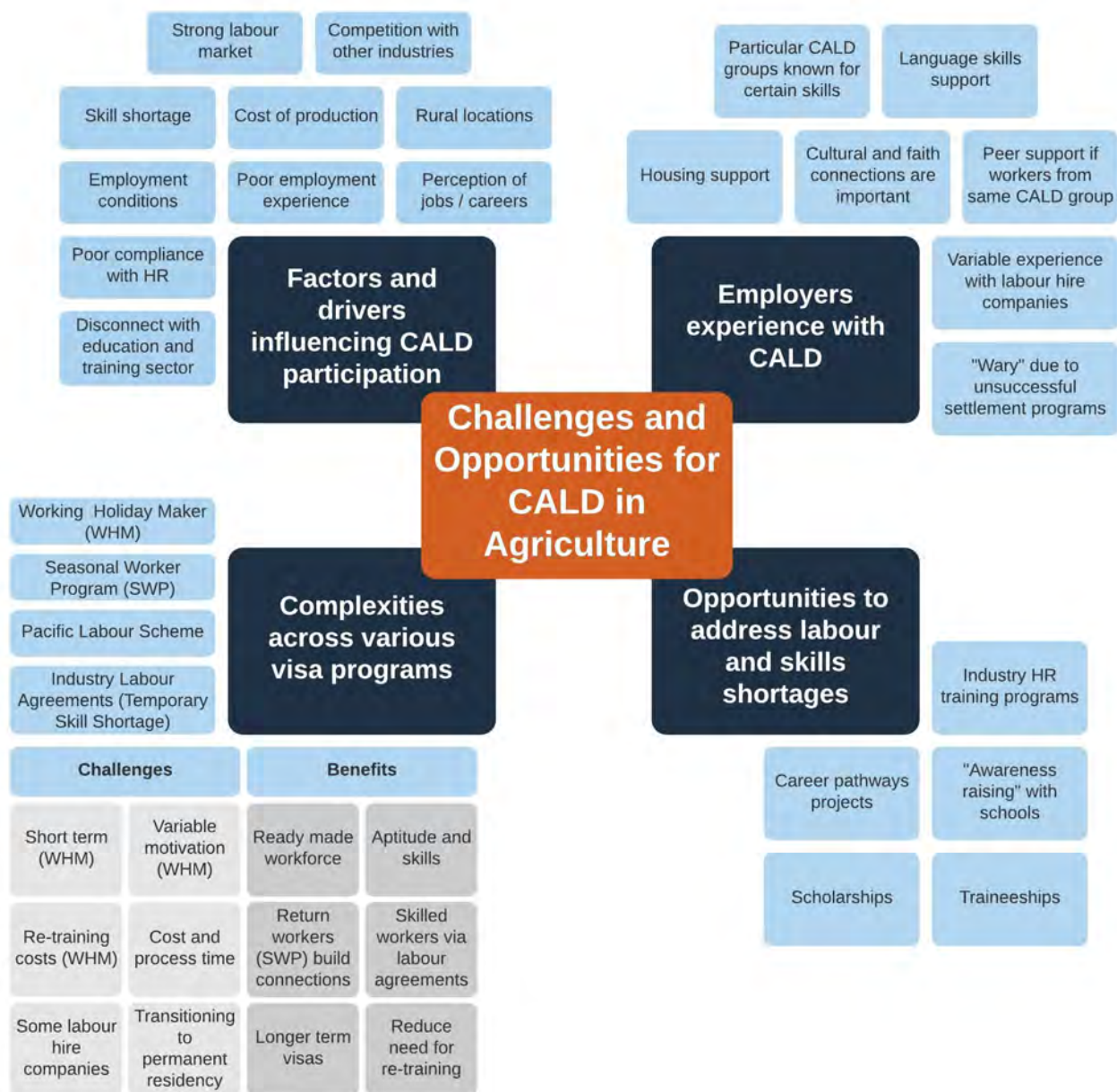


Figure ES-2: Victorian agriculture sector labour and skills – challenges and opportunities

Opportunities and Challenges for employment and career development pathways for people from CALD backgrounds

Opportunities	Challenges
Clear targeted career pathways guide	English language
Apprenticeships, traineeships and Work Integrated Learning (WIL)	Labour hire and casual work
Promotion of the breadth of jobs available in the agricultural industry	Time and energy to spend on studying
Visas that support training and encourage long term commitment	Knowledge of Australian workforce and networks
Cultural competency (2 way Australian and CALD specific) programs	Visa types
	Knowledge, openness and flexibility of employers when hiring CALD workers

Figure ES-3: Opportunities and challenges for employment and career development pathways for people from CALD backgrounds

The figures clearly show the complexities of issues raised through the research and are illustrated with current examples from the interviews in **Section 6 – Discussion and Recommendations**. They highlight the unique barriers and opportunities that people from CALD backgrounds face. These need to be considered when developing successful pilot programs to truly gain the benefits of a diverse and productive workforce.

With insights from these key themes, a series of recommendations (Table ES-1. below) have been proposed for considered for a future pilot program. Opportunities and challenges for each of the four regions were also identified to assist with the locations of this pilot. Each region has some elements in place, in terms of existing CALD populations, agricultural businesses trialling ideas and settlement connectedness so that any pilot set up will have a starting point to build on. The consultation list in **Appendix 2** and case studies in **Appendix 6** will provide base data and connections for designing the pilots.

Table ES-1: Recommendations to be consider for future pilot program

GENERAL	
<ol style="list-style-type: none"> Any pilot program (including career pathways) needs to be developed in partnership with supporting services such as settlement agencies, local “champions” (including CALD and local community, agricultural businesses) and training organisations. Consider the role of a “network broker” for any potential pilot to ensure connections with key groups and “champions” in the pilot region (i.e. settlement agencies, leading agricultural businesses, community leaders, industry groups, education and training providers, “job ready” programs). Best practice recruitment and employment standards can then be shared across the different providers and businesses. Connect with existing settlement programs (e.g. Great South Coast Economic Migration Project, Try, Test and learn) to understand specific opportunities, challenges and issues relating to CALD communities gaining employment in the agriculture sector. 	
SUPPORTING CALD COMMUNITIES	SUPPORTING AGRICULTURAL INDUSTRIES
<ol style="list-style-type: none"> Explore mechanisms, such as a “Skills Passport”, that support recognition of skills and experience of potential CALD workers and therefore assist in providing agricultural businesses the confidence to employ CALD workers. In partnership with agricultural businesses, settlement services and employment/training groups, outline career pathway programs for CALD workers, from entry level through to specialists, to attract a “pipeline” of skilled people to fill the gaps. This would involve “signposting” to existing industry career pathway programs and publications (i.e. dairy, horticulture etc) to existing settlement services, employment / training groups and agricultural businesses. Work with labour hire companies and agricultural businesses to protect vulnerable workers, provide career pathways for CALD workers and improve human resource standards. 	<ol style="list-style-type: none"> Continue to encourage and promote the benefits of diversity in the workforce with the agricultural sector, including positive case studies. Also support access and use of available “tools” regarding cultural competency, including possible employer workshops to assist with upskilling in this area. Such initiatives should link to (or compliment) existing industry projects / programs that focus on “good” employment practices such as People in Dairy, Fairer Farms (horticulture). Identify opportunities to provide support, incentives and/or industry wide recognition for those agricultural businesses already successfully employing CALD workers. For example, assistance with traineeships or scholarships, industry wide recognition through an award, CALD specific and Australian cultural competency training etc. Engage agricultural businesses on their responsibilities around Occupational Health and Safety including onsite induction. Investigate what role Agriculture Victoria could play in supporting agricultural business and those CALD employees on temporary visas wanting to transition to permanent residency, if that pathway is available to them.
CONNECTING WITH EDUCATION AND TRAINING SECTOR	
<ol style="list-style-type: none"> Investigate options with education and training providers for the design of an “English for the agricultural workforce” subject that could be embedded in / supplement agricultural courses, if required. Investigate options to work with local TAFE (or other providers) to modify existing “job ready” support programs to suit potential CALD employees interested in entering the agriculture workforce. Investigate the potential of working with training provider(s) and industry to develop or tailor programs targeting potential CALD employees that include apprenticeships, traineeships or “learn while you earn” courses. Such courses could include English language for working in the agricultural industry (as noted above), Australian workplace etiquette and rights. Support promotion of the diversity and range of jobs and careers in the agriculture sector to schools with high numbers of CALD students, to CALD parents who are already working in the sector, to Adult Migrant English Program students and to settlement agencies. This could be undertaken in partnership with different agricultural industry groups (e.g. Dairy Australia, AusVEG) who already have existing awareness / promotion programs with schools. Resources could include ‘in-language’, plain English or pictorial options. 	

1 Introduction

1.1 BACKGROUND

Agriculture Victoria is delivering the *Smarter Safer Farms* program to address skills gaps and safety outcomes for Victoria's agriculture sector. The program is a 20 million dollar investment over four years featuring two action areas: Action area 1 - *Farming Safe and Well* and Action area 2 - *Skills for empowered and innovative decision making*.

As part of Action area 2, Agriculture Victoria has initiated social research to identify where Culturally and Linguistically Diverse (CALD) communities are co-located with agriculture industries and understand the workforce gaps applicable to both. This research will inform the design of a pilot project in two CALD communities between 2020 and 2022 to address agriculture workforce gaps and increase interest in agriculture careers by CALD communities.

With numerous decades of post-war immigration, Australia has attracted migrants from all around the world and is one of the main settler migration nations. While most migration has been to the cities, recent times has seen migration directed to rural and regional Australia.

Previous studies have shown that migrant communities have played a key role in the development of the Australian agricultural sector, particularly with horticulture and market gardening. Many embedded agricultural practices, innovation and knowledge in production and marketing are products of migrant farming businesses in the Australian agricultural sector¹.

However, there is an under-representation of CALD people in the agriculture workforce. Data shows CALD people represent approximately 11% of the total Australian agriculture workforce (ABARES 2018). There is also a lack of information on the barriers and opportunities specific to the Victorian CALD communities working in agriculture.

Victoria is the most culturally diverse state in Australia with people from over 200 countries, speaking 260 languages and from 135 faiths². With 49% of the Victorian community either born overseas or having at least one parent born overseas, there is a large opportunity to connect to these communities, generate interest, and design pathways to employment in agriculture to meet workforce gaps.

Engaging more of the CALD population in agriculture and ensuring strong career pathways for them will not only meet the workforce gaps identified, but also set the agricultural sector up for the future through an increase in diverse thinking and skills from the involvement of people with different cultural backgrounds. It will also assist the agricultural sector to meet other government requirements related to diversity and inclusion under the *Multicultural Victoria Act, 2011* and the *Equal Opportunity Act, 2010 (Vic)*.

It is a critical time to strengthen and support the agricultural industry to ensure, not only the security of our food supply, but to set the sector up for future prosperity. The inclusion of ideas, skills and experience of as many diverse people as possible will be key to this future.

¹ Collins, J, Krivokapic-Skoko, B & Monani, D (2016) 'New Immigrants Improving Productivity in Australian Agriculture', Rural Industries Research and Development Corporation (<https://www.agrifutures.com.au/wp-content/uploads/publications/16-027.pdf>)

² Australian Bureau of Statistics Census data 2016

1.2 PROJECT OBJECTIVES

The main objectives of this project were to:

- Map locations and settlement trends of CALD communities in relation to key agricultural production regions with workforce gaps
- Investigate the barriers and opportunities for CALD communities to pursue a career in agriculture
- Investigate what the barriers and opportunities are for the agricultural industry in providing career pathways to attract and maintain CALD employees
- Provide recommendations for the location of two pilot programs and innovative solutions to address the barriers, take advantage of the opportunities and strengthen the agricultural industry and the communities supporting it.

DEFINITION OF CALD

For the purposes of this project, the Ethnic Communities Council of Victoria's definition of CALD has been used³:

Culturally and linguistically diverse is a broad and inclusive descriptor for communities with diverse language, ethnic background, nationality, dress, traditions, food, societal structures, art and religion characteristics.

This term is used broadly and often synonymously with the term 'ethnic communities'. CALD is the preferred term for many government and community agencies as a contemporary descriptor for ethnic communities.

CALD people are generally defined as those people born overseas, in countries other than those classified by the Australian Bureau of Statistics (ABS) as "main English speaking countries". The set of main English speaking countries other than Australia used by the ABS comprises: Canada, the Republic of Ireland, New Zealand, South Africa, the United Kingdom (England, Scotland, Wales, Northern Ireland) and the United States of America.

1.3 REPORT STRUCTURE

The report is structured as follows:

- Introduction (Section 1)
- Approach (Section 2)
- Strategic context (Section 3)
- CALD communities in Victorian agriculture regions, based on the mapping task (Section 4)
- Key findings (Section 5)
- Discussion and recommendations (Section 6)
- Summary of recommendations (Section 7)
- Appendices.

1.4 ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Owners of the Country that we work on throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging and the Elders of other Aboriginal and Torres Strait Islander communities. Moreover, we express gratitude for the knowledge and insight that Traditional Owner and other Aboriginal and Torres Strait Islander people contribute to our shared work.

³ Ethnic Communities Council of Victoria 2012, ECCV Glossary of Terms (<https://eccv.org.au/2012-policy-advocacy-publications/>)

1.5 ABBREVIATIONS

Table 1-1: Abbreviations

ABBREVIATIONS	
AMEP	Australian Migrant English Program
CALD	Culturally and Linguistically Diverse
DAMA	Designated Area Migration Agreements
DFAT	Department of Foreign Affairs and Trade
FECCA	Federation of Ethnic Communities Council Australia
OHS	Occupational Health and Safety
PLS	Pacific Labour Scheme
Shepparton ECC	Shepparton Ethnic Communities Council
SMECC	Sunraysia Mallee Ethnic Communities Council
SWP	Seasonal Worker Program
TSS	Temporary Skills Shortage Visa
WHM	Working Holiday Maker
OECD	Organisation for Economic Co-operation and Development
HR	Human Resources or People and Culture

2 Approach

2.1 OVERVIEW

An overview of our approach to the project is outlined in Figure 2-1.

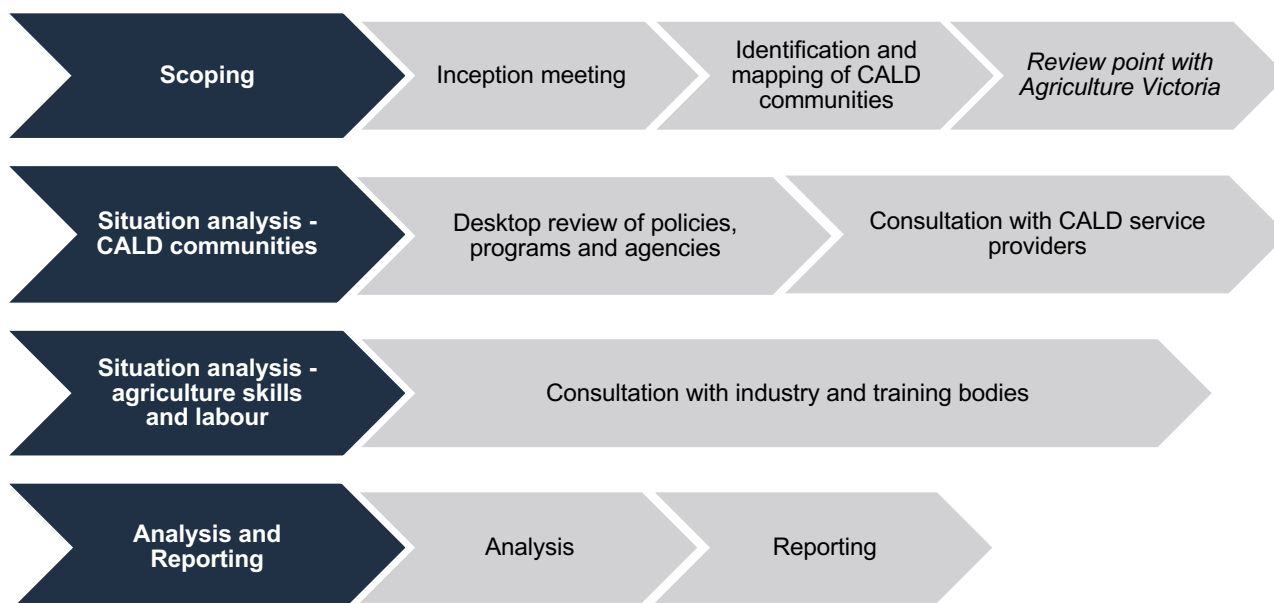


Figure 2-1: Overview of project approach

2.2 RESEARCH QUESTIONS

Table 2-1 outlines key research questions developed to guide the project. These questions were based on the key deliverables outlined in the RFQ.

Table 2-1: Guiding research questions for the project

KEY RESEARCH QUESTIONS	ADDRESSED IN THE FOLLOWING SECTION
1. Where are the CALD communities located in regional Victoria and how does this align with potential employment opportunities in Victorian agriculture sector (and associated industries)?	Section 4
2. What are the opportunities to attract and retain CALD communities in agricultural regions and jobs?	Section 3, 5 and 6
3. What current policies, programs, support etc address this opportunity?	Section 3, 5 and 6
4. What is the current (and future) labour and skills shortages in Victorian Agriculture?	Section 3 and 5
5. What opportunities (and challenges) does this present for CALD communities? <ul style="list-style-type: none"> To what extent are CALD communities interested in agricultural jobs / careers? Why or why not? What support is needed for them to fulfil this opportunity? 	Section 3, 5 and 6
6. What is the career pathway / development opportunities for CALD people already employed in Victoria's agriculture? <ul style="list-style-type: none"> What factors influence CALD people pursuing further career development in agriculture? 	Section 5 and 6

2.3 DESKTOP REVIEW

A desktop review was undertaken to provide the current context of supporting mechanisms for CALD communities. The review included overarching government policies, programs and agencies that support such communities with respect to settlement, including connection to education, training and employment.

A high-level review of workforce trends and issues currently facing the agriculture sector was also conducted to provide relevant context to support the consultation stage. A summary of the key documents found in the desktop review can be found in Appendix 1.

2.4 MAPPING OF CALD COMMUNITIES AND KEY AGRICULTURAL REGIONS

This task involved mapping of ABS population census data (2016) according to Local Government Areas (LGAs) and based on the following criteria:

- Number of people whose main language spoken at home is a language other than English
- Number of people born in another country (excluding New Zealand, United Kingdom, Ireland, United States of America and Canada)
- Number of people employed in agriculture and percentage of those born overseas
- Number of people employed in food product manufacturing and percentage of those born overseas.

Based on the mapping information and in consultation with the Agriculture Victoria project manager, three regions, plus one supplementary region, were identified to undertake targeted stakeholder consultation. Criteria for selecting regions included:

- Existing agriculture employment
- CALD population
- Existing providers of settlement services or programs.

2.5 CONSULTATION

The consultation stage focused on the Gippsland, Mildura / Swan Hill and South West regions and supplemented with additional consultation in the Shepparton region.

Interviews were conducted via phone or online or via Zoom/MS Teams with:

- Settlement service providers
- Individuals connected to agriculture through a call out from Victorian Multicultural Commission
- Education and training providers
- Agricultural industry bodies and/or prominent agricultural businesses.

A list of organisations and key contacts interviewed for each region is listed in Appendix 2. For an overarching perspective, consultation was also conducted with organisations, agencies and/or programs that have a state-wide focus.

Consultation was supported by the relevant interview guides, outlined in Appendix 3.

3 Strategic context

3.1 CALD – CONTEXT, SETTLEMENT AND EMPLOYMENT OPPORTUNITIES AND CHALLENGES

MIGRATION

Prior to the current Covid-19 pandemic, international migration had been increasing with some 244 million people having left their country of birth and moved to another country in 2015⁴. Australia is considered one of the world's main "immigration nations" (along with USA, Canada and New Zealand), with 28.2 percent of overseas-born residents noted in 2015, which is considered high amongst OECD (Organisation for Economic Co-operation and Development) countries⁵. Since 2010-11, Australia's main source of permanent migrants has been from China and India, where previously it had been from the United Kingdom.

Permanent migrants enter Australia either via the Migration Program for skilled and family migrants or the Humanitarian Program for refugees. However, since the 1990s there's been significant growth in temporary migration. Many of these arrivals are on either student or temporary work skilled visas (subclass 457). Unlike the permanent migration programs, they are demand driven and not subject to Government quotas or caps.

LEGISLATION, AND POLICIES SETTLEMENT FRAMEWORKS

The Commonwealth Government's public statement of commitment to multicultural Australia is called *Multicultural Australia: United, Strong, Successful*.⁶ It sets the priorities and strategic directions for the coming years. The legislation supporting that statement can be found in the *Racial Discrimination Act 1975 (Commonwealth)* and the *Human Rights Act, 2006*.

Victoria, have their own policy statement, *Multicultural Policy Statement – Victorian and Proud of it*. The supporting legislation is the *Multicultural Victoria Act, 2011*, the *Charter of Human Rights and Responsibilities Act (Victoria) 2006*, the *Equal Opportunity Act 2010* and *Racial and Religious Tolerance Act 2001*, among others.

SETTLEMENT FRAMEWORK

Australia has a National Settlement Framework⁷ designed to set the three tiers of government – Commonwealth, State and Territory and local government to work in partnership to plan and deliver services that support the settlement of migrants and new arrivals in Australia. It includes outcome standards, such as education/training and employment and a National Youth Settlement Framework. It also outlines targeted settlement support by government.

Commonwealth programs, such as the Australian Migrant English Program (AMEP), regional provisional visas and Destination Australia scholarships, encourage settlement, study and work in regional and rural areas. The Designated Area Migration Agreements (DAMA) are another incentive designed by government to fill skills gaps in rural or regional areas. More information on DAMA can be found in Appendix 5.

These commonwealth and state policies, programs and frameworks provide the context and rules within which a career pathway program for CALD in agriculture can take place.

⁴ Martin P (2016), Migrant workers in commercial agriculture, International Labour Office, Sectorial Policies Department, Conditions of work and Equality Department, Geneva

⁵ Phillips, J and Simon-Davies, J (2017), Migration to Australia: a quick guide to the statistics, Research Paper Series, 2016-17, Parliament of Australia, Department of Parliamentary Services

⁶ <https://www.homeaffairs.gov.au/mca/Statements/english-multicultural-statement.pdf>

⁷ <https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/key-settlement-topics>

BENEFITS OF ENCOURAGING MORE CALD WORKERS IN TO A CAREER IN AGRICULTURE

For CALD communities:

- Increased dignity, self-confidence, stability and mental health from secure employment and skills being valued
- Less reliance on government subsidies
- Improved settlement and integration into society.

For Agriculture:

- Strength of diversity – every 1% rise in gender and ethnic diversity results in a rise in sales revenue of between 3% and 9%⁸
- International experience to develop ties with markets beyond Australian borders⁹
- Contribution of new ideas and methods of operation to revitalise agriculture.

For Regions⁹:

- Maintaining populations and economies
- Foster innovation
- Diverse skills and expertise.

SETTLEMENT

Settling in a new country is a complex process over many years beginning with the issues upon immediate arrival of “where am I going to live?” “how am I going to find appropriate food?” and “how will I support myself (and family)?” The Regional Australia Institute, Scanlon Foundation and Welcoming Cities produced a very comprehensive *Steps to Settlement Success – Toolkit for Regional and Rural Communities*¹⁰ which outlines seven steps to settlement success. They are:

- Initiating a settlement strategy
- Organising a consulting local community
- Welcoming and hosting new migrants
- Securing employment for new migrants
- Securing housing for new migrants
- Fostering community cohesion
- Considering culture, customs and environment.

The main players who need to be involved in this success include:

- Government - in creating policies and mechanisms for migration,
- Local businesses who provide employment
- Local volunteers and community organisations who facilitate the settlement process
- Community champions who can initiate any of the previous roles, plus motivating others to get involved
- Steering committees which operationalise the community champions vision
- Migrant and settlement service organisations, who provide the link between local communities and support.

⁸ Seizing the Opportunity: Making the most of the skills and experience of migrants and refugees, 2018, Deloitte Access Economics
<http://www.dlgrma.qld.gov.au/migrant-skills>

⁹ Herring, C, 2009, 'Does Diversity Pay? Race, Gender, and the Business Case for Diversity', American Sociological Review, Apr.

¹⁰ http://www.regionalaustralia.org.au/home/wp-content/uploads/2019/07/MigrationToolkit_v6.pdf

EMPLOYMENT CHALLENGES

The Federation of Ethnic Communities Councils Australia (FECCA) in their recommendations to the Inquiry into the “Future of Work and Workers” in 2018¹¹, used their research to highlight key challenges faced by CALD workers when finding employment. These were:

- Difficulties obtaining recognition of skills and qualifications earned overseas or lack of Australian qualifications
- English language proficiency. This includes employer discrimination with regards to accent
- Experiences of discrimination, prejudice or racism
- Lack of networks for seeking and securing employment
- Communities from the immediate settlement period and throughout their life in Australia
- Limited familiarity with the Australian workforce, employment systems and culture
- Pre-migration experience, including experiences of torture and trauma.

This was reinforced by interviews with CALD settlement agencies who agreed with the above. AMES Australia added that for regional employment the issues around settlement of whole families, such as access to schools and tertiary education, housing and networks into the community, were equally as important as a barrier or incentive.

3.2 AGRICULTURE SECTOR WORKFORCE ISSUES

WORKFORCE COMPOSITION

Family and other local Australian employees make up the majority of the workforce in many agricultural industries, usually filling the full-time and part-time positions¹². However, the Australian Bureau of Agricultural and Resource Economics noted that people from CALD backgrounds represented approximately 11% of all agriculture industry employees in 2016¹³. A 2010 report listed Victoria has having the highest number of CALD persons employed in agriculture, fisheries and forestry industries¹⁴. Yet, the official figures are likely to underestimate the contribution of temporary overseas workers, such as those on Working Holiday Maker visas, Seasonal Worker program, Pacific Labour scheme and skilled workers on Temporary Skilled Shortage visas. This is because occupation data for such visiting workers is not recorded in the Census, they may be unable to complete data collection forms due to literacy or language barriers, or may have undocumented status.

Different production systems of the agriculture sector and farm size clearly influence the workforce composition and skill requirements on farm. The majority of horticultural crops require harvesting by hand and therefore horticultural businesses have a greater workforce requirement compared to other agricultural industries. In addressing this requirement, it is widely recognised that overseas (non-citizen) workers make a significant contribution to the seasonal horticultural workforce with 30% to 60% of peak seasonal jobs being filled by such workers¹⁵. Notably, intensive livestock, meat processing, the dairy sector (in peak periods) and larger corporate-owned farms, are increasingly employing overseas workers for both lower and higher skilled roles¹⁶. The highest rates of visa holder (non-citizen) lower skilled employees are for the vegetable and mushroom sector (31%), meat and chicken processing (30%), fruit and nut sector (25%), services to agriculture (19%) and poultry and pig sector (15%)¹⁷.

¹¹ <http://fecca.org.au/wp-content/uploads/2018/01/FECCA-future-of-work-and-workers-submission.pdf>

¹² Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review (<https://haveyoursay.awe.gov.au/national-agricultural-workforce-strategy>)

¹³ Binks, B, Stenekes, N, Kruger, H & Kancans, R (2018), Snapshot of Australia's Agricultural Workforce, Australian Bureau of Agricultural and Resource Economics and Sciences, Canberra. CC BY 4.0. <https://doi.org/10.25814/5c09cefb3fec5>

¹⁴ Kancans, R, Stenekes, N & Benedictos, T (2010), Improving engagement of culturally and linguistically diverse persons in agriculture, fisheries and forestry Australian Bureau of Agricultural and Resource Economics – Bureau of Rural Sciences, Canberra

¹⁵ Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review

¹⁶ Dufty, N, Martin, P & Zhao, S (2019), Demand for farm workers: ABARES farm survey results 2018, ABARES research report, Canberra

¹⁷ Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review

The contribution of CALD communities to the Australian agriculture sector, particularly in horticulture has been significant over a number of generations. Reports acknowledge the knowledge in production and marketing, innovation of practices and systems and introduction of new varieties and products as examples of the impact of CALD farming businesses¹⁸.

TRENDS

The need to become more consumer focused, market orientated and internationally competitive has driven significant changes over recent decades in the agricultural sector. This has contributed to aggregation, intensification and corporatisation of farms and farming businesses, as well as innovation in products and technology. Collectively these factors are impacting on the size, structure and skill needs of the agricultural workforce.

Introduction of new technologies has seen the changing skill needs of jobs in the agriculture sector (including related supply chains). Technologies such robotics, automation, “internet of things” and artificial intelligence, is already changing the type and nature of jobs and this trajectory is expected to continue. Examples of emerging skill needs includes the ability to operate automated machinery in meat processing, use of digital equipment in food processing and technicians that can use diagnostic equipment in maintenance of agricultural machinery. In many cases the high labour costs, as a proportion of the overall production cost, is driving technology advances in the sector. In turn, it is expected that such advances will significantly affect the size, demographics and skills of the agricultural workforce¹⁹.

Along with technology changes, consolidation and corporatisation of farms has meant the need to have salaried employees and the creation of new job roles that may not have existed under family-farm models. With this has come a need for advanced management skills for business owners and managers given larger workforces, more complex business structure and new farming practices to deal with various forms of risk²⁰.

Given the majority of people employed in agricultural businesses are located in regional areas, how regional development progresses, will strongly influence the potential supply of the agricultural workforce²¹. Contributing factors include population policy, internal migration, climate change, viability of agricultural businesses, infrastructure, housing and the ability to attract workforce for service industries. Potential workers are more likely to be attracted to areas where there is suitable housing, health services, transport, education and lifestyle opportunities²²

Reports suggest that the size of the agricultural workforce will remain relatively stable or moderately increase from 2018 to 2023, though this does not take into account the impacts of drought on various regions or particular agricultural industries, nor the current implications of the Covid-19 pandemic.

¹⁸ E.g. Collins, J, Krivokapic-Skoko, B & Monai, D (2016) New Immigrants Improving Productivity in Australian Agriculture, Rural Industries Research and Development Corporation, Wagga Wagga, NSW; Wu W, Dawson D, Fleming-Muñoz D, Schleiger E and Horton J (2019) The future of Australia's agricultural workforce, CSIRO Data61, Canberra

¹⁹ Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review

²⁰ Wu, W, Dawson D, Fleming-Muñoz D, Schleiger E and Horton J (2019) The future of Australia's agricultural workforce, CSIRO Data61, Canberra

²¹ Ibid, p26

²² Regional Development Australia Loddon Mallee (2019), Mallee Economic Growth Strategy

WORKFORCE CHALLENGES

Skill shortages

Various industry groups report shortages of skilled, semi-skilled and lower skilled workers to meet the current and future needs of industry²³. ABARES 2018 farm survey reported accessing workers with required skills and experience in the future was a more common concern than accessing unskilled workers for broadacre, dairy, fruit and nut farms²⁴.

Agriculture service industry roles, including veterinarians, agronomists, automotive and engineering trades are also recognised as being in short supply. The horticulture, intensive livestock and meat processing sectors in particular face recruitment challenges regarding lower and semi-skilled roles and report of difficulties in recruiting local workers.

As noted above, there will be an increasing need for skills in operation of digital / automated / computerised technologies and advanced managerial skills to deal with complex business operations, including dealing with a range of risks (e.g. climate, financial, markets / supply chains). However, 'traditional skills' of particular roles, such as chemical application, tractor operations, mechanical maintenance are still expected to remain strong.

Attraction and retention

Workplace conditions, including wages, leave entitlements, workplace development and training and lack of progressive human resource management have been noted as impacting on the attraction and retention of suitable skilled employees in the agriculture sector²⁵. Difficulties in recruiting skilled labour is not only confined to agriculture and has been a result of strong labour market conditions and low entries to trade apprenticeships²⁶. Growth of other sectors, such as construction, hospitality and service industries and the competitive wages of the mining industry has also increased competition for both existing labour and career opportunities for students.

With the trend towards larger farms employing more workers with technical skills, many agricultural businesses will also increase their exposure to labour market changes. These changes include migration (both internal and policy changes regarding overseas workers) and competition from other industries, as noted above.

A number of agricultural jobs are considered 'low quality', in terms of earnings, job security and quality of the working environment. Compounding this issue is the fact that labour costs can be half of the production costs, particularly in the horticulture sector, so there is minimal incentive to support wage increases.

Long term prospects to attract younger people to work in the agriculture sector is potentially hampered by a lack of understanding of modern agribusiness, potential occupations and career pathways in the agriculture sector. Those that do seek to work and have a career in the sector are more likely to require formal education and training rather than the traditional "learning on the job", given the expected technology changes and need for greater management skills. However, a hybrid of on the job and formal training would perhaps have more appeal and relevance to both agricultural businesses and prospective employees.

²³ E.g. SED (2019), Defining future dairy industry services sector skills. Report for Dairy Australia, Victorian RDP Regions, Gardiner Dairy Foundation and Regional Development Victoria, Victorian State Government; SED (2019), Piloting a Place Based Skill Development Approach in the Goulburn Valley Orchard Industry. Report for the Department of Jobs, Precinct and Regions

²⁴ Dufty, N, Martin, P & Zhao, S (2019), Demand for farm workers: ABARES farm survey results 2018, ABARES research report, Canberra

²⁵ Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review

²⁶ https://www.agriculture.gov.au/sites/default/files/sitecollectiondocuments/abares/DemandForFarmWorkers_FarmSurveys2018_v1.0.0.pdf

OVERSEAS WORKERS AND VISA PROGRAMS

Global context

International migrants provide essential skills and labour to the agriculture sector in many industrial and developing countries, while also providing earning opportunities for such migrants. In 2017, there were some 164 million migrant workers worldwide, as noted by the International Labour Organisation.

It is recognised that with economic growth of a country there comes a decline in agricultural employment and internal migration to fill seasonal farm jobs²⁷. An increasing share of workers employed in the agricultural sectors of high-income countries are hired workers, many of whom are international migrants often from poorer countries. Employment of migrant workers in agriculture is usually seasonal and considered transitional until technology (or imports) displace workers.

Visas programs

While most migration to Australia has been to the cities, new visa pathways in the past decade or so have supported permanent and temporary migrants to settle in rural and regional Australia. Reports note that many of these migrants have helped to address labour shortages in the agriculture sector and provide new skills and innovation that has helped to markedly increase productivity of the sector and regional areas²⁸.

Table 3-1 outlines the most common visa programs utilised by overseas workers in the agriculture sector.

Table 3-1: Common visa programs relevant to agriculture sector²⁹

PROGRAM / VISA NAME	DESCRIPTION
Working Holiday Maker (WHM) Program – Working Holiday (subclass 417) Work and Holiday (subclass 462)	<ul style="list-style-type: none">▪ “Backpacker” visa▪ 12 months with one agricultural employer but can apply for second and third visas after completing set requirements▪ Various skill levels▪ Range of partner countries
Seasonal Worker Program (SWP) – Temporary work (international relations) visa (subclass 403)	<ul style="list-style-type: none">▪ 9 months per year but can be renewed multiple times▪ For citizens from Pacific partner countries and Timor Leste▪ Lower skilled▪ Businesses must be accredited by DFAT
Pacific Labour Scheme (PLS) – Temporary work (international relations) visa (subclass 403)	<ul style="list-style-type: none">▪ Similar to SWP but for 1 - 3 years▪ For citizens from Pacific partner countries and Timor Leste▪ Expanded range of job roles (not just lower skilled)▪ Businesses must be accredited by DFAT
Industry Labour Agreements	<ul style="list-style-type: none">▪ E.g. Horticulture, Dairy, Pork and Meat industries all have a labour agreement▪ Enable businesses to sponsor skilled overseas workers▪ Use one or more of Temporary Skilled Shortage visa, Skilled Employer Sponsored Regional (provisional) visa and Employer Nomination Scheme visa▪ Can offer employment for up to four years

²⁷ Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review; Martin, P (2016) Migrant workers in commercial agriculture, International Labour Organization, Geneva

²⁸ Collins, J, Krivokapic-Skoko, B & Monai, D (2016) New Immigrants Improving Productivity in Australian Agriculture, Rural Industries Research and Development Corporation, Wagga Wagga, NSW

²⁹ Information from <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing> and Department of Agriculture, Water and Environment (2020), National Agriculture Workforce Strategy literature review

PROGRAM / VISA NAME	DESCRIPTION
	<ul style="list-style-type: none"> Some enable pathway to permanent residency
Designated Area Migration Agreements (DAMAs) See more information in Appendix 5.	<ul style="list-style-type: none"> Seven in effect across Australia Employer sponsored visa program Semi-skilled workers Use one or more of Temporary Skilled Shortage visa, Skilled Employer Sponsored Regional (provisional) visa and Employer Nomination Scheme visa May lead to permanent residency Agreements usually last for up to five years
Temporary Skilled Shortage (TSS) visa – subclass 482TSS (replacing 457)	<ul style="list-style-type: none"> Skilled occupations listed Two streams: short term (up to two years) and medium term (up to four years) Medium term has pathway permanent residency Sponsoring businesses need to meet certain obligations (e.g. genuine skill gap, payment for travel, training, processing etc).

The greatest number of overseas workers participating in the agriculture sector are those on WHP, SWP and to a lesser extent PLS visas. While only a small number of people are granted TSS visas, they make a significant contribution in addressing skill gaps of agricultural businesses.

3.3 CHANGING TIMES DUE TO COVID-19 PANDEMIC

The current pandemic has created significant disruptions, challenges and possible opportunities to both the agriculture sector, CALD communities and the broader community.

For example, the *Try, Test and Learn*³⁰ program run by AMES in partnership with regional settlement agencies, that assists long term unemployed migrants to re-settle from Melbourne to Mildura and Grampians, is currently on hold due to the lockdown and hesitancy of regional cities to welcome people from Melbourne. Agricultural businesses are also concerned about the short and longer term prospect of addressing labour and skill shortages with overseas workers on various visa programs.

The disruption, however, has provided insights into key risks but also opportunities to do things more efficiently. For example:

- Issues around employment conditions, such as meat processing workers needing to work for long shifts in close proximity to one another, has led to OHS reviews
- Issues around the vulnerability of the casual workforce in general, including leave entitlements. Examples in the agriculture sector highlight the complexities around this. Interviews highlighted where Sudanese casual workers were replaced with local workers at a Pakenham abattoir. Yet in the horticulture and dairy sectors, they are looking to fill gaps left by backpackers or other workers on SWP
- The opportunity for flexible work, enabling more primary carers (CALD and non-CALD) to work and have a career, is firmly in people's minds. Such flexibility could also be considered for religious and study requirements
- Online meetings and learning have become much more prominent. While issues such as lack of IT hardware and internet coverage need to be addressed, it has opened up opportunities such as the following:

³⁰ <https://www.dss.gov.au/review-of-australias-welfare-system/australian-priority-investment-approach-to-welfare/try-test-and-learn-fund>

- The Shepparton ECC mentioned that the multicultural sector is catching up far more regularly compared to pre-Covid-19, ensuring enhanced knowledge sharing. This is promising for any future pilot program needing to connect into this network
- SuniTAFE and Agriculture Victoria have recently put in place an online work place awareness/OHS induction program. This has been in response to a spike in accidents in horticulture since Covid-19 started, with unemployed people from other sectors, who are not well inducted or accustomed to the work, taking jobs in the sector. This will be a valuable resource for future programs, especially if adapted to include pictorial or plain English instructions for those with low levels of English
- As tertiary students may now find it more difficult to get jobs, one suggestion put forward by the Shire of Cardinia to assist with short term work gaps, was to pay tertiary students to do a stint in fruit picking or similar as part of their courses or in their term breaks. WestVic Dairy also suggested the promotion of a “local” gap year for year 12 students that involved agriculture work and travel across Australia
- The tertiary sector is currently undergoing reform and so opportunities to tailor courses more to the needs of the agricultural sector may emerge. While a reduction in fees for agricultural courses may also assist in attracting students to pursue a career in agriculture.

4 CALD communities in Victorian agriculture regions

Victoria is the second largest state in Australia by population. It has been growing by up to 150,000 people per annum, more than any other state or territory³¹. Sixty percent of this population growth has been driven by net overseas migration.

4.1 REGIONS WITH CALD POPULATIONS

POPULATION BORN OVERSEAS

LGAs outside of greater Melbourne, which have 5% or more of the population who were born overseas (excluding New Zealand, United Kingdom, Ireland, USA and Canada) are outlined in Appendix 4, Figure A4-1. These include:

- North West: Mildura, Swan Hill, Hindmarsh
- South West: Ararat, Surf Coast, Greater Geelong
- Central: Ballarat, Moorabool, Hepburn, Mount Alexander, Macedon Ranges, Mitchell, Greater Shepparton
- Gippsland: Bass, Coast, LaTrobe, Wellington
- North East: Mansfield, Alpine, Wodonga.

Peri-urban LGAs such as Yarra Valley Ranges and Cardinia also have notable percentages of the population born overseas.

POPULATION WHO SPEAK A LANGUAGE OTHER THAN ENGLISH

Language other than English spoken is often used as an indicator for identifying location of CALD communities. Such numbers are likely to include both first, and second generation migrants.

LGAs outside of greater Melbourne which have 5% or more of the population who speak a language other than English are outlined in Appendix 4, Figure A4-2. These align to similar include:

- North West: Mildura, Swan Hill, Hindmarsh
- South West: Greater Geelong
- Central: Ballarat, Moorabool, Mitchell, Greater Shepparton
- Gippsland:, LaTrobe
- North East: Alpine, Wodonga.

Peri-urban LGAs such as Yarra Valley Ranges, Wyndham and Cardinia also have notable percentage of the population who speak a language other than English

³¹ Department of Environment, Land and Planning (2019), Victoria in Future 2019
https://www.planning.vic.gov.au/data/assets/pdf_file/0032/332996/Victoria_in_Future_2019.pdf

4.2 CALD PEOPLE EMPLOYED IN AGRICULTURE AND FOOD PROCESSING

PEOPLE BORN OVERSEAS AND EMPLOYED IN AGRICULTURE

Identifying people born overseas currently employed in agriculture provides some indication as to future opportunities for CALD communities in the sector. LGAs outside of greater Melbourne that have 10% or more of the population born overseas and employed in agriculture include:

- Mildura
- Swan Hill
- Greater Shepparton
- Greater Geelong
- La Trobe.

A number of LGAs located in Gippsland, North East and Central regions also have notable (5 – 10%) of population born overseas and employed in agriculture.

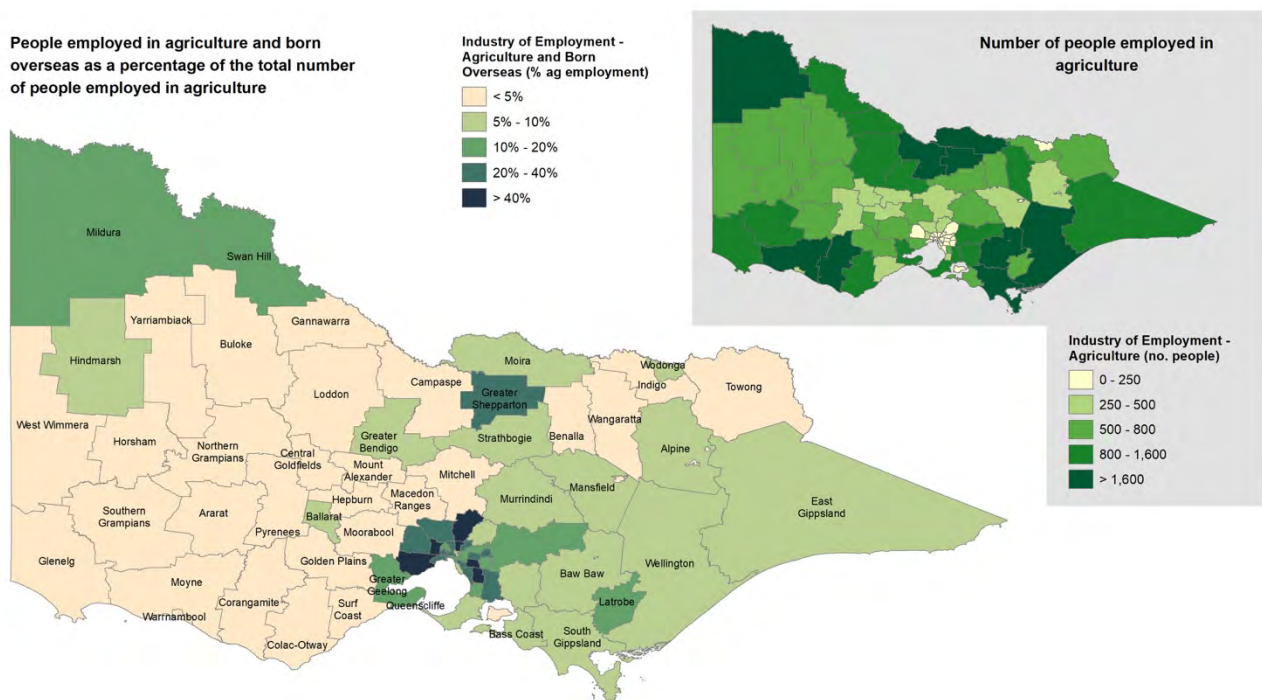


Figure 4-1: People born overseas and employed in Victoria agriculture sector (ABS 2016 data)

PEOPLE BORN OVERSEAS AND EMPLOYED IN FOOD MANUFACTURING

Associated with agriculture are opportunities for employment in the food manufacturing sector. Regional LGAs that have greater than 10% of population born overseas and employed in this sector include (see Appendix 4, Figure A4-3):

- North West: Swan Hill, Hindmarsh, Northern Grampians
- South West: Ararat, Warrnambool, Colac-Otway, Greater Geelong
- Central: Greater Bendigo Mount Alexander Macedon Ranges Greater Shepparton
- Gippsland: East Gippsland.

4.3 REGIONS IDENTIFIED FOR FURTHER CONSULTATION

The following figure identifies the regions selected for the consultation stage of the project, as confirmed with Agriculture Victoria's manager for this project. The figure outlines the top three CALD groups based on arrivals between 2006 and 2016 in each region.

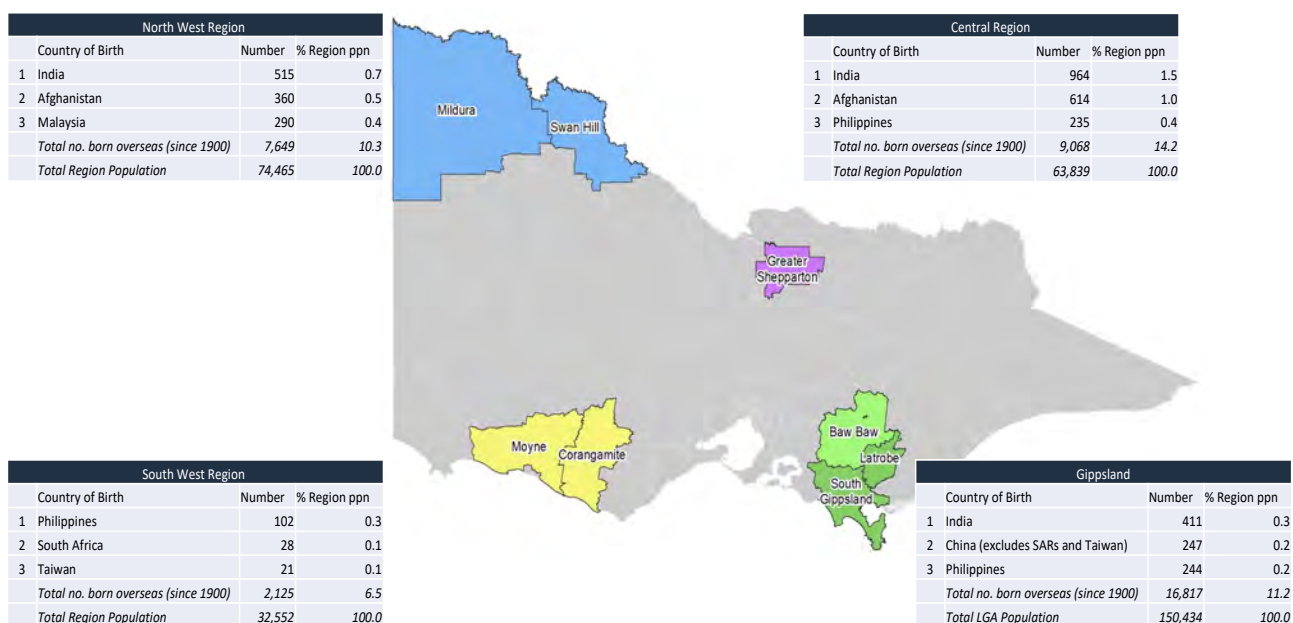


Figure 4-2: Selected regions for further consultation (ABS 2016 data)

5 Key findings

The following three figures outline the key themes identified through interviews with representatives from:

- Settlement support agencies (state-wide and in the nominated regions)
- Education and training providers (University of Melbourne – Dookie Campus, TAFE Gippsland and Group Training in Mildura)
- Horticultural peak industry bodies (AUSVEG, Fruit Growers Victoria)
- Regional dairy programs (WestVic Dairy, GippsDairy)
- Agricultural businesses and organisations (The Midfield Group, N. Reynard – dairy farmer, Select Harvest, Food and Fibre Gippsland)
- CALD people with experience in agriculture or with CALD clients (responding to online call out via VMC).

The figures are intended to provide a “snapshot” of possible opportunities and challenges associated with CALD people gaining employment in Victorian agriculture sector. The themes in the figures, along with recommendations, are discussed in detail in Section 6 – Discussion and Recommendations. Specific feedback, including by region, of these themes provided in Appendix 5.

It is important to note that this is not a comprehensive analysis of each regions’ agriculture workforce issues or existing CALD communities experience, given the number of representatives interviewed. While some issues are reflected in both the desktop studies and the interviews, giving them greater validity, deeper investigation into issues relevant to each region would be beneficial when designing the pilot programs.



Figure 5-1: Settlement factors that influence CALD communities to pursue agricultural careers



Figure 5-2: Victorian agriculture sector labour and skills – challenges and opportunities

Opportunities & Challenges for employment and career development pathways for people from CALD backgrounds

Opportunities	Challenges
Clear targeted career pathways guide	English language
Apprenticeships, traineeships and Work Integrated Learning (WIL)	Labour hire and casual work
Promotion of the breadth of jobs available in the agricultural industry	Time and energy to spend on studying
Visas that support training and encourage long term commitment	Knowledge of Australian workforce and networks
Cultural competency (2 way Australian and CALD specific) programs	Visa types
	Knowledge, openness and flexibility of employers when hiring CALD workers

Figure 5-3: Opportunities and challenges for employment and career development pathways for CALD people

6 Discussion and Recommendations

6.1 THE OPPORTUNITY FOR CALD COMMUNITIES IN THE AGRICULTURE SECTOR

- CALD communities with interest and skills in agriculture
- Agricultural sector's labour and skills shortages

6.1.1 INTEREST AND SKILLS OF CALD COMMUNITIES

"We want to work – we want to show the government that we weren't lazy ladies" (South Sudanese woman quoted by Well Wise Women, Shepparton)

"Barriers are not as significant as you would think" (Dean Wickham from SMECC)

While not all CALD communities come from an agricultural background, certain communities do have such backgrounds and a strong interest to continue working in this sector. A FECCA report states that *refugees and humanitarian entrants often live most of their lives in rural or inland communities that are similar to the environment in rural Australia*³². Nationalities mentioned in the interviews who were currently involved in or had an interest in the agriculture sector included, Karen, Filipino, Middle Eastern, Sudanese, Burmese, Cambodian, Malaysian, Vietnamese, Timorese, Tongan, Samoan and Rhohinga. In some cases, a particular CALD group becomes "known" for particular skills. For example, Filipino employees on South Western Victorian dairy farms have been noted as having strong animal skills. While this provides a starting point for discussions, it is important not to pigeon-hole nationalities and allow for the diversity within diversity.

Consultation with settlement agencies noted that while parents of CALD backgrounds might have an interest and skills in agriculture, they hoped for something different for their children. While presently the agriculture sector requires both lower skilled and high skilled workers, it is expected there will be increasing future demand for high skilled workers given technology changes and need for advanced management skills. This highlights the opportunity to promote different kinds of skilled jobs and careers available in agriculture to such parents and their children. Promotion of the sector as potential "employers of choice" with a variety of career options could provide the future scientists, marketers, trade specialists, engineers and technical specialists that sector will need.

The migrant population is generally younger than the existing agricultural workforce³³, potentially providing an opportunity for longer careers and value for the industry. Also, entrepreneurship is noted as being higher in CALD populations than in the mainstream population³⁴. For example, nearly one quarter of migrant business owners started their business to try out an innovative idea (23% compared to 16% of non-migrants³⁵). They are also more likely to be training young people in the community and planning on expanding their business with new hires³⁶. This was reinforced in the interviews in the South West, where it was stated that a number of CALD workers on skilled visas, had planned to set up their own businesses from as early as their second year in Australia.

Two case studies of Thuch Ajak and Mukhles Habash (outlined in Appendix 3), show that the pathway to a career in agriculture, even if there is great will and expertise, is not easy. A facilitated pathway for those interested, experienced, and often qualified, would make use of the talent already present in Australia and

³² FECCA's submission to the Inquiry on the Future of Work and Workers (2018) (https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Future_of_Work_and_Workers/FutureofWork/Submissions)

³³ Regional Australian Institute (2018), *Riding the Next Wave of Automation in rural Australia – safeguarding agriculture and rural labour markets through migration and skills development*

³⁴ CGU Migrant Small Business Report (quoted on Settlement Council of Australia website)

³⁵ <http://scoa.org.au/sectorupdates/sector-publications/employment/cgu-migrant-small-business-report/>

³⁶ Ibid

provide diverse ideas into the sector. Industries such as horticulture have continually benefited from the skills and new practices of migrants over a number of generations.

6.1.2 AGRICULTURE SECTOR NEEDS

“To help cultivate a workforce for the next generation, dual emphasis on migrant labour and skills development/acknowledgement is required” (Regional Australian Institute, 2018)

While interviews were conducted with a select number of representatives from the agriculture sector, all highlighted labour and skills shortages faced by their industries or businesses, confirming documented reports of the issue. All noted the challenges in trying to employ local workers particular when seeking certain skills and/or experience. A range of reasons for such shortages were identified by the interviewees including:

- Strong labour market (and lower unemployment figures in local area prior to Covid-19 pandemic)
- Ability to compete with other sectors on employment conditions (i.e. pay, hours, training)
- Rural / regional location
- Previous poor employment experience (including with labour hire companies)
- Misalignment of expectations between employers and potential employees
- Need to improve human resources (HR) / employment practices of farm businesses
- Perception issues of modern agriculture
- Disconnect and lack of “promotion” of possible careers in agriculture with education and training sector.

In addressing these shortages, farm businesses adopt a range of techniques that suit their operation and context. For example, those interviewed from the dairy sector noted backpackers and overseas workers on TSS visas, often from the Philippines, helped to address labour and skill shortages, with migration agents usually contracted to assist with the latter. Similarly, horticultural businesses also use a variety of visa programs to assist with labour shortages during harvest. The SWP was identified as being particularly valuable for the industry, with some businesses such as Select Harvest (almond orchards and operation in the Mildura region) having returning groups, usually the same workers, over the past seven years.

“Many growers just find their niche (i.e. holiday maker program, seasonal worker program etc) – may not be ideal (for the longer term) but they have found what works for their business” (AUSVEG)

Employing overseas workers on various visa programs was also critical for The Midfield Group in the South West, again to address lower skill and higher skill shortages across their meat processing and dairy farming operations. The majority of their workforce were employees on TSS visas (via industry labour agreements), WHM visas, humanitarian visas and more recently through PLS.

While skills and experience were considered valuable qualities when employing staff, particularly to fill skilled roles, “attitude and aptitude” were cited by interviewees as critical. They noted this was the most important characteristic of potential employees and were willing to adapt roles and provide training if there were suitable candidates. For example, Select Harvest had previously employed an ex-police detective to fill a managerial position given the people skills required of the role, despite the candidate not having worked in the industry previously.

Interviews with agricultural sector representatives noted the “willingness” and attitude of overseas workers, particularly on TSS visas and through the SWP and PLS. This was a key reason for why agricultural businesses were supportive of these workers, even with costs and processes associated with some of the visa programs. Also, some horticultural businesses have been “burnt” by local job seeker type programs, acknowledging at the same time, a mis-match in expectations and competition with other sectors such as hospitality, were contributing factors to this experience. A number of interviewees thought the impacts of the current COVID could change this dynamic.

“.....often there’s a cultural drive for that team leader to ensure his group are doing the right thing; so there’s a real pride in their work....” (AUSVEG regarding Seasonal Worker Program)

Interviews with agricultural sector representatives confirmed reports that often businesses rely on “word of mouth” and recommendations when looking to hire. This was particularly true for addressing short term or seasonal labour gaps. For example, dairy farmers employ backpackers who have been recommended by other farmers or existing backpacker employees. Similarly, horticultural businesses value the networks of existing workers on SWP and, when they encourage relatives and friends to also participate in the program. Silversteens in Shepparton have adopted the local Samoan community and through word of mouth draw most of their workers from this community (see Appendix 5).

Other avenues that agricultural businesses use to seek suitable staff include social media, migration agents, labour hire companies and formal advertisements. The South West dairy farmer interviewed used the former when connecting with the backpacker network and confirmed that a number of farmers in the region use the support of migration agents for skilled overseas workers on TSS visas, usually from the Philippines. Labour hire companies are regularly used by horticultural businesses to address seasonal labour gaps. This option was also used by The Midfield Group in Warrnambool when addressing shorter term labour gaps for their operations. Usually overseas workers on WHM visas from Taiwan, South Korea and also China had been employed in their meat processing plant via labour hire companies.

RECOMMENDATIONS :

Investigate what role Agriculture Victoria could play in supporting agricultural business and those CALD employees on temporary visas wanting to transition to permanent residency, if that pathway is available to them.

6.2 STEPS TO SUPPORT CALD PEOPLE TO ENTER AGRICULTURE WORKFORCE

6.2.1 Ensure a sound settlement experience including:

- Access to housing
- Existing CALD communities
- Access to education for young people

6.2.2 Promote the benefits of diversity to the agricultural sector by:

- Improving CALD and Australian cultural competency
- Understanding extra barriers and benefits of CALD women

6.2.3 Reducing employment barriers by:

- Recognising and utilising the skills that CALD workers bring with them
- Build English language for work into programs
- Work with the education and training sector

6.2.1 THE IMPORTANCE OF A SOUND SETTLEMENT EXPERIENCE

“It’s all about support right from the start” (Meredith McKinnon, South West Health Service, Warrnambool)

When arriving in a new country it is natural and much easier to be drawn to places where people of your nationality have settled. The City of Dandenong is a clear example of this, being noted as the most culturally diverse municipality in Australia. With 157 different birthplaces and more than 70% of residents speaking a

language other than English³⁷, there are well established groups of CALD communities who have been settling there for a long time. It appears to be the “*gateway for all the cultural comforts*” (Scott Douglas – *Farming our Future*).

According to those interviewed, and supported by the desktop review, the elements that help people to feel comfortable and more inclined to stay for the long term include access to:

- Places of worship
- Culturally specific food
- Family and friends
- Broader community support.

“Fear of losing connection to one’s community is one disincentive to moving to the regions from Melbourne” (Thuch Ajak)

The benefit of regions over cities cited by two settlement agency interviewees was that it was viewed as a safe place to bring up children. This was particularly important for Sudanese communities, who are very fearful that their children will end up in “gangs” if they live in the city.

Toolkits such as the “*Steps to Settlement Success – Toolkit for Regional and Rural Communities*” by the Regional Australia Institute, Scanlon Foundation and Welcoming Cities offers information and advice for communities looking to settle migrants in their areas. It identifies seven clear steps that underpin successful settlement. These are highlighted in the key findings in **Section 5**. Important issues relating to some of these steps were raised by interviewees and are elaborated on below.

Housing availability

Housing came up as a barrier in two different contexts – access and availability. Some areas, such as Gippsland, had plenty of housing available, however getting accepted into a rental arrangement was difficult due to having no rental history or perhaps some unconscious or conscious bias towards mainstream Australian renters. Latrobe Community Health noted that once they were assisted by a local, they easily obtained a rental property.

Shepparton settlement agencies said that rental properties in the region were very expensive. South West Community Health said there was low rental supply in Warrnambool leading to one Congolese family moving to Geelong even though their children were happy at school and the family had settled well into the community. Mildura was also noted as having low rental supply though prices were relatively inexpensive, as were housing prices in general.

Other issues flagged by settlement agencies in Mildura and Shepparton were the poor level of accommodation provided by the labour hire contractors and the fact that the CALD workers were obliged to stay there and pay for it. AMES noted that while dorm-style accommodation might be adequate for single men workers, they did not suit families, thus limiting opportunities for families to move and settle in the regions.

Some agricultural businesses have tried to fill this important gap themselves. For example, Hazeldenes (see Appendix 5), a chicken farm near Bendigo, gained insights from the re-settlement of the Karen community in Nhill in order to provide a more seamless settlement experience to attract local and CALD workers. The company provides:

- A “one-stop shop” for support with migration agents
- Housing assistance

³⁷ <https://greaterdandenong.com/news/2319/greater-dandenong-officially-nations-most-culturally-diverse-communityCommunity%20Profile.%20City%20of%20Greater%20Dandenong>

- Dedicated physiotherapists for any personal or work-related injuries
- Training in Certificates I, II and III in Food processing and onsite courses such as fork lift, policies and procedures
- Advertisement of roles internally first
- Interpreting and translating services
- A dedicated prayer room.

In supporting a transition for their overseas workers on various visa programs, The Midfield Group in Warrnambool provide accommodation (either rental properties or, housing they have purpose built, to assist), transport, support with mobile phones, groceries and connection to local church groups, where appropriate. For example, connection to the local Catholic parish have been established for Timorese employees on the PLS.

Existing CALD communities

Areas with established CALD communities make the settlement experience smoother for new arrivals and existing residents. To attract new CALD groups to regional areas would require a coordinated approach, as outlined in the “Steps to Settlement Success – Toolkit for Regional and Rural Communities” to encourage them there initially and also to stay. Just acting on the first step is not enough, as highlighted by the Syrian vet interviewed from the South West who noted that 80-90% of Syrian or Iraqi families who initially move to regional areas, end up in Melbourne or Sydney after a few months. In Geelong, there were originally 100 families from Syria and Iraq, but there remains only 22. Reasons for moving to Melbourne appear to be a lack of systemic support and gaps in the settlement services in Geelong. South West Community Health also commented that the Geelong area was understaffed in settlement services. Such factors contributed to why this CALD community did not pursue career opportunities in agriculture, even though they were qualified vets and farm managers in their own countries and had a desire to use these skills.

Established settlements were also cited as an easier way to secure a job or to start a business. Often, it is easier to get recruited if you have connections in your community to someone who runs a business. Also, community networks can provide ready access to the information and mentors needed to start a business.

Some more established communities have been able to succeed in agricultural businesses. Examples from Shepparton include the Indian Sikh community who arrived during the 1980's, purchasing old canning orchards and transforming them into vegetable production. The climate conditions are similar to their homelands, so they were able to easily employ techniques to build the vegetable farms. Settlement options have developed in conjunction with the establishment of their farms, including Pujabi food supermarkets and a Sikh temple being built. All these factors together have made it easier for Sikh community members to make networks, get a job and feel like staying in the region due to culturally appropriate food and places of worship being available.

Mildura was cited by three of the interviewees (AMES, SMECC and Thuch Ajak) as having well established CALD communities who have settled there over the years to create a welcoming and accepting community. While difficult to determine future trends for migration, given the current restrictions on state movements due to COVID, the Department of Immigration and Citizenship Settlement Database shows that for 2019 the largest number of CALD new arrivals went to Mildura (416 people), Wodonga (264 people) and Swan Hill (127 people). Next was East Gippsland with 112 new arrivals³⁸.

³⁸ <https://www.data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/details>

Access to education

A lack of access to suitable tertiary education, is a potential barrier to both the mainstream and CALD population regarding long term settlement in regional areas. Once students reach tertiary age, they often move to the cities to access universities and TAFEs that offer a wider range of courses.

For some CALD communities, the whole family moves with their tertiary aged children to the big cities. Mostly this is to Melbourne or Sydney, however the Shepparton ECC Middle Eastern representative said that Iraqis remain in the area and prefer their children to go to universities in Wagga or Bendigo. Several examples were given of key community leaders from CALD backgrounds leaving the area for this reason, and the gap that this left in the local community. However, three of the settlement agencies noted that once the family moved to Melbourne, they often found it difficult to get work.

CALD families in this important stage of their settlement may be more receptive to the promotion of agriculture related courses offered at regional universities or TAFEs. This is worth considering in the broader context of promoting the agriculture sector as a career option with schools and tertiary institutions and to settlement agencies.

RECOMMENDATION :

Connect with existing settlement programs (e.g. Great South Coast Economic Migration Project) to understand specific opportunities, challenges and issues relating to CALD communities gaining employment in the agriculture sector.

6.2.2 PROMOTING THE BENEFITS OF DIVERSITY AND DIVERSE KNOWLEDGE TO THE AGRICULTURE SECTOR

Figures confirm the agriculture sector has an aging workforce, with the median age of the sector increasing to 49 years over the past 15 years³⁹, which is older than the median age (i.e. 40 years) of the general workforce. Though the dairy industry features a slightly younger demographic of 45 years. There are 31% of women in the agriculture sector workforce, increasing slightly over the 2011 – 2016 period. These initial statistics paint a picture of a workforce dominated by older men, an impression confirmed by some of the settlement agencies interviewed, suggesting the sector “needs to look further than 60-70 year old males”.

However, employment of people from CALD backgrounds and women in the sector has been increasing in the past decade. There is also recognition of the value that diversity, of both women and people with CALD backgrounds bring to the sector in terms of introducing new technology, innovation, resilience and adaptability⁴⁰.

Select Harvest, as a corporate agricultural company, have a conscious strategy and a “keen eye” around employing for diversity. While they are well known in the Mildura /Swan Hill region for employing people from CALD backgrounds, they foremost look for the right skill set and “fit for purpose” when employing for specific roles.

“(As a company) we really embrace it (diversity).....have no tolerance for discrimination.....hope we have a scenario where we support and foster people from diverse backgrounds / all walks of life – where they are welcome and considered valuable contributors” (Select Harvest)

Diverse and adaptable skill sets will be needed across the agriculture sector in order to meet current and future challenges facing the agriculture sector, including climate change, urbanisation, labour costs, changing consumer preferences and environmental impacts on and from agricultural practices⁴¹. A breadth of skills, experience, education and business intelligence will be needed not only at the farm level but across the entire supply chain and in rural and regional communities.

RECOMMENDATIONS :

Identify opportunities to provide support, incentives and/or industry wide recognition for those agricultural businesses already successfully employing CALD workers. For example, assistance with traineeships or scholarships, industry wide recognition through an award, two way cultural competency training etc.

³⁹ Wu W, Dawson D, Fleming-Muñoz D, Schleiger E and Horton J (2019) The future of Australia's agricultural workforce, CSIRO Data61, Canberra

⁴⁰ See <https://womensagenda.com.au/latest/how-women-are-transforming-agriculture-in-australia/> and Collins J, Krivokapic-Skoko B and Monai D (2016) New Immigrants Improving Productivity in Australian Agriculture, Rural Industries Research and Development Corporation, Wagga Wagga, NSW

⁴¹ Wu W, Dawson D, Fleming-Muñoz D, Schleiger E and Horton J (2019) The future of Australia's agricultural workforce, CSIRO Data61, Canberra

Cultural competency of employers

One of the top recommendations provided by FECCA in their submission to the Inquiry into the Future of Work and Workers was to increase the cultural competency of employers. Given that the number of CALD workers employed in the sector is increasing through the various visa programs to address skill and labour shortages, and presently fewer younger people are entering sector, there is a clear opportunity for agricultural businesses to increase their cultural competence skills, generally, and more specifically in the main CALD groups in their regions or employed in the sector.

Such skills need to be embedded in all major areas of a business, not just at senior levels but with supervisors as well to build “*systemic changes in organisations and industries*”⁴². SMECC provided an example of a table grapes company exporting to China, where SMECC designed a course to train the CALD workers on how to pick the florets of grapes and arrange them in boxes suitable for export to China. While the CEO thought this was good for his workers and his business, the supervisor failed to see the benefits for either and “*just wanted them packed and done!*”.

Another example provided by SMECC was of Afghani workers all being on one shift because of an understanding supervisor who appreciated their skills. Notably, the other supervisor in the business was not popular with local workers either. Cultural competence includes a certain level of emotional intelligence and improvements in this area can lead to benefits for both local and CALD workers.

Latrobe Community Health highlighted the missed opportunity of a horticultural business in Gippsland due to a lack of cultural understanding with the Rohingya community, who were applying for glasshouse work. As the Rohingya community have their holy day on Friday, they had requested to work longer hours on other days to compensate. However, the employer refused to negotiate on any employment conditions. These workers then found employment at a meat processing plant which provided more flexibility.

In contrast, Select Harvest acknowledge that their workers from Tonga and Kiribati (via the SWP) have a strong Christian faith and do not require them to work on Sunday or over the Easter period, even though that coincides with the almond harvest season.

Settlement services in Cardinia, Shepparton, South West and Gippsland all acknowledged that if employers were to undertake cultural competence training then it should be a two-way process, whereby Australian staff shared their culture as well. This could work on many levels, as a whole of workplace cohesion program and would help overcome the barrier around understanding the Australian work context and Australian slang and colloquialisms.

CALD Women

CALD Women face extra barriers to study and work. Women with significant caring responsibilities and lack of access to, or confidence in, childcare can mean they find it difficult to juggle those responsibilities with work and learning English (e.g. 71% could not complete the 510 hours of the AMEP in their first 5 years of settlement⁴³). From the experience of *Steps to Success* (see below and Appendix 5) they do, however have aspirations for work that goes beyond seasonal horticulture or manufacturing jobs as shown by their enrolment and completion of Cert IV in aged care and Cert III in childcare. Again, the point was raised that there was a lack of connection between the Registered Training Organisations and employers to set up placements, long term employment or successful self-employment.

The *Steps to Success* program is funded by the Australian Government’s Fostering Integration Grant. It facilitates women’s exploration of workplace culture, language and OHS procedures to support them be work ready. The program works with Sudanese and South Sudanese women and three workplaces in Greater Shepparton to support learnings for both the CALD women (about the workplaces) and the employers (about the cultures, capabilities, life experiences and aspirations of the women). While the workplaces are not in

⁴² FECCA’s submission to the Inquiry on the Future of Work and Workers (2018)

⁴³ Steps to Success interview - Shepparton

agriculture, the model could be explored to facilitate that bridge between workers and employers (see **Appendix 5**).

Certain communities such as Sudanese prefer to have their daughters' study close to home which either limits their options in courses, or the community loses the whole family as they move to Melbourne or Sydney so their daughters can study the field of their choice (Shepparton ECC interview). The importance of considering the whole family when establishing programs for CALD communities was confirmed through interviews with settlement agencies and representatives from the education and training sector. Issues such as spouse visas not being eligible for traineeships and spouses of workers on skilled visas who are not eligible for free AMEP were also raised.

"If the spouses are unhappy then the whole family will move back to the city" (South West Community Services)

The current Covid-19 pandemic has seen businesses and education providers digitally transform quickly in order to support staff to work remotely from home and/or create an online presence for products and services. Insights from this situation may present future opportunities for people to work or study remotely, potentially addressing issues relating to CALD families needing to relocate from regional areas.

RECOMMENDATIONS :

Continue to encourage and promote the benefits of diversity in the workforce with the agricultural sector, including positive case studies. Also support access and use of available "tools" regarding cultural competency, including possible employer workshops to assist with upskilling in this area. Such initiatives should link to (or compliment) existing industry projects / programs that focus on "good" employment practices such as People in Dairy, Fairer Farms (horticulture).



Figure 6-1: Photo curtesy of Parks Victoria

6.2.3 REDUCING EMPLOYMENT BARRIERS FOR CALD WORKERS

Skills recognition

The desktop review identified many articles discussing the underutilisation of skilled CALD workers. A Deloitte study for the Queensland government showed that 49 for every 100 migrants are not using their previous skills or experience gained before arriving, and that Queensland stood to gain \$250 million over ten years from better use of the skills of migrants and refugees. They cite the need for transparency, coordination and fairness, system navigation and local networks and experience as potential improvements⁴⁴. The interviews backed up this issue with many examples of highly skilled workers being either out of work or working in lower skilled roles. The challenge of navigating “the system” and the need for local networks to access jobs were highlighted by settlement agencies. For example:

A CALD worker who is employed to pick up discarded branches but who is also a diesel mechanic. When the tractor or other equipment breaks down, he is always called upon to fix it. He is not paid or recognised for this higher level work (Example from horticultural business in Mildura)

An Eritrean man who had more than 20 years’ experience in mechanics in Saudi Arabia. He went to work in Robinvale, and they said you need to have experience in new technology so would not give him a job. He had, however, been working on the latest cars in Saudi Arabia so had more experience with new technology than most. (AMES)

A high level orthopaedic surgeon from Iraq who is published and quoted by local surgeons is unable to have his skills recognised here. He picks fruit for most of the year to keep in touch with his community and then flies to Malaysia for 3 months of the year to work as an orthopaedic surgeon with a full Arabic team. Local specialists can read his published works, however they cannot look to him for advice in person. (Shepparton ECC)

Mukhles’ story outlined in **Appendix 5** also highlights the issues with recognition of skills of CALD workers.

Recognition of previous skills would ensure that employers maximise the potential of their CALD employees and that such workers are recognised and remunerated appropriately in return. With this recognition comes confidence – confidence to seek higher skilled jobs, confidence to do further study and confidence in being a valued member of Australian society.

However, recognition of skills and qualifications gained overseas is not easy, given standards of courses in different countries may not aligned to the specific skills required by Australian industries and businesses. However, this should not be considered an absolute barrier, with an example provided by South West Health Services of Argentinean workers with vet qualifications. While their qualifications do not meet Australian requirements, they have been able to gain employment in lower level animal management roles in the South West region. Given the current shortages of vets for the agriculture sector, opportunities to design targeted courses to bridge any skill gaps of such CALD workers could be considered.

SMECC had trialled two other solutions to address issues of skills recognition. One was to install a “work shed” adjacent to their office in order to test CALD workers’ skills, for example, in tiling. If assessed competent, SMECC was able to recommend them to businesses with more confidence. They have also trialled a project using supportive industry connections, where CALD workers are tested in their business operations. Such businesses noted the skills were there, however CALD workers just needed to “*learn the Australian way*”. It was suggested that some sort of bridging course in learning the local context and practices would go a long way to prepare CALD workers be work ready.

⁴⁴ <https://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-economics-making-most-skills-experience-migrants-refugees-011118.pdf>

Another solution that has been trialled by Madec, a large labour hire company, is a *Skills Card*. The intent of the card was to support CALD workers in confirming particular skills with potential employers. While the concept had merit, unfortunately, it was open to fraud where some unscrupulous people copied the cards to sell or rent. The suggestion to overcome this would be for agricultural industries to own and manage that service i.e. “skills passport”. A similar suggestion discussed was the Mildura Regional Development “*skills passport*” which is integrated across different agricultural businesses. The suggestion was for it to be delivered by TAFE and include courses on OHS, food safety, general Australian work skills and practices, with additional courses on activities or products required by agricultural businesses.

RECOMMENDATION :

Explore mechanisms, such as a “Skills Passport”, that support recognition of skills and experience of potential CALD workers and therefore assist in providing agricultural businesses confidence to employ CALD workers.

English Language

English language skills were identified by all interviewees as one of the biggest barriers for people with CALD backgrounds gaining employment. As Australian expatriates working overseas experience, to do business and work at a high level in a language other than your own, requires a high level of language skill and understanding of the cultural nuances behind the language. While the potential skills and experience that CALD workers can bring to agriculture are many and diverse, to fully understand and make the best use of those skills, requires a higher level of English. This is also important for understanding safety requirements, work procedures, knowledge of work rights and for successful settlement into a new community.

Beyond the basic skills, the subtleties found in each different language can lead to misunderstandings and vulnerability on the part of the non-native speaker. TAFE Gippsland noted that Australian slang and colloquialisms were particularly difficult for non-native speakers to pick up. The Australian Government requirement of 650 hours of English for certain visa holders under the AMEP was viewed as “too formal” and because there is often a delay between when new migrants do the AMEP course and gain employment, they have often forgotten most of what they have learnt. A suggestion by TAFE Gippsland to present the career and study options for agriculture to AMEP students is an option worth exploring, making the course a stepping stone to a potential career rather than a stand-alone English course.

Notably there are examples, including in the agriculture sector, to support CALD employees without strong English language skills, including hiring supervisors of the same background to communicate to workers and translating material into other languages such as the AUSVEG EnviroVeg Manual in Vietnamese⁴⁵. Both of these approaches were adopted by those agricultural businesses interviewed, often with labour hire companies assisting with translation services. A trial by Latrobe Community Health in Gippsland has also supported CALD students with the translation of questions and answers in exams for qualifications.

Technology may also assist in overcoming language barriers. For example, SMECC mentioned how some farms have overcome the need for CALD workers, with low level English, to read and process chemical labels, through engineering solutions. They have automated chemical re-fillers, minimising the need to read and calculate chemical amounts.

However, interviewees agreed that for the long-term settlement success of people from CALD backgrounds (and the subsequent social cohesion that goes with that) and for a sustainable agricultural workforce, support to improve English skills should be factored into any program that promotes careers pathways. One horticultural business putting this in practice is Velisha National Farms, where workplace English skills have been built into their workplace training for their CALD employees⁴⁶. Settlement agency interviewees also

⁴⁵ <https://ausveg.com.au/media-releases/vegetable-industrys-enviroveg-manual-to-be-launched-in-vietnamese/>

⁴⁶ <https://www.sbs.com.au/news/the-australian-farmer-providing-english-lessons-for-her-migrant-workers>

supported the concept of embedding English language skills training into a targeted agricultural course for CALD workers as a way to overcome both the recognition of skills and language barriers.

RECOMMENDATION :

Investigate options with education and training providers for the design of “English for the agricultural workforce” subject that could be embedded in / supplement agricultural courses, if required.



6.2.4 ROLE OF EDUCATION AND TRAINING SECTOR

The education and training sector have a significant role to play in both addressing current and future skills and labour gaps in the agriculture sector, as well as supporting people with CALD backgrounds to successfully settle in the community and fully participate in the Australian workforce. The following discussion considers possible examples of study pathways for CALD people to enter and establish a career in the agriculture sector. This is based on interviews with only a small number of representatives from across the education and training sector, so is not a comprehensive analysis of options.

University pathway

The University of Melbourne (Dookie Campus) expressed interest and willingness to provide courses that would encourage more CALD students into agricultural courses. However, the requirement for strong English and academic skills would likely present a barrier. Interviews with settlement agencies and CALD people themselves identified low levels of English and an education system not set up for non-mainstream Australians, as being particular challenges.

The majority (80-90%) of Dookie students come from Melbourne, indicating that either they may not be promoting courses to, or attracting regional students, be they CALD or mainstream. Only the occasional student was identified as being from a CALD background. However, there will be some students from CALD backgrounds who have the English levels required to pursue such courses, so it should still be considered as part of the total career pathway program. Given this, the Diploma of General Studies was suggested as a

pathway option. This course has an option tailored for Indigenous students, so a version could also be designed for CALD students.

TAFE pathway

TAFE Gippsland are currently considering how to tailor courses and link training with jobs for people from CALD backgrounds, though they have a few students from CALD backgrounds. They offer Certificate II to Diploma courses with 90% of their students also working in agriculture. Connections to the dairy industry are strong, though less so for horticulture. To improve this industry connection, they have recently employed a placement coordinator. They also offer literacy and numeracy skills support, health and wellbeing officers and support for those who cannot get subsidised for their training.

They also support programs such as Skills for Education and Employment (SEE), an Australia Government program that offers 650 hours of free TAFE for those registered with Centrelink as a jobseeker. Units from agricultural courses can be completed as part of this program or, it is possible to do a whole Certificate II or III in agriculture within these hours. A new program where AMEP and SEE clients do a work placement is being trialled in Victoria.⁴⁷ TAFE Gippsland is planning on running the program next year with potentially one day per week at an employer.

The Settlement Language Pathways to Employment and Training (SLPET) is also offered. This is designed specifically to assist migrants to improve their English (160 hours) and learn Australian workplace skills and culture through classroom participation and work placement experience (additional to the 160 hours). AMES is funded by the Commonwealth Government to run this program with TAFE Gippsland being a sub-contractor.

In promoting agricultural courses to CALD students, the TAFE suggested that their program managers could discuss agricultural career pathways with AMEP students, so that AMEP becomes a step on the way to employment rather than a stand-alone course. Highly qualified people often come through such courses, providing an opportunity to promote the agriculture sector as a potential career option to some talented people.

Another pathway option suggested by the TAFE was the Certificate in General Education (maths, English, research) to include agricultural electives which could count towards an agricultural qualification. In supporting applied learning, TAFE Gippsland also has access to Lardner Park which is a working farm. Potential options here could include pairing up an English as an Alternate Language (EAL) teacher with an industry expert to teach agricultural skills to CALD students.

The health industry provide some suitable examples that could be considered for agriculture course, such as the requirement to have integrated hands on learning and English language courses for people with CALD backgrounds. It is also mandatory that such health courses have a placement coordinator, however this is not the case for agriculture (though TAFE Gippsland has recently employed one). Another example from the health industry is a course that is specific for people with medical degrees and focuses on English for medical professionals⁴⁸.

Some TAFEs, including TAFE Gippsland, have a Skills and Jobs Centre that help people with interview techniques and resumes. It was suggested that this could be expanded to focus on CALD students and their specific employment and administration needs such as applying for a tax file number.

⁴⁷ <https://www.melbourneamep.com.au/for-employers/>

⁴⁸ <https://www.languageinternational.com/course/private-medical-english-course-for-nurses-in-melbourne-10-private-lessons-per-week-with-full-board-homestay-at-a-teacher-s-home-learn-english-live-in-your-teacher-s-home-in-melbourne-with-home-language-international-77279>

Group Training pathway

Group training organisations are labour hire providers that employ apprentices and trainees and place them with suitable employers. They support the employer with human resource, industrial relations and OHS requirements.

Workforce Partners Australia, a group training organisation based in Mildura, proposed apprenticeships or traineeships as the most suitable pathway for people with CALD backgrounds to gain employment in the agriculture sector. This meets quite a few of the challenges listed in Section 5. They identified the need for a broker or “apprenticeship coordinator” to educate, promote career pathway opportunities and be a conduit between workers and employers. To support this, the perceived definition of apprentices should be broadened to include women and mature age workers and the need to partner with settlement agencies or Local Learning and Employment Networks to ensure extra needs of CALD workers are taken into consideration.

An apprenticeship / traineeship “pathway” supported by a dedicated coordinator, could address a number of barriers and opportunities identified, including:

- Casual work (and OHS standards under some labour hire companies) puts CALD workers in a vulnerable position
- Lack of career pathways for CALD workers who are “pigeonholed” into low skilled work
- Apprentices have to engage with the broader workforce, which provides opportunities to improve their English skills
- CALD workers are able to jointly earn and study for a qualification, addressing the capacity issue (i.e. time and/or cost) for study
- CALD apprentices would receive a recognised qualification, as well as experience in the sector
- Introduction to networks in industry can secure longer term employment
- Employers experiencing downturns in their businesses can ask to move the apprentice or trainee to another business
- If designed well, they will learn across several areas of the business or potentially across several farms increasing both their skills and experience
- Although apprentices might earn less than a casual worker, there is far more opportunity for career progression and an increase in skills with an apprenticeship
- Opportunity to work and be exposed to recent technology used in agricultural businesses that may not be available in a in class study course.

Notably, some agricultural businesses have partnered with local group training organisations to design and offer traineeships or similar to attract new employees, particular younger people into their business. For example, The Midfield Group have recently partnered with their local group training organisation, WestVic Solutions, to develop a traineeship program targeting year 10, 11 and 12 students. The program would provide opportunities for students to explore and learn about various roles across the business⁴⁹.

However, apprenticeships and traineeships nationwide have been declining since 2012 ⁵⁰ and have declined further since the Covid-19 pandemic. The Commonwealth Government is keen to address these numbers and provide options for school leavers wishing to enter the workforce. They are providing financial incentives to businesses with identified skills gaps. Although agricultural jobs are not listed at present, advocacy work could be undertaken to ensure the sector is considered. Whether through a TAFE or group training organisation, this provides an opportunity to design courses that will meet the current and future skills needs of sector and the specific issues people from CALD backgrounds face when seeking pathways to employment.

⁴⁹ <https://www.standard.net.au/story/6542301/company-sows-seeds-for-next-generation/?cs=12>

⁵⁰ https://www.apf.gov.au/About/Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/BriefingBook45p/Apprenticeships#:~:text=Trade%20and%20non%E2%80%91trade%20apprenticeship,since%20the%20middle%20of%202012.&text=When%20separated%20out%20over%20the.to%2014%2C000%20in%20December%202015.

RECOMMENDATIONS:

Investigate the potential of working with training provider(s) and industry to develop or tailor programs targeting potential CALD employees that include apprenticeships, traineeships or “learn while you earn” courses. Such courses could include English language for working in the agricultural industry (as noted above), Australian workplace etiquette and rights.

Investigate options to work with local TAFE (or other providers) to modify existing “job ready” programs to suit potential CALD employees interested in entering or having a career in the agricultural workforce.

6.3 PROVIDING OPPORTUNITIES TO LINK CALD WORKERS WITH EMPLOYERS

The option of a “skills passport” as noted early, provides some opportunities to link CALD workers with the labour and skills gaps of agricultural businesses. Pathways such as apprenticeships, traineeships or work integrated learning will only be beneficial if there are guaranteed work placements as part of the course. In either case and highlighted in settlement agency interviews, there is still a need for some sort of bridging service to introduce and vouch for CALD workers and to onboard them as they adjust to the Australian workplace.

Digital platforms such as “Refugee Talent” are used by some organisations to match skilled refugees with employers and jobs. Other support services include: “Career Seekers” – a not-for-profit to support refugees with finding a job and onboarding, and Deakin University’s guide to help employers hire refugees and asylum seekers. Such approaches mitigate the barriers for CALD people around “lack of networks and experience in the Australian Workforce” and also employers’ lack of knowledge about which visas include Australian work rights. Deakin University has also launched CREATE⁵¹ – a new research centre for refugee employment, advocacy, training and education and “Sanctuary Scholarships” which provides tuition fees, housing and study for asylum seekers on bridging, temporary protection or regional five-year visas.

The Jobs Victoria Employment Network (JVEN) has led to employment of CALD workers in the North West. An almond orchard that employed them received subsidies for each worker (\$10,000 per worker), though did not retain the workers after the funding ended. Some interviewees suggested a tax break for employers would be a more sustainable solution.

Interviewees confirmed that Jobactive providers were not an ideal avenue to gain employment or secure potential staff, with this program currently under Commonwealth Government review.⁵² Other government programs such as the DSS Career Pathway Pilot for humanitarian entrants⁵³, which was reviewed by Deloitte in 2019 could be used to inform the next stage of the pilot program.

Employers directly hiring CALD workers

Many of the good news stories, where CALD workers have gained and sustained employment, come from situations where businesses have directly employed the workers. Corporate farms employing supervisors from specific CALD backgrounds to support and onboard workers was suggested by SMECC as a way to better embed the workers in the business, creating benefit to both the farm and the workers. Such approaches reduces risks to the businesses by ensuring OHS and other requirements are understood, supports communication between the workers and the business, creates opportunities for knowledge and ideas sharing and supports loyalty to the business.

⁵¹ <http://deakincreate.org.au/2019/01/10/about-us/>

⁵² https://docs.employment.gov.au/system/files/doc/other/final_-_i_want_to_work.pdf

⁵³ https://www.dss.gov.au/sites/default/files/documents/06_2017/snapshots_from_oz_-_update_may_2017.pdf

Examples of businesses in this category include Agromillora in Mildura who produce almonds and other crops. They directly hire CALD workers, including many Tibetans and two people with disabilities. They sometimes use labour hire contractors for lower skilled work. However, people from CALD backgrounds with specific skills in high demand are usually hired directly. An example given was a Solomon Islander in the North West who is a grafter with an 80-90% graft rate and is in such high demand that he only needs to work intensively for three months of the year.

Select Harvest is another almond operation who also directly employ skilled people from CALD backgrounds and also use the SWP for harvest. Two other businesses (Hazeldeans and Silversteins) have taken the approach to directly employ CALD people and their case studies are highlighted in **Appendix 5**.

Also, in Mildura is “Food Next Door”⁵⁴, which is a cooperative model that has been running for four years. They match under-utilised farmland with landless farmers to support small-scale regenerative farming. A diverse range of crops are grown and people from CALD backgrounds are engaged to grow and supply food to local households. They have two Burundian people as directors.

RECOMMENDATIONS:

Consider the role of a “network broker” for any potential pilot to ensure connections with key groups and “champions” in the pilot region (i.e. settlement agencies, leading agricultural businesses, community leaders, industry groups, education and training providers and “job ready” programs). Best practice recruitment and employment standards can then be shared across the different providers and businesses.



⁵⁴ <https://www.foodnextdoor.org.au/>

Labour hire companies and contractors

Labour hire companies provide many human resources functions to farm businesses such as recruitment, onboarding staff and payroll. In many cases they also provide accommodation and transport to and from work for the workers. The outsourcing of these human resources functions is more efficient and productive for agricultural businesses, particularly where short term seasonal labour crews are needed.

Unfortunately, not all labour hire companies have strong ethics, and some have ended up exploiting vulnerable workers from CALD backgrounds. Shepparton ECC pointed to stories of some groups underpaying, or not paying at all, taking a large administration cut, charging extra for transportation and insisting on workers staying, and therefore paying, for their accommodation. The lack of proper OHS induction and provision of personal protective equipment was also mentioned. Other issues raised were that some labour hire companies insist that people get an ABN in order to avoid paying entitlements such as leave, superannuation and WorkCover.

Although there has been several Senate and upper house inquiries into exploitation by labour hire groups, Shepparton ECC has not been able to get anyone from a CALD background to speak at these hearings. Unions have tried to step in and unionise the workforce in Shepparton, however it appears it is *“a law unto itself”* so they had little success.

Similar stories emerged from SMECC who said that often these companies are the only way to find work in agriculture and that workers employed through labour hire groups were often required to use and pay for their accommodation (sometimes 12-16 people in a house). They, and Shepparton ECC, suggested employers can believe that by outsourcing HR functions they are at “arm’s length” from such companies and not liable for poor practices. Interviewees from the horticulture sector note these poor practices and the need for growers to have greater awareness in engaging labour hire companies has been an issue for the industry.

As of 30 October 2019, labour hire businesses are required to have a licence to operate and labour hire hosts who engage those businesses must only use licenced businesses⁵⁵. This will go some way to regulating the sector, ensuring minimum standards for workforce, accommodation and transport. Interviewees from AUSVEG and the dairy sector felt this will bring improvements, acknowledging though it will depend on how its audited. Settlement agencies in Shepparton, Mildura and Gippsland, agreed with the last point around auditing.

Although there may be labour hire contractors who work well with CALD workers, none of the settlement agencies interviewed could identify any and were passionately against them, given experiences of their clients in Shepparton, Mildura and to a lesser extent Gippsland. South West Health Care had no experience of their clients using labour hire companies.

Beyond labour companies, interviewees from the agriculture sector acknowledge the importance of agricultural businesses improving HR and employment practices. Both WestVic Dairy and GippsDairy regularly run workshop sessions and other activities, as part of a Dairy Australia program focusing on increasing the “professionalism” of farm managers, covering areas such as induction coaching and training.

“There can be issues where people have been ‘burnt’.....sometimes people are very good farmers but not very good coaches or trainers.....wouldn’t have to go far to find disenchanting employees who’ve had the ‘rough end of the pineapple’” (WestVic Dairy)

⁵⁵ <https://labourhireauthority.vic.gov.au/provider/#How%20do%20I%20obtain%20a%20licence?>

RECOMMENDATIONS :

In partnership with agricultural businesses, settlement services and employment/training groups, outline career pathway programs for CALD workers from entry level through to specialists to attract a “pipeline” of skilled people to fill the gaps. This would involve “signposting” to existing industry career pathway programs and publications (i.e. dairy, horticulture etc) to existing settlement services, employment / training groups, agricultural business.

Engage agricultural businesses on their responsibilities around Occupational Health and Safety (OHS) including onsite induction.

Work with labour hire companies and agricultural businesses to protect vulnerable workers, provide career pathways for CALD workers and improve human resource standards.

Promotion of the agriculture sector

The need to promote to a “modern and contemporary” agriculture sector with a diverse range of possible careers was clearly highlighted in the desktop review and in interviews. Promotion to schools (teachers, students and their parents) was seen as a high priority, with both AUSVEG (Victoria) and WestVic Dairy confirming they had active projects connecting with local schools. Promotion of the sector to CALD people should show that it is less like “*working in the dirt*”⁵⁶ and more like “*the backbone of the economy*” in order to attract both mainstream and CALD workers.

When trying to attract younger CALD people, their parents’ experience of the sector was raised by settlement agencies in Shepparton and Cardinia as a barrier for consideration. Parents who currently, or previously worked in agriculture, may have only secured entry level positions while having positive, negative or otherwise, employment experience. The potential impact is that such parents might undersell (or have limited understanding of) the breadth of opportunities in agriculture and /or have aspirations for their children to work in another sector. Opportunities into higher skilled and more technical areas of agriculture need to be included in the promotion to this audience.

An example of where a sector has been successful in attracting CALD workers is the banking sector. ANZ and NAB developed a one year program targeting the African community to provide pathways for them into finance and banking leading to an increase in these communities gaining employment in the sector⁵⁷.

Interviewees raised the challenges of promoting the different industries in the whole sector. While the dairy industry has found it easier to promote itself (i.e. cows in green fields), more intensive industries such as poultry and pork have found it more difficult. Promotion to CALD groups with a background or experience in these industries, might provide different options for communicating the benefits of working in areas and lead to applicants outside of the mainstream group.

RECOMMENDATIONS :

Support promotion of the diversity and range of jobs and careers in the agricultural sector to schools with high numbers of CALD students, to CALD parents who are already working in the sector, to Adult Migrant English Program students and to settlement agencies. This could be undertaken in partnership with different agricultural industry groups (e.g. Dairy Australia, AusVEG) who already have existing awareness / promotion programs with schools. Resources could include ‘in-language’, plain English or pictorial options.

⁵⁶ From Thuch Ajak interview

⁵⁷ From AMES interview

6.4 INTEGRATION OF SECTORS – NETWORKS AND BRIDGING

The desktop review and interviews highlighted the range of complexities associated with addressing both the workforce gaps in the agriculture sector and supporting CALD workers to find meaningful and appropriate employment that utilises their knowledge, skills, experience and desire to enter the Australia workforce. Recurring themes emerged for the need and importance of working across sectors (i.e. settlement support, education and training, agricultural industries, etc.) to address these complexities.

Examples from Germany and Switzerland, which have longstanding systems whereby vocational orientation begins as young as 13 years and there are much closer ties between industry and education sectors. Reports such as a recent one conducted by PwC for the Commonwealth Department of Education and training⁵⁸ lists many programs and funding opportunities to tap into when thinking about designing a career pathway program. Two recommendations are particularly relevant to this project and were also reinforced in the interviews:

- Use of conduits and partnership brokers between industry and education and training, and between jobs seekers and jobs, and
- Localised support.

Having a “broker”, preferably one person or organisation per region, to make and maintain these connections is one way to focus the efforts of the many relevant organisations and businesses interviewed. The skills and capacity to form and maintain the partnerships requires specialist networking skills. Ideally this role would take the emerging good practice, seek to include other innovative ideas and develop steps to connect those CALD groups with an interest and aptitude for employment in the agricultural sector.

RECOMMENDATIONS:

Any pilot program (including career pathways) needs to be developed in partnership with supporting services such as settlement agencies, local “champions” (including CALD and local community, agricultural businesses) and training organisations

Consider the role of a “network broker” for any potential pilot to ensure connections with key groups and “champions” in the pilot region (i.e. settlement agencies, leading agricultural businesses, community leaders, industry groups, education and training providers)

⁵⁸ <https://cica.org.au/wp-content/uploads/Career-and-Skills-Pathways-Project-June-2017.pdf>

7 Recommendations and pilot program

7.1 RECOMMENDATIONS

OVERARCHING

1. Any pilot program (including career pathways) needs to be developed in partnership with supporting services such as settlement agencies, local “champions” (including CALD and local community, agricultural businesses) and training organisations.
2. Connect with existing settlement programs (e.g. Great South Coast Economic Migration Project) to understand specific opportunities, challenges and issues relating to CALD communities gaining employment in the agriculture sector.
3. Consider the role of a “network broker” for any potential pilot to ensure connections with key groups and “champions” in the pilot region (i.e. settlement agencies, leading agricultural businesses, community leaders, industry groups, education and training providers and “job-ready” programs). Best practice recruitment and employment standards can then be shared across the different providers and businesses.

SUPPORTING CALD COMMUNITIES

4. Explore mechanisms, such as a “Skills Passport”, that support recognition of skills and experience of potential CALD workers and therefore assist in providing agricultural businesses confidence to employ CALD workers.
5. In partnership with agricultural businesses, settlement services and employment/training groups, outline career pathway programs for CALD workers from entry level through to specialists to attract a “pipeline” of skilled people to fill the gaps. This would involve “signposting” to existing industry career pathway programs and publications (i.e. dairy, horticulture etc) to existing settlement services, employment / training groups and agricultural businesses.
6. Work with labour hire companies and agricultural businesses to protect vulnerable workers, provide career pathways for CALD workers and improve human resource standards.

SUPPORTING AGRICULTURAL INDUSTRIES

7. Continue to encourage and promote the benefits of diversity in the workforce with the agricultural sector, including positive case studies. Also support access and use of available “tools” regarding cultural competency, including possible employer workshops to assist with upskilling in this area. Such initiatives should link to (or compliment) existing industry projects / programs that focus on “good” employment practices such as People in Dairy, Fairer Farms (horticulture).
8. Identify opportunities to provide support, incentives and/or industry wide recognition for those agricultural businesses already successfully employing CALD workers. For example, assistance with traineeships or scholarships, industry wide recognition through an award, Australian and CALD specific cultural competency training etc.
9. Engage agricultural businesses on their responsibilities around Occupational Health and Safety (OHS) including onsite induction.
10. Investigate what role Agriculture Victoria could play in supporting agricultural business and those CALD employees on temporary visas wanting to transition to permanent residency, if that pathway is available to them.

CONNECTING WITH EDUCATION AND TRAINING SECTOR

11. Investigate options with education and training providers for the design of “English for the agricultural workforce” subject that could be embedded in/ supplement agricultural courses, if required.

12. Support promotion of the diversity and range of jobs and careers in the agricultural sector to schools with high numbers of CALD students, to CALD parents who are already working in the sector, to Adult Migrant English Program students and to settlement agencies. This could be undertaken in partnership with different agricultural industry groups (e.g. Dairy Australia, AusVEG) who already have existing awareness / promotion programs with schools. Resources could include 'in-language', plain English or pictorial options.
13. Investigate the potential of working with training provider(s) and industry to develop or tailor programs targeting potential CALD employees that include apprenticeships, traineeships or "learn while you earn" courses. Such courses could include English language for working in the agricultural industry (as noted above), Australian workplace etiquette and rights.
14. Investigate options to work with local TAFE (or other providers) to modify existing "job ready" support programs to suit potential CALD employees interested in entering or having a career in the agriculture workforce.
15. Investigate the potential of working with training provider(s) and industry to develop or tailor programs targeting potential CALD employees that include apprenticeships, traineeships or "learn while you earn" courses. Such courses could include English language for working in the agricultural industry (as noted above), Australian workplace etiquette and rights.
16. Support promotion of the diversity and range of jobs and careers in the agriculture sector to schools with high numbers of CALD students, to CALD parents who are already working in the sector, to Adult Migrant English Program students and to settlement agencies. This could be undertaken in partnership with different agricultural industry groups (e.g. Dairy Australia, AusVEG) who already have existing awareness / promotion programs with schools.

7.2 FUTURE PILOT PROGRAM – REGIONAL CONSIDERATIONS

Table 7-1 below outlines the potential suitability of conducting a future pilot program in the respective regions, based on the possible opportunities and challenges identified throughout this project.

The following criteria has been considered in assessing these opportunities and challenges:

- Need for skills and labour (short and long term) in sector
- Openness to diversity
- Existing mix of CALD groups have interest and experience/skills in agriculture
- Existing Government programs such as DAMA, AMEP, Try Test and Learn
- Availability of services – health, education, settlement services
- Support for apprenticeships, traineeships or Work integrated learning
- Contacts and systems that will make it easier for Ag Vic to roll out programs
- Meeting requirements of a 'sound' settlement process (e.g. settlement strategy, strong community leaderships, welcoming migrants, securing housing and employment, community cohesion with collaboration across sectors and services etc)⁵⁹

Table 7-1: Considerations for future regional pilot program

REGION	OPPORTUNITIES	CHALLENGES
Gippsland	<ul style="list-style-type: none"> ▪ Housing is available and affordable ▪ Services such as health, education and settlement available in Latrobe ▪ Settlement services have medium confidence in Council 	<ul style="list-style-type: none"> ▪ Not all Councils are as open to diversity, with Baw Baw considered less "progressive" ▪ Less "experience" with diversity compared to Shepparton and Mildura where there has been

⁵⁹ FECCA

REGION	OPPORTUNITIES	CHALLENGES
	<ul style="list-style-type: none"> Established CALD communities (i.e South Sudanese) Gippsland Multicultural Strategic Plan 2017 - 2020 Settlement support services provided by LaTrobe Community Health Service Other support: Gippsland Ethnic Community Council, Gippsland Multicultural Services Geographically close to Cardinia shire that has higher proportion of CALD communities and includes peri-urban agriculture. Availability of public transport from Pakenham to Latrobe Food and Fibre Gippsland – Agrifood Employment program has connections with LaTrobe Community Health Services Food and Fibre Gippsland have numerous projects, including with SuniTAFE (horticulture training program) and connections to range of agribusiness Groups such as Farming for our Future has connections to industry and settlement agencies TAFE Gippsland is well connected to the agricultural sector and open to innovative traineeship style courses Skill and labour shortages experienced by dairy and horticulture industries 	<ul style="list-style-type: none"> migration of CALD groups over a number of generations Connections need to be made from settlement services to businesses so that workers can be matched with jobs appropriately i.e. Rohingya community who left because they could not find jobs and did not feel welcomed Lack of role models of CALD in higher positions in agriculture Schools and teachers lack knowledge of breadth of agriculture and so are not recommending them Previous poor experience with labour hire companies
Mildura / Swan Hill	<ul style="list-style-type: none"> Relatively cheap rental housing but short supply in some areas Services such as health, education and settlement available Culturally specific services available High confidence in Council supporting settlement Both AMES clients and SMECC noted that the community was welcoming of cultural diversity and provided good settlement experiences due to the history of migration and settlement to the area Suburbs are more open and integrated than the big cities Strong existing connection and support between SMECC and agricultural businesses SuniTAFE has already developed a career pathway course with the almond industry Group Training has worked with settlement services and is open to designing courses suitable for CALD workers in agriculture Existing government programs such as Try, Test and Learn operating Horticultural businesses have significant experience with CALD groups through Seasonal Worker Program and other visa pathways Significant horticultural industries with both labour and skills shortages 	<ul style="list-style-type: none"> Schools and teachers lack knowledge of breadth of agriculture and so are not recommending career opportunities in sector Some employers lack understanding of the different visa types and work rights Issues with some labour hire companies
South West	<ul style="list-style-type: none"> DAMA region Significant number of Filipino people across the region working in dairy 	<ul style="list-style-type: none"> Previous “unsuccessful” settlement of Sudanese

REGION	OPPORTUNITIES	CHALLENGES
	<ul style="list-style-type: none"> Employers and others (i.e. migration agents) providing settlement support for overseas workers on various visa pathways Several not-for-profits acting as community champions Schools in some areas have responded to demand and have support for children of CALD workers Current example of a positive settlement project further west with Southern Grampians and Glenelg Shire Councils (i.e. Great South Coast Economic Migration Project) Private RTO / employment service (WestVic Solutions) connected to agricultural businesses Skill and labour shortages in dairy industry and meat processing 	<ul style="list-style-type: none"> experience, making community and employers “wary” Shortage of rental housing No large settlement of CALD communities meaning there are minimal services, cultural food, places of worship and friends Settlement services has little confidence in the Council being active in supporting further settlement and connections. Lack of a specific role in Council to look after this area Local TAFE not well connected to agricultural businesses Schools and teachers lack knowledge of breadth of agriculture and so are not recommending career opportunities in sector
Shepparton	<ul style="list-style-type: none"> Well established groups of CALD who attract more people from the same cultures to Shepparton Parts of the community are very welcoming and accepting due to the long history of migration and settlement to the area Strong settlement services and other supporting groups and champions in the area Other relevant services such as health and education available Culturally specific services available Seen as a safe place to bring up children especially for the Sudanese community GROW Greater Shepparton program objective is to create employment opportunities for refugees and migrants Existing Agriculture Victoria projects and staff with connections to local horticulture industry 	<ul style="list-style-type: none"> Low rental housing stock and expensive Settlement services have low level of confidence in Council Promotion around breadth of jobs in agriculture needed for local CALD groups to understand the possibilities Previous issues with some labour hire groups

Appendix 1: Desktop review – summary of documents

SEPTEMBER 2020

Desktop review of current policies, programs and agencies that support career pathways for CALD

Agriculture Victoria

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Desktop review purpose

The purpose is to: review information on relevant policies, programs and agencies involved in CALD settlement and agricultural careers pathways.

Tables

The following three tables show brief details and links to information on:

1. Federal policies, programs and agencies
2. State policies, programs and agencies
3. Local policies, programs and agencies for four areas targeted.

TABLE 1: FEDERAL POLICIES, PROGRAMS AND AGENCIES THAT SUPPORT CAREER PATHWAYS FOR CALD GROUPS

ORGANISATION	POLICY/PROGRAM
Settlement	
Settlement Council of Australia http://scoa.org.au/category/policy-hub/policy-and-research-papers/employment/	National Settlement Framework A high level structural blueprint for the three tiers of government, Commonwealth, state and territory and local government, to work in partnership to effectively plan and deliver services that support the settlement of migrants and new arrivals in Australia. The Framework includes outcomes standards such as education/training and employment and a National Youth Settlement Framework. It also outlines targeted settlement support by government. https://www.dss.gov.au/settlement-and-multicultural-affairs/publications/national-settlementframework Any work in the two focus areas should meet the Outcomes Standards set by this framework.
CGU Migrant Small Business report quoted on SCOA website	CGU Migrant Small Business report – quoted on SCOA website. The report found that migrant business owners are entrepreneurial, innovative and ambitious.
Department of Immigration and Citizenship Settlement Database https://www.data.gov.au/data-set/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/details	Shows recent trends in settlement. In 2019 very few migrants to regional and rural areas. Largest ethnic group migrating that year was from India followed by China, Philippines and Nepal. In terms of regional and rural councils in Victoria, largest numbers were to Mildura (416 people), Wodonga (264 people), Swan Hill (127 people), East Gippsland (112 people), Horsham (74 p), Wangaratta (74 p), Benalla (30p).
AMES Australia https://www.ames.net.au	Offers a broad range of settlement, English language and employment services to newly arrived Australians. Have a skilled migration service team.
Steps to settlement success – Toolkit for Regional and rural communities – Regional Australia Institute, Scanlon Foundation and Welcoming Cities, 2019	This toolkit has been developed to respond to the information needs of rural and regional communities looking to settle migrants locally, be they migrants coming in from big Australian cities or overseas, entrants to Australia on skilled working visas or on humanitarian grounds. Includes 7 steps to settlement success:

ORGANISATION	POLICY/PROGRAM
http://www.regionalaustralia.org.au/home/wp-content/uploads/2019/07/MigrationToolkit_v6.pdf	<ul style="list-style-type: none"> ▪ Settlement strategy ▪ Organising the local community ▪ Welcoming and hosting new migrants ▪ Securing employment ▪ Securing housing ▪ Fostering community cohesion ▪ Considering culture, customs and environments <p>Roundtable for organisations involved in regional migration held at the RAI's Regional Australia Hub. They also have a Migration Director.</p> <p>Scanlon Mapping Social Cohesion report also included notes on National Community Hubs however they appear to be mainly in urban areas.</p>
<p>Riding the next wave of automation in rural Australia – safeguarding agriculture and rural labour markets through migration and skills development. Regional Australia Institute, 2018</p> <p>http://www.regionalaustralia.org.au/home/wp-content/uploads/2018/06/RAI_Riding-the-next-wave-of-automation-in-rural-Australia.pdf</p>	<p>This report supports the need for this research project by outlining the need for a mix of low skills agricultural work and high skilled agriculture and service sector jobs. It states “to help cultivate a workforce for the next generation, dual emphasis on migrant labour and skills development/acknowledgement is required.”</p> <ul style="list-style-type: none"> ▪ Rise in job vacancies for farmer and farm managers ▪ Migrants are generally younger than existing workforce ▪ Agriculture related qualifications are gaining greater recognition in Australia's skilled migration program ▪ High skill jobs are expected to have the greatest growth and are hard to fill, even in urban areas, thus the importance of career pathway programs for those in agriculture and the adoption of a culture of life long learning.
<p>Visa schemes and government support for CALD in regional areas</p> <p>https://scoa.org.au/wp-content/uploads/2017/03/SCoA-Regional-Settlement-Policy-Paper.pdf</p>	<p>Since the mid-1990s regional settlement of migrants and refugees has taken on an increasingly important role for Australian governments in addressing population change and driving economic prosperity in regional areas. This has been demonstrated through a number of visa schemes which have been put in place to facilitate regional migration. The visa schemes currently in place include:</p> <ul style="list-style-type: none"> ▪ The Regional Sponsored Migration Scheme (RSMS) ▪ The Save Haven Enterprise visa (SHEV) ▪ The Skilled Regional (Provisional) visa ▪ The 457 temporary skilled worker scheme and short-term visas such as the 417 and 462 work and holiday visas.
<p>Australian Bureau of Agricultural and Resource Economics – Bureau of Rural Sciences (ABARE)</p>	<p>Research arm of Australian Department of Agriculture, Water and the Environment.</p> <p>Improving engagement of culturally and linguistically diverse persons in agriculture, fisheries and forestry, July 2010.</p> <p>Barriers and solutions including section on factors influencing CALD participation in agriculture.</p>
<p>Snapshot of Australian Agricultural Workforce 2018, ABARES Insights</p>	<p>Includes section on CALD in agriculture on age, education level, roles, which industry, level of English proficiency. Top 3 sub-industries are: Mushroom and vegetable growing, fruit and nut tree growing and Poultry.</p>
<p>The Future of Australia's Agricultural Workforce</p> <p>file:///Users/deborahp/Downloads/19-00351_DATA61_REPORT_AgricultureWorkforce_WEB_191031.pdf</p>	<p>High level analysis of where the sector is heading and key recommendations.</p>

ORGANISATION	POLICY/PROGRAM
<p>Department of Social Services</p> <p>https://www.dss.gov.au/sites/default/files/documents/06_2017/snapshots_from_oz_-_update_may_2017.pdf</p> <p>Guide to Supporting Settlement in regional Australia</p> <p>https://www.awecc.org.au/uploads/1/1/4/5/114540309/guide_to_supporting_settlement_in_regional_australia_1.pdf</p>	<p>Aust Government has a range of settlement services, the Adult Migrant English Program, the 3 year Career Pathways Pilot for humanitarian entrants.</p> <p>The Pilot will provide targeted, early intervention assistance to help newly arrived humanitarian entrants who have skills and/or qualifications and vocational English language proficiency.</p> <p>Also has a split of general responsibilities of federal, state and local government.</p> <p>The guide offers more advice on settlement including list of targeted services offered by DSS.</p> <p>AMES was involved in the career pathway pilot.</p>
<p>Migration Council Australia (MCA)</p> <p>Funded through DSS</p>	<p>An independent, non-partisan, not-for-profit body to enrich the productive benefits of Australia's migration and humanitarian programs.</p> <p>Advocacy, research and policy analysis and programs including migrant employment.</p>
<p>Settlement Services Advisory Council (SSAC)</p> <p>https://www.directory.gov.au/portfolios/home-affairs/departments/settlement-services-advisory-council</p>	<p>The Council provides advice to the Government on strengthening social cohesion through the successful settlement of migrants and humanitarian entrants into the Australian community, through maximizing social and economic participation.</p>
<p>Australian Multicultural Council (AMC)</p>	<p>The Australian Multicultural Council is a ministerially-appointed body that provides advice to the government on affairs policy and programs, 2016 focus on CALD women particularly in economic and social participation, leadership and family safety.</p>
<p>Central Queensland University study looking at the factors keeping migrants in the state's two major cities and not moving to the regions.</p> <p>'Achieving secure and stable migrant employment in the agriculture, manufacturing and food processing industries of regional Queensland'</p> <p>Quoted in SBS news media article</p>	<ul style="list-style-type: none"> Isolation, a lack of services, and limited opportunities to connect with people of similar background are some of the key reasons stated. Figures from the Department of Home Affairs show only one in eight new migrants settle outside of Sydney and Melbourne, a phenomenon raising growing concern about overpopulation in the two cities. Government statistics show in 2016-17 of the more than 120,000 skilled migrants who arrived in Australia, just over 10,000 were part of the Regional Sponsored Migration Scheme. The regional numbers are not meeting demand, with the report showing employers are over-reliant on temporary overseas migrants to fill jobs, including backpackers, working holiday-makers and seasonal Pacific Islander workers.
Job/career support	
<p>Federation of Ethnic Communities Council Australia (FECCA)</p> <p>fecca.org.au</p> <p>National Peak body representing Australia's CALD communities and organisations. Advocacy, policy and issues</p>	<p>FECCA provided key recommendations to the Inquiry into the "future of work and workers" in Jan 2018.</p> <p>FECCA's own research has highlighted some key challenges that CALD workers face when finding employment including:</p> <ul style="list-style-type: none"> Difficulties obtaining recognition of skills and qualifications earned overseas or lack of Australian qualifications. English language proficiency. This includes employer discrimination with regards to accent. Experiences of discrimination, prejudice or racism.

ORGANISATION	POLICY/PROGRAM
http://fecca.org.au/wp-content/uploads/2018/01/FECCA-future-of-work-and-workers-submission.pdf	<ul style="list-style-type: none"> ▪ Lack of networks for seeking and securing employment. ▪ Communities from the immediate settlement period and throughout their life in Australia. ▪ An unemployment rate of 3.3 per cent versus 5.4 per cent for people born in Australia. ▪ Limited familiarity with the Australian workforce, employment systems and culture. ▪ Pre-migration experience, including experiences or torture and trauma. <p>Census data supports this with around 1/3 of recent migrants who have had a job in Australia report:</p> <ul style="list-style-type: none"> ▪ A lack of Australian work experience or references (65 per cent). ▪ A lack of local contacts or networks (31 per cent). ▪ Language difficulties (25 per cent) ▪ http://www.abs.gov.au/ausstats/abs@.nsf/mf/6250.0 <p>Two of their recommendations in particular relate to this project. i.e.</p> <ul style="list-style-type: none"> ▪ Targeted pathway programs which assist those vulnerable to or currently employed in insecure work conditions to access training and skills development. ▪ Greater implementation of cultural competence training for employers. This training should also seek to promote and build systemic changes in organisations and industries.
<p>Settlement Council of Australia</p> <p>http://scoa.org.au/category/policy-hub/policy-and-research-papers/employment/</p>	<p>Report called “Seven Steps to success: Enabling refugee entrepreneurs to flourish” Report on international best practice guide for government, business and society to better support refugee entrepreneurs.</p> <p>However, refugees have ‘the highest rate of entrepreneurship of all categories of entry of immigrants’ (quoted in FECCA article above).</p> <p>Collins, Jock 2016, Refugee Entrepreneurship in Australia: From Surviving to Thriving: Inclusive work and economic security for refugees and people seeking asylum.</p>
<p>Australian Government's Destination Australia Program</p> <p>https://www.education.gov.au/destination-australia</p>	<p>Regional universities and vocational education providers can apply to offer scholarships of up to \$15,000 a student per year.</p> <p>The scholarships are open to students to undertake a qualification from a Certificate IV through to a PhD in a regional community.</p> <p>Other admin support for RTOs and educational institutions is available.</p>
<p>Regional Australia Council 2031</p> <p>http://www.regionalaustralia.org.au/home/regional-australia-council-2031/</p>	<p>The Council gives corporate Australia a vehicle to support the development, investment and prosperity of our regions in a collaborative way, to enhance the lives of Australians who choose to live in the regions.</p> <p>RAC2031 does not function as a lobby group, but rather as a solution-based model to support the work of the RAI and, in turn, regional Australia. It is encouraging people to work and live in regional Australia and is mentioned in recent ABC media article (see appendix) regarding Coronavirus and subsequent lockdown as showing that you can work for a major city organisation but live regionally.</p> <p>Has 4 pillars: Jobs, population, liveability and People and Leadership.</p> <p>Members includes banks, NBN, Telstra, KPMG and other corporates.</p>
<p>Refugee Council of Australia</p> <p>https://www.refugeecouncil.org.au/what-works-report/</p>	<p><i>What Works – Employment Strategies for Refugee and Humanitarian entrants</i></p> <p>Includes list of targeted policy and programs responses</p> <p>And elements of success.</p> <p>These elements of success have been broken down into five broad themes:</p> <ul style="list-style-type: none"> ▪ Specialist employment services targeting refugee and humanitarian entrants;

ORGANISATION	POLICY/PROGRAM
	<ul style="list-style-type: none"> Employers who value and are committed to workforce diversity; Coordination and collaboration among refugee entrants and their communities, education and training providers, employment services and employers; Initiatives tapping into the entrepreneurial spirit of former refugees through social enterprise and small business development; and Building awareness within refugee background communities about career pathways in Australia.
Department of Home Affairs – Immigration & Citizenship (Skills Assessment) https://immi.homeaffairs.gov.au/visas/working-in-australia/skills-assessment	Provides information on eligible skilled occupations and the relevant skills assessing authorities. Outlines which types of visas require skills assessments.
Department of Employment and Jobactive website https://www.employment.gov.au/employment-facilitators https://www.employment.gov.au/regional-employment-trials-program	<ul style="list-style-type: none"> Connecting job seekers with employers and is delivered by a network of jobactive providers. Employment facilitators who work with retrenched workers, jobactive providers, RTOs and education providers. Regional employment trials – only in Gippsland. Local employment initiative fund.
Job Access and Disability Employment Services	Extra support for CALD community members with a disability including support to find a job and for those who need regular ongoing support to keep a job.
Youth Transition Support Pilot	Includes partnerships for Employment to help improve the work readiness and work awareness of youth through work experience, job readiness training and support to fill existing job vacancies. Also to increase vocational opportunities to help youth obtain and strengthen vocational skills.
Employers guides to hiring refugees https://www.fni.org.au/employers-guide/	Developed by: Migration Council of Australia and the Friendly Nation Initiative
Seven steps to Success: Enabling refugee entrepreneurs to flourish, Report by CPD and Open Political Economy Network (OPEN) <i>Seven Steps to SUCCESS: Enabling Refugee Entrepreneurs to Flourish.</i>	<ul style="list-style-type: none"> The report draws on Australian and international best practice to outline policy recommendations to government, business and civil society on how to better support refugee entrepreneurs. Key findings: Refugees are the most entrepreneurial migrants in Australia. Nearly twice as likely to be entrepreneurs as Australian taxpayers as a whole Female refugees are more likely to report income from their own business than men Current support for refugee entrepreneurship is limited in funding and mainly for Melb and Sydney An ambitious but achievable target of launching 1,000 new refugee-run businesses each year could yield \$98m in annual economic and fiscal gains. Social benefits would also be significant.
CGU Migrant Small Business report quoted on SCOA website	<ul style="list-style-type: none"> The report also found that migrant business owners are entrepreneurial, innovative and ambitious. See appendix for figures and details
Regional Australia Institute Blog Nov 12 2018 Migrants as Job creators from longer	Key related findings <ul style="list-style-type: none"> Migrants not only fill jobs but create them.

ORGANISATION	POLICY/PROGRAM
<p>report Evidence of Migrant Business Ownership and entrepreneurship in regions</p> <p>http://www.regionalaustralia.org.au/home/migrants-regional-job-creators/</p>	<ul style="list-style-type: none"> ▪ Migrants are more likely to be business owners in regions than in metro areas. ▪ Migrant business owners that employ others are more likely to be found in regional areas. ▪ Migrant businesses are highly diverse and go well beyond the hospitality industry. ▪ Migrants share a desire to 'give back' to communities that embrace and support them. ▪ It is important to not only attract migrants to regions but retain them as the longer a migrant lives here, the more likely it is that they establish a business and employ others.
<p>Centre for Policy Development, Report, Feb 2017 Settling better: Reforming refugee employment and settlement services</p> <p>https://cpd.org.au/2017/02/settlingbetter/</p>	<p>Policy recommendations cover:</p> <ul style="list-style-type: none"> ▪ Investing in programs to overcome employment barriers ▪ Leveraging overseas best practice ▪ Establishing a centre of gravity for settlement services ▪ It looks like some of these have been adopted e.g. English language programs, micro finance for women and a National Settlement Framework.
<p>Skills for Education and Employment (SEE) program</p> <p>https://www.employment.gov.au/background-see-program</p>	<p>Federal government funded program which provides high quality training to help job seekers address language, literacy and numeracy barriers.</p> <p>Agencies running the training receive referrals.</p> <p>68 agencies across Australia.</p>
Agricultural industry support	
<p>Regional Australia Institute, Future Regional Jobs, 2019</p>	<p>Shows trends for the future</p> <p>States that regional wholesale trade numbers are expected to decrease by the largest amount (2,998 jobs). This is followed by agriculture, forestry and fishing industry.</p> <p>However, agriculture, forestry and fishing industry are expected to grow in some regional areas, with the greatest growth in Warrnambool and South West (2,328 jobs), Mackay (1,504 jobs) and WA Wheat Belt (1,331 jobs).</p>
<p>Department of Agriculture, Water and the Environment</p> <p>National Agricultural Workforce Strategy literature review (2020)</p>	<p>Australian Government committed \$1.9 million in the 2019-20 Budget to develop a National Agricultural Workforce Strategy (the strategy). It builds on the outcome of the Agriculture Ministers' Forum (AGMIN) meeting on 8 February 2019, at which ministers agreed to a review of agricultural education.</p> <p>During the 2019 federal election, the Australian Government committed to establish a National Agricultural Labour Advisory Committee to help progress the strategy and advise the government on farm labour and agricultural sector workforce challenges more broadly.</p> <p>The strategy will consider the role of agricultural education in meeting Australia's current and future workforce needs in food and fibre industries and identify where access to a migrant workforce will be necessary to meet the industry's workforce needs.</p> <p>The literature review aims to inform the work undertaken to develop the strategy.</p>
<p>People in Agriculture initiative</p> <p>(supported by Dairy Australia, MLA, Cotton RDC, Grains RDC and Australian Pork)</p>	<p>A website featuring information on employment law, news, career management and professional practice. It is a free resource built for all employees and employers within the Agricultural industry. Includes information for employees coming from overseas and on career development.</p>

ORGANISATION	POLICY/PROGRAM
https://www.peopleinag.com.au/farming/about/	
Rural Skills Australia http://www.ruralskills.com.au	<p>Not for profit organisation that works with National Farmers' Federation and member bodies and related industry organisations to support structured education and training to enhance skills and capabilities of new entrants, existing workers and primary producers.</p> <p>Partners with RTOs and select industry bodies to develop on-line training approaches to support various qualifications from the Agriculture, Horticulture and Conservation Land Management Training Package; and some related industry specific short courses.</p>
Australian Skills Recognition Information and Guidelines on Recognition of overseas qualifications (DET)	The Australian Government provides information on how to get an assessment of occupational qualifications, skills or experiences gained overseas. The site also provides information on state-specific licensing and registration requirements to practice an occupation in Australia.
<p>Deloitte Economics – Making the most of skills and experience of migrant and refugees, 2018</p> <p>https://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-economics-making-most-skills-experience-migrants-refugees-011118.pdf</p>	Queensland based study that shows the underutilisation of migrant skills and experience.
<p>Dairy Australia</p> <p>https://www.dairyaustralia.com.au/farm/people</p>	<p>People and skills section</p> <ul style="list-style-type: none"> ▪ Education & training ▪ Dairy careers ▪ Employing & recruiting staff
<p>Nursery Industry Career Development Pathways</p> <p>(Hort Innovation project – delivered by RMCG)</p> <p>https://www.greenlifeindustry.com.au/Attachment?Action=Download&Attachment_id=2195</p> <p>https://www.horticulture.com.au/globalassets/laserfiche/assets/project-reports/ny17002/ny17002---final-report-complete.pdf</p>	Outlines 5 pillars to focus on when developing a career pathway program.
<p>What works: Employment strategies for refugee and Humanitarian entrants, Refugee Council of Australia, 2019</p> <p>https://www.refugeecouncil.org.au/what-works-report/</p>	<p>Success factors are grouped under the following:</p> <ul style="list-style-type: none"> ▪ Specialist employment services targeting refugee and humanitarian entrants; ▪ Employers who value and are committed to workforce diversity; ▪ Coordination and collaboration among refugee entrants and their communities, education and training providers, employment services and employers; ▪ Initiatives tapping into the entrepreneurial spirit of former refugees through social enterprise and small business development; and ▪ Building awareness within refugee background communities about career pathways in Australia.

ORGANISATION	POLICY/PROGRAM
<p>Towards a Durable Future: tackling Labour challenges in the Australian Horticulture Industry – Report, University of Adelaide, March 2019</p> <p>https://www.researchgate.net/publication/331586106_Towards_a_Durable_Future_Tackling_Labour_Challenges_in_the_Australian_Horticulture_Industry_-_REPORT</p>	<p>Studied 13 locations across Australia including Mildura/ Robinvale area.</p> <p>Highlights</p> <ul style="list-style-type: none"> Non-compliance with labour standards after a Fair work Ombudsman's Harvest trail Inquiry report, Nov 2018 identified wage underpayments and other non-compliance¹. Unfair competition between growers is facilitated through the industry's reliance on non-compliant labour hire contractors who control the supply of labour to farms. Lack of regulation, oversight and monitoring of labour hire contractors in Horticulture has led to systemic non-compliant wages and conditions. This creates an unacceptable level of vulnerability for many workers. They suggest a better targeted, more reliable and sustainable labour migration program. Suggests NZ's Recognised Seasonal Employer Scheme (RSE) as best practice. Fair Farms initiative compliant in labour standards. Supply chain pressures. Multi-stakeholder approach is essential for ensuring a consistent supply of labour in the Hort industry and widespread compliance with labour standards. Regionally specific and systemic approach would protect the industry more effectively.
CALD strategies and context	
Multicultural Access and Equity Policy	The policy contains six commitments essential to the effective delivery of government programmes and services in a multicultural society: leadership; engagement; performance; capability; responsiveness; and openness.
Department of Foreign Affairs and Trade	<p>Cultural and Linguistically Diversity (CALD) Strategy 2018-2021.</p> <p>Australia's Multicultural Statement – <i>Multicultural Australia - United, Strong, Successful</i>.</p> <p>Includes values of "Respect, Equality and Freedom".</p> <p>This is for their internal workforce.</p>
Friendly Nation Initiative	The Friendly Nation initiative offers a range of approaches for companies to apply in their workplaces to create engagement, offer mentoring, and create employment outcomes for new arrivals.
<p>SBS Cultural Atlas</p> <p>https://culturalatlas.sbs.com.au/</p>	The Cultural Atlas aims to inform and educate the public in cross-cultural attitudes, practices, norms, behaviours, communications and business skills.
<p>Diversity Council of Australia</p> <p>https://www.dca.org.au/inclusion-at-work-index</p>	Organisations can be named as inclusive organisations.
Education and training	
Higher Apprenticeships and degree level apprenticeships	<p>A growing new area where industry and education develop courses to fill skills gaps in the high skill areas. UK has courses in agriculture.</p> <p>Combination of on the job and off the job learning while being paid means that it could be an option for CALD communities who can't afford to study.</p>

¹ FairWork Ombudsman, HarvestTrail Inquiry: A Report on Workplace Arrangements along the Harvest Trail (Report, 2018).

ORGANISATION	POLICY/PROGRAM
<p>Strategic Partnership Program – Department of Education and Training</p> <p>https://www.education.vic.gov.au/Documents/about/programs/partnerships/SPPFundin gGuidelines2018_20.pdf</p> <p>Strategic Engagement Coordinator – Farhat Firdous</p>	<p>Supplementary funding to not-for-profits to improve student achievement, engagement, health and well-being and/or teacher capacity.</p>

TABLE 2: STATE POLICIES, PROGRAMS AND AGENCIES THAT SUPPORT CAREER PATHWAYS FOR CALD GROUPS

ORGANISATION	POLICY/PROGRAM
Settlement and regional jobs	
<p>Victorian Government submission to the joint standing committee on migration: inquiry into migrant settlement outcomes, 2017</p>	<p>Budget initiatives 2016/17: \$18m over 4 years for asylum seekers, new refugee arrivals including coordination of services at the regional level, employment programs.</p> <p>\$15m over two years for Asylum seeker VET program, refugees with temporary visas.</p> <p>The benefits of migration to address issues associated with an aging and declining population are well documented. For example, the Australian Bureau of Statistics data show consistently high economic participation rates among migrants with those who had obtained Australian citizenship since arrival having a higher labour force participation rate (77%) than the average Australian rate of 66%².</p> <p>The submission states that the Victorian Government is interested in establishing greater links between employment/training/mentoring and settlement service providers because of the improved outcomes these will bring.</p>
<p>Spectrum Settlement Services</p> <p>https://spectrumvic.org.au/service/settlement-services/</p>	<p>Spectrum delivers services to newly arrived and established people with migrant and refugee backgrounds in the northern and western Melbourne areas. This includes comprehensive migration and settlement support and assistance in finding employment within the first 12 months of arrival. Programs include settlement services, community development programs, youth services, parenting and family relationship programs, aged care and disability services.</p>
<p>Brotherhood of St Laurence</p>	<p>Have Work and Learning Centres to assist people in public housing in finding a job. Centres in Geelong, Ballarat, Moe and Shepparton. Has Employment Pathways Program however appears to be Melbourne centered.</p>
<p>AMES Australia</p>	<p>See above in Federal list. Services are available in Werribee, Gisborne, Mildura with affiliated services available in other regional areas.</p>
<p>Regional Development Victoria</p>	<p>The Regional Jobs and Infrastructure Fund established under the <i>Regional Development Victoria Act 2002</i> has 5 strategic objectives:</p> <ul style="list-style-type: none"> ▪ Create jobs of the future and diversify the regional employment base. ▪ Improve productivity and enhance long-term competitiveness of Regional Victoria through innovation and transition to new growth opportunities.

2 Characteristics of Recent Migrants, Australia, Australian Bureau of Statistics, <http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6250.0Main%20Features2Nov%202013?opendocument&tabname=Summary&prodno=6250.0&issue=Nov%202013&num=&view> (30/6/14)

ORGANISATION	POLICY/PROGRAM
	<ul style="list-style-type: none"> ▪ Create the conditions for business growth by enhancing workforce skills, providing enabling economic infrastructure and facilitation expansion into new markets. ▪ Improve the liveability of our cities, centres and towns to attract and retain families and young people to live and work. ▪ Enhance community capacity through collaboration, leadership development and regional planning. <p>The first 3 directly support the direction of this project and the next 2 are important to support the project.</p> <p>There is a Regional Jobs Fund which aims to “attract new investment, create new jobs and retain existing jobs in regional Victoria and to support businesses to improve their productivity and competitiveness”. Food and Fibre is one of the high value high potential areas to be invested in.</p> <p>You can search on which projects have been funded in which regions – could look into once we have narrowed down the regions. E.g. Goulburn has 61 projects funded (since 2015) many of which are agriculture related.</p> <p>RDV have information about relocating to regional Victoria under sections – jobs, housing, education, lifestyle and health services, business, international migration and transport.</p> <p>International migration has a good intro phrases however the one in Chinese only seems to promote Melbourne and has images of people who are not Chinese.</p>
Regional Living	This website has some great resources and steps you should take when thinking about moving to a region. I wonder if this information is used by the settlement agencies and adapted to different CALD audiences.
Welcoming Cities Initiative https://welcomingcities.org.au/	Information and criteria to support areas in being welcoming to migrants and refugees.
Career pathways	
Jobs Victoria Employment Network https://jobs.vic.gov.au/about-jobs-victoria/our-programs/jobs-victoria-employment-network	<p>A program that will provide additional resources in communities across Victoria to assist unemployed people into work. Focus includes CALD groups. Employment specialists work closely with employers to identify job opportunities and needs and prepare jobseekers for those roles.</p> <p>Flexible services and funding to help job seekers with barriers to employment including links to community support services, transport, child care.</p>
Youth Employment scheme and Youth Cadetship Scheme https://jobs.vic.gov.au/about-jobs-victoria/our-programs/youth-employment-scheme https://careers.vic.gov.au/career-pathways/traineeships-1908	<p>YES is 12-month program for young people aged 15 to 24 offering paid work experience in a variety of Victorian public sector departments and agencies. These include the Department of Health and Human Services, Department of Justice and Community Safety, and Victoria Police.</p> <p>Cert III, IV plus on the job training plus mentoring.</p> <p>Previously a youth Cadetship program followed on from this but it looks like this is no longer running or is on hold.</p>
Jobs Victoria Work and Learning Centre – regional locations Moe Ballarat	<p>Helps jobseekers find local training, jobs and work experience. Partnership with Brotherhood of St Laurence.</p> <p>Services include:</p> <ul style="list-style-type: none"> ▪ Career guidance and job service training ▪ Vocational training with local providers

ORGANISATION	POLICY/PROGRAM
Shepparton Norlane (Geelong)	<ul style="list-style-type: none"> ▪ Foundation skill courses to improve work-readiness ▪ Work opportunities through links with local employers ▪ Support services to address other barriers like health and mental health services, drug and alcohol support and child care <p>Specific support for Jobseekers from African and Pasifika heritage through partners in regions. https://jobs.vic.gov.au/about-jobs-victoria/our-programs/support-for-jobseekers-of-african-and-pasifika-heritage</p>
Local Learning and Employment Networks (LLENs) https://www.education.vic.gov.au/about/programs/Pages/lleens.aspx	<p>Bring together students, teachers, employers, training providers and support workers for locally-led initiatives that are designed to connect people (10 – 19 yrs) to training and employment opportunities.</p> <p>Particularly relevant to regional Victoria as applies a regional learning systems approach and locally based solutions.</p> <p>Activities include:</p> <ul style="list-style-type: none"> ▪ Networks and community groups ▪ Capacity building for teachers, career's professionals and others professional and personal development for young people.. <p>Good examples of work are found in Campaspe, Baw baw, Gippsland and Wimmera with partnership and mentoring programs.</p>
Recruit Smarter – Report of Findings, 2018 DPC and Centre for Ethical Leadership, Melb Uni https://www.vic.gov.au/recruit-smarter	<p>Tested several different strategies to reduce unconscious bias in recruitment activities across government and private organisations. Resulted in recommendations and Best Practice Guidelines for Inclusive Recruitment. This could be used by the industry in the capacity building area for employers. Simple graphics and well-laid out.</p>
CALD strategies and context	
Multicultural Affairs (part of Fairer Victoria, group within Department of Premier & Cabinet) https://www.vic.gov.au/about-multicultural-victoria-our-programs	<p>Multicultural Affairs has four branches:</p> <ul style="list-style-type: none"> ▪ Community Participation ▪ Social Inclusion ▪ Communications, Corporate, Community Grants and Pick my Project ▪ Office of the Victorian Multicultural Commission (OVMC) ▪ On this webpage, it highlights relevant: ▪ Legislation (eg Multicultural Victoria Act 2011) ▪ Policy (eg Multicultural Policy Statement) ▪ Government reports (eg Victorian Government Report in Multicultural Affairs – details activities and programs that support diversity in Victorian community).
Office of the Victorian Multicultural commission (OVMC)	<p>Includes:</p> <ul style="list-style-type: none"> ▪ 8 VMC Regional Advisory councils (RAC) ▪ RAC Members are the Victorian Multicultural Commission's eyes and ears, keeping Commissioners informed about the issues that matter to multicultural communities including settlement services, employment, education, housing, citizenship and connection to culture. ▪ A settlement Coordination Unit.
Ethnic Communities Council Victoria Eccv.org.au	<p>Advocacy body supporting “the voice of Multicultural Victoria” includes policy advocacy, capacity building for CALD communities and groups, discussion papers and joint projects.</p> <p>Including Discussion paper – <i>Qualified but not Recognised</i>, 2015.</p>

ORGANISATION	POLICY/PROGRAM
Centre for Ethnicity and Health https://www.ceh.org.au/	Focussed on health outcomes however well connected into other areas of CALD settlement.
Education and training	
Strategic Partnership Program – Department of Education and Training	Supplementary funding to not-for-profits to improve student achievement, engagement, health and well-being and/or teacher capacity. Also covers regional Strategic Engagement Coordinators in CALD settlement agencies. 2 of which were interviewed for this project.

TABLE 3: LOCAL POLICIES, PROGRAMS AND AGENCIES THAT SUPPORT CAREER PATHWAYS FOR CALD GROUPS

ORGANISATION	POLICY/PROGRAM
Settlement	
LaTrobe Community Health Service Program (CHSP) Settlement Services Support Program https://www.lchs.com.au/community/migrant-and-refugee-support	<ul style="list-style-type: none"> Gippsland wide (Morwell, Wonthaggi, Moe, Traralgon, Churchill, Sale, Bairnsdale) Health Social & community support (eg job seeking) Includes Strategic Engagement Coordinators who serve as conduit between regions and DPC on policy, programs and regional needs. Funded through Strategic Partnerships. community designed solutions.
Gippsland Multicultural Strategic Plan 2017-2020 (Lead agency - LaTrobe CHSP) https://www.lchs.com.au/uploads/documents/LCHS_GMS_P_WEB_SinglePages_5.3_(1).pdf	Plan includes: <ul style="list-style-type: none"> Literature review Skilled migrant survey Service provider survey Lists funded programs.
Gippsland Ethnic Communities Council Inc. http://www.gippslandethniccouncil.org.au/	<ul style="list-style-type: none"> Volunteer not-for profit organisation.
Gippsland Multicultural Services https://www.gms.org.au	<ul style="list-style-type: none"> Organisation managed through Committee of Management Training services to other agencies (re language & cultural competency) Capacity building support for CALD communities Referral & building connections. (Note: no direct services to support work / career pathways for CALD communities)..
Sunraysia Mallee Ethnic Communities Council https://www.smeccinc.org/	Has short videos showing “why Mildura is a great place to live” for CALD communities wishing to settle there. <ul style="list-style-type: none"> Settlement engagement and transition support Bilingual workers Family strengthening project Small role as job partner with local organisations who need particular workers. They forward resumes of potential workers.

ORGANISATION	POLICY/PROGRAM
<p>Shepparton Ethnic Communities Council http://ethniccouncilshepparton.com.au/</p>	<p>Peak body to promote and represent the social, cultural and economic well-being of ethnic communities in the Goulburn Valley Region.</p> <p>Includes:</p> <ul style="list-style-type: none"> ▪ A Strategic Engagement Coordinator to strengthen community engagement, social inclusion, economic participation and settlement outcomes. ▪ Community profiles for key ethnic groups.
<p>Shepparton Interfaith Network https://sheppartoninterfaith.org.au/</p>	
<p>Understanding Regional Settlement in Australia Key learnings from past experiences http://www.regionalaustralia.org.au/home/wp-content/uploads/2019/06/2019_RAI_Toolkit_Supporting_Material-1.pdf</p>	<p>Lists examples from Shepparton, South West</p> <ul style="list-style-type: none"> ▪ Notes on successful regional settlement and gaps from “Understanding Regional Settlement in Australia” including that for agriculture families often do not have the prior learning or mechanical knowledge and physical ability to take on the manual labour required to fill gaps in the workforce. Employers did not adjust their procedures of employment and CALD workers were not employed due to perception of employers that training or assistance would be required. Lack of land ownership, mechanised agriculture skills and equipment limit the opportunities for migrant families to pursue large-scale farming endeavours. Some employers recruited translators during induction training to translate material and made time for employees to attend English classes. <p>3 major players are: Government – federal or local, business and organisations and volunteers who support settlement and participation in local events and activities.</p>
<p>GSCC Multicultural Strategy 2019 – 2022 http://greatershepparton.com.au/assets/files/documents/community/diversity/Multicultural_Strategy_2019-2022_Web.pdf</p>	<p>15% of Population were born overseas (11% for Regional Victoria) 15% speak a language other than English at home.</p> <p>25% increase in the number of people speaking English at home 2011 – 2016. Anecdotal evidence suggests this would be even higher now.</p> <p>Relevant actions include:</p> <ul style="list-style-type: none"> ▪ Assisting communities in the establishment of business and social enterprises ▪ Encouragement of CALD into Shepp Community Leadership program ▪ Promotion of work experience, apprenticeships, traineeships programs ▪ Support initiatives for skilled multicultural community members.
<p>Mildura RCC Cultural Diversity and Inclusion Strategy 2012 - 2017</p>	<p>Strategy has expired.</p>
<p>Social Cohesion in Shepparton and Mildura, 2015 Research by Latrobe Uni https://www.multiculturalcommission.vic.gov.au/roundtable-and-research-reports#understanding-social-cohesion-in-shepparton-and-mildura</p>	<p>Includes success factors, points of stress.</p> <p>Factors that foster social cohesion in the two sites include:</p> <ul style="list-style-type: none"> ▪ There is an historical experience of CALD immigration that positively influences community attitudes toward acceptance of newer migrants and refugees. ▪ Employment opportunities in the horticultural and agricultural industries have provided and continue to provide opportunities for financial stability. ▪ Ethnic councils are recognised throughout the communities as a hub of resources and support for CALD community members, as well as serving an important role in linking them to other parts of the community. ▪ Some of the primary and secondary schools have high numbers of CALD and Indigenous students, and are cited as places where multicultural interactions take place. ▪ The Universities and TAFE campuses provide education and training opportunities, developing their workforce to targeted needs, in particular in education, health, social welfare, business and trades.

ORGANISATION	POLICY/PROGRAM
	<p>Things that diminish social cohesion include:</p> <ul style="list-style-type: none"> ▪ Employment issues, linked with a need for economic development, present challenges to social inclusion. Due to rises in farm and land prices and changes in the horticultural, agricultural, and related industries, it is no longer a given that economic stability and/or mobility is available to anyone who pursues it. ▪ persistent problems of unemployment, especially long-term and intergenerational unemployment, and also underemployment for various groups ▪ Significant employment challenges for the CALD communities. <p>Includes 2 relevant recommendations</p> <ol style="list-style-type: none"> 1. Cities like Shepparton and Mildura should consider, in consultation with local government and other key agencies, including business and industry, how to expand study options at Universities and TAFEs to meet the needs of developing local industries. 2. Employment challenges for CALD and Indigenous communities need to be addressed with high priority. Issues around discrimination, English language training, and misconceptions about newer migrants all need to be addressed in order to assist in the settlement and community reception of newer arrivals. Federal, state and local governments should offer incentives for employers, large and small, who implement proactive strategies for hiring employees from the CALD and Aboriginal communities. <p>Mentions horticultural and agricultural industries as the centre of success for socially cohesive cities.</p> <p>The TAFEs and universities are also highly significant for retaining CALD migrants and need to be further developed otherwise People from CALD backgrounds may have to move back to cities when their children are looking to go into tertiary training.</p> <p>Further expansion of study options would benefit Aboriginal and CALD communities some of whom prefer to stay in the local area for higher education.</p> <p>Promotion of these options in relation to agriculture is also important.</p>
<p>Warrnambool City Council Cultural Diversity Policy 2006 - 2009</p> <p>Inclusion and Diversity Policy 2016</p>	<p>Mentions Sudanese community in Warrnambool Inc, Warrnambool and District resettlement Advisory group, Warrnambool Integrated settlement services network, International Student officer Deakin Uni</p> <p>The council provides limited skilled migration support services for migrants and employers. Including links to the Settlements Grants Program (run out of Warrnambool community health – skill building, case work, help with health, employment housing and education, enhancing of organisational cultural competency) and certification for employer sponsored visa nominations as the Great South Coast Regional Certifying body.</p> <p>https://www.warrnambool.vic.gov.au/support-skilled-migrants</p>
<p>South West healthcare</p>	<ul style="list-style-type: none"> ▪ Advice for employers and migrants on DAMA
<p>Career pathways</p>	
<p>Regional Employment Trials and Local employment initiative fund</p> <p>https://www.employment.gov.au/regional-employment-trials-program</p>	<p>Initiatives include:</p> <ul style="list-style-type: none"> ▪ Pre-apprenticeship placement programs ▪ Mature aged residents and local business leaders mentoring job seekers ▪ Preparing job seekers to be skilled and ready for employment in up-coming infrastructure projects ▪ Work experience projects aligned with local employment opportunities. <p>Local government, businesses or not-for-profits can apply.</p>
<p>Gippsland Employment skills Training (GEST)</p>	<p>RTO for adult education funded by Victorian and Commonwealth govts.</p>

ORGANISATION	POLICY/PROGRAM
https://www.gest.com.au/	GEST is also a Learn Local ACE provider, delivering pre accredited training funded by Adult Community and Further Education (ACFE).
Job Active Providers	<p>Sureway disability employment and training</p> <p>The Maxima Group – disability employment</p> <p>Atwork - disability training</p> <p>Max Employment – disability employment</p> <p>Wise Employment</p> <p>Mission Australia</p> <p>Konekt employment</p> <p>APM - disability</p>
<p>Latrobe University – Regional Reward</p> <p>https://www.latrobe.edu.au/study/regional-reward</p> <p>Campuses in Mildura and Shepparton</p>	<p>Advantages of studying regionally includes:</p> <ul style="list-style-type: none"> ▪ Work Integrated Learning (work placement) ▪ Student Exchange Mobility Grant for Overseas study - \$1000 per semester or smaller scholarships for shorter international programs.
Sunraysia Shared Local Solutions	Partnership supporting Adult and Community Education in the region. Link is broken so may no longer be available.
Uni of Melb – Dookie campus	<p>Degree courses upwards.</p> <p>Accommodation onsite.</p> <p>Offers internships, exchange and study abroad, mentoring for Grad students.</p> <p>Breadth subjects in food production, agricultural systems through hands on learning.</p>
<p>Longerenong agricultural college – Horsham</p> <p>3-4 hours from Mildura</p>	<ul style="list-style-type: none"> ▪ Variety of agricultural courses, VET in schools, farm apprenticeships, Cert IV to advanced diploma ▪ Scholarships up to \$5k ▪ International students from 2019.
Shepparton Chamber of commerce and Industry	
Goulburn Valley Business Rural and Industry Network	Networking and events.
<p>Piloting a place based skill development approach in the Goulburn Valley Orchard Industry, 2019 (Draft from Del)</p> <p>SED Regional Advisory for DPJR</p>	
Multicultural Chambers of Commerce	Network of Vic chamber groups dedicated to supporting community and economic prosperity in our state by exchanging ideas, business and employment opportunities for multicultural communities.
Agricultural pathways	
<p>Hazeldeanes Chicken Farm</p> <p>https://www.hazeldenes.com.au/joining-the-team/</p>	<p>Openly welcome and are proud of their culturally diverse workforce. To support they offer: paid interpreters and translators, cultural group leaders and a prayer room and support for multicultural festivals.</p> <p>Of 790 workforce they have 95 Karen people, 20 Hsaragi people and many others from Chinese, Vietnamese, Filipino, Pacific Islanders, South African, Indian and Sri Lankans.</p>

ORGANISATION	POLICY/PROGRAM
	<p>All management are mainstream Australians.</p> <p>Found limited uptake of ESL classes when they offered.</p> <p>Consideration of organisational fit and grouping of EAL employees.</p> <p>Benefits found that has committed engaged workforce, increased applicant pool and significant contribution to org growth.</p>
Education and training	
<p>Great South Coast Group - Food and Fibre Strategy and action plan 2015 – 2020 by McKinna et al Strategic Insight Global Outlook</p>	<p>2015 - 2020</p> <p>Includes common barriers relevant to this project.</p> <p>Skills development and education needs a holistic strategy</p> <ul style="list-style-type: none"> ▪ Shortcomings in the labour market: <ul style="list-style-type: none"> – – Prohibitive cost – – Seasonal gaps – – Labour availability – – Skill levels. <p>Also mentions opportunities – could explore if this becomes a region of focus.</p>
<p>South West Tafe – Glenormiston (46 mins from Warnambool)</p> <p>https://www.swtafe.edu.au/courses/agriculture-conservation-horticulture/</p>	<ul style="list-style-type: none"> ▪ Agricultural college offering dairy, track riding and agriculture. ▪ Free Tafe courses in Cert II – Diploma in agriculture including a traineeship for eligible students. Diploma not offered as traineeship and only full time on campus. ▪ Further pathways listed and link for people wanting to find an employer to sponsor a traineeship if they don't already have one. ▪ Pathfinders Skills and jobs centre for careers advice and assistance however link does not work.
<p>SuniTafe</p> <p>https://www.sunitafe.edu.au/why-sunitafe/campuses/mildura/</p>	<p>Is now classed as one of the top TAFEs in Victoria.</p>
<p>TAFE Gippsland</p> <p>https://www.tafegippsland.edu.au/campuses/morwell</p>	<p>Well connected with agricultural sector.</p> <p>Open to ideas to encourage more CALD students.</p>
<p>GOTafe Shepparton</p> <p>https://www.gotafe.vic.edu.au/campuses/shepparton-fryers-street</p>	<p>Agriculture and animal science courses.</p>

Appendix 1: Media articles

Coronavirus showing that working in cities and living regionally is more than possible

<https://www.abc.net.au/news/2020-05-28/coronavirus-australians-move-to-regional-areas-remote-work/12293588>

Pyramid Hill embraces its Filipino Community

<http://www.abc.net.au/local/photos/2015/10/15/4332637.htm>

Appendix 2 - CGU Migrant Small Business report – quoted on Settlement Council of Australia website

<http://scoa.org.au/sectorupdates/sector-publications/employment/cgu-migrant-small-business-report/>

The report found that migrant business owners are entrepreneurial, innovative and ambitious, revealing:

- Eight in 10 (83%) migrant business owners started their first business venture after moving to Australia
- Nearly one quarter of migrant business owners started their business to try out an innovative or new idea (23% compared to 16% of non-migrants)
- One in two migrant business owners are aiming to generate higher revenue in the next five years (47% compared to 38% of non-migrants)
- A quarter of migrant business owners are training young people in the community (25% compared to 19% of non-migrants)
- One in three migrant business owners are planning on growing their business with new hires (33% compared to 25% of non-migrants).

Appendix 2: Consultation list

Region	Type	Agency	Name	Role	Phone	Mobile	Email	Notes / comments	interview	
STATEWIDE	CALD service providers	AMES	Peter Harrison	General Manager Education & Employment		1387912478 ??	harrisonp@ames.net.au	Peter is statewide		
			Lucia Halliburton, Melika Hassan Sheikh-Eldin, Maria Tsopanis, Teresita perera			Teresita 0429 987 568 Lucia 0434697877	lucia.halliburton@ames.net.au	Lucia is a great key contact as she is good at following through. Teresita was unable to be on the call but would be a good contact for Gippsland. She has Gippsland Rhohinga connections. Maria for Try Test and Learn Note Tony O'Hea is no longer at VMC. Email sent requesting to speak with someone however they are busy supporting Nth Melb housing commission residents. Lauren posted a few questions and a request for CALD people in ag jobs to get in touch via their online portal for Regional Advisory Groups (VMConnect).		
		VMC	Lauren Townrow and	Senior Strategic Engagement Advisor	9651 5871 M: 0437 852 514		lauren.townrow@vmc.vic.gov.au	Celia not available for a few weeks due to Covid support See Lisa Cowan's contact in NE Vic for referral ??	Deb	
		Education & training	Dept of Education & Training	Celia Tran	Coordinator Regional Advisory Committees		celia.tran@vmc.vic.gov.au			
	2	Agriculture groups	AUSVEG - Victoria AUSVEG	Tim Withers Tyson Cattle	National policy officer			info@ausvegvic.com.au	Tom Cohen state manager recently resigned	Em
			Fruit Growers Victoria Dairy Australia / UDV	Mel Floyd	Business Development Officer	03 5825 3700.	0448 288 253	businessdev@fgv.com.au	Previously participated in Skilled Workforce for Horticulure workshop (2019) run by RMCG for AgVic	Em
	Labour hire companies	APG Workforce				03 9761 5282 (Bayswater H/O) 03 9310 4050 (Shepparton)			https://www.apgworkforce.com.au National company; head office in Baywater & office in Shepparton	
		Chandler Agribusiness	Mali Hang	Manager - workforce	1300 499 494			http://chandleragribusiness.com.au Head office in Melbourne, branch in Springvale https://www.agricrew.com.au/ourteam/ (Division of Connecting - registered migration consultants)		
		Agricrew	Grace Aberin	Recruitment consultant	1300 131 131 (officer number)			H/O in Sydney; Site mentions migration services etc "specialises in agriculture staffing for rural business across Australia. We help businesses employ skilled farmer professionals and tradesmen for their agribusiness"		
GIPPSLAND	CALD service providers	LaTrobe Community Health Service Program	Farhat Firdous	Strategic engagement coordinator	03 5622 7429		Farhat.Firdous@lchs.com.au	https://www.lchs.com.au/community/migrant-and-refugee-support Sent email 13 July	Def's introduction (Deb)	
		Green Lab Futures	Scott Douglas	Exec Director. Founded Farming our Futures with Farhat and otl	405758669					
	2	Gippsland Ethnic Communities Council Inc	Debra Carnduff Dr Christine Lee Murray Lobley	Community settlement worker Chairperson Secretary	1800 242 696 03 51226714	0407 975 815	Debra.Carnduff@lchs.com.au	Volunteer not-for-profit organisation Contact if have time - lower priority http://www.gippslandethniccommunitiescouncil.websyle.com.au/		
			1 CALD workers in agriculture	Thuch Ajak	Co-founder of the United African Farm	426157709		thuchajak@gmail.com	Sudanese community Spoke with all 4 people who appeared to work very well across their areas of work.	Deb
	Education & training	TAFE Gippsland	Luke Prime Shae Mabel Mspero Louise Linda Martin Joy	Head of Department Construction & rural Sciences manager Student Support Services Transition Services and foundational courses Program Manager Agriculture and animal sciences	03 5622 8535	0419 369 298	l.prime@tafegippsland.edu.au	Looks after AMEP, VCE and VCAL		
									Another contact through Deb who knows people well connected in the Gippsland community. If required.	
		Shire of Cardinia/VFF/Women	Lisa Brassington	Cardinia Food Circles		0433501051	agperiurban@gmail.com	Although not technically par tof Gippsland offer opportunities in the peri-urban area, experience in working closely with CALD group in ag and experience in working with women in ag.VFF contact forwarded email from VMC.	Deb	
		Gippsland Employment Skills Training ??	??		5127 4544			https://www.gest.com.au Pre-accredited training programs suitable for CALD people Received funding through the Gippsland Multicultural Strategic for 'New Aussie Grassroots Learning' - work with funding bodies and service providers to expand English classes for the CALD community.		
	2		GippsDairy	Leah Maslan Nico Pero	Dairy Workforce Coordinator CEO	03 5624 3900	0437 296 955	leah@gippsdairy.com.au	Dairy Regional Development Program (Dairy Australia) https://www.dairyaustralia.com.au/gippsdairy/about-gippsdairy/about-us Del suggested this contact person	Em
			Food & Fibre Gippsland	Julie Tuhi	Manager Gippsland Regional Agrifood Employment program		0448 880 824	julie.tuhi@foodandfibregippsland.com.au	Not-for-Profit established in 2019 from amalgamation of Agribusiness Gippsland and the East Gippsland Food Cluster https://www.foodandfibregippsland.com.au	Em
MILDURA	CALD service providers	AMES - Mildura office	Jason Minter	Team leader in Mildura				maria Tsopanis from Melbourne office referred		
1		Sunraysia Mallee Ethnic Communities Council	Ray Cadmore	Strategic Engagement Coordinator	5022 1006			https://www.smeccinc.org/	Deb	
		Sunraysia Mallee Ethnic Communities Council	Dean Wickham	Executive Officer	0478057877		eo@smecc.org.au	Well connected into the ag businesses	Deb	
		Workforce Partners Australia	Robin Kuhne	Group Training	0428286246		robin@workforcepartnersaustralia.com.au	Group training working with SMECC on other projects and interested in work place learning.		
	Education & training	Adrian's contact	Glenn Stewart	Strategic Manager for the Advancing Country Towns project in Robinvale.		0428 347 151	glenn@ourplace.org.au	Adrian's contact; sits on RDV - Mallee region board; previously with the Office of Victorian Skills Commissioner Will have education contacts & ag. business contacts Robin from Workforce Partners recently worked there as head of Agriculture.	Em	
			SunTAFE LaTrobe Uni MADEC						See notes below	
	Agriculture groups	Adrian's contact	Glenn Stewart					Confirm key groups / businesses to speak with Not-for-profit, H/O in Mildura but offices in Shepparton & other locations; offering a range of services including: Education & training (RTO), employment (Jobactive) Labour hire (seasonal worker program, SPC seasonal employment) Manages National Harvest Labour Information Service and operates six Harvest Labour Offices		
			MADEC			03 5021 347		madedc@madedc.edu.au mildura@madedc.edu.au	Glenn Stewart contact; George Warne from RMCG also knows CEO; https://selectharvests.com.au/meet-our-people/ broad thinking Ag business however in NSW - connections through SMECC Contact of Adrian's	
		Select Harvest P/L (almonds) Duxton	Ben Brown	General manager (horticulture)		0429 953 871	skitt@selectharvests.com.au	Had written the application for Designated area migration agreement (DAMA) Spoke with Stephen Hoy instead	Deb	
	SOUTH WEST	CALD service providers	Warrnambool City Council	Andrew Paton	Executive Research Officer	5559 4923	0409 947 079	apaton@warrnambool.vic.gov.au		
				Stephen Hoy	Great South Coast DAMA Coordinator	5559 4800		shoy@warrnambool.vic.gov.au	http://gscdama.warrnambool.vic.gov.au see pathways http://gscdama.warrnambool.vic.gov.au/approved-occupations speak to regarding key employers involved in program	Deb
2			South West Healthcare Warrnambool	Meredith McKinnon	Settlement Services Coordinator	5563 4337		mmckinnon@swb.net.au	Migration coordinator. Experience in working with groups to find pathways for humanitarian entrants into jobs.	Deb
			1 RAC member for Barwon South	Mukhles habash	Member of Barwon South West RAC	0457 686 312			Information on Syrian, Iraqi communities employment needs and interests. Mukhles is happy to introduce us to others if we need more information.	Deb
Education & training		South West TAFE						AMES said that South West Tafe was supportive years ago in settling Sudanese community however no good reports recently.		
3		Agriculture groups	WestVic Dairy	Michelle Muir Jim Burrell	Regional Extension Officer (Workforce Planning) Careers Development Officer Dairy Farmers	03 5557 1000 03 5557 1000	0404 404 554 0419 316 850	michelle@westvicdairy.com.au jim@westvicdairy.com.au	From website https://www.dairyaustralia.com.au/westvic-dairy/about-westvic-dairy/team	Em Em
			Nick & Simone Reynard						Meat processing company (https://midfield.com.au) "We are an equal opportunity and multi-cultural employer with the bulk of our employees based at our Warrnambool operations" Emily has found him	Em
		The Midfield Group	Barry Crimmin	HR & OHS Manager	03 5563 4444	0407 547 109	barry.crimmin@midfield.com.au	Worked with Midfield Group re traineeship program. Also work with Camperdown Dairy		
		WestVic Staffing Solutions Australian Lamb Company	Jacob Rhodes		0417 125 627 03 5231 1477		info@austlambco.com.au	Processing & exporter based in Colac & SunshineCath said they employ CALD people (Sudanese)		
Shepparton (Goulburn Valley)	CALD service providers	Ethnic Council of Shepparton	Chris Hazelman	Exec Officer	0427 360 043		Chris.Hazelman@shepparton.vic.gov.au	Got Chris' contact from David McKenzie. He has invited me to speak to their whole team on Fri 17th July.	Deb	
			Sam Artekola	Strategic Engagement coordinator (Goulburn Region)	433167353		satukorala@ethniccouncil.com.au	Great contact. Also spoke with their whole team including Abdullah and Kalef and Andrew Murphy	Deb	
	2	DJTR - Horticulture Centre of E:	Melly Pandher	project Officer Productivity Services			melly.padher@dpi.vic.gov.au	well established migrant. Also runs his own business which has a good reputation in the CALD community especially in hiring Punjabi and Indian workers.		
				Enver Sabri Ranmali Kariyawasan Suggesha	Senior horticulturalist Entomologist Crop care supervisor	0418570398 0450878701 0449647515		envers@ike.com.au	Albanian horticulturalist whos is born here and knows about career pathways programs. He was also instrumental in starting the Albanian Harvest Festival. Sri Lankan Sri Lankan	
	Wise Well Women (Women's Director Project Partnerships	Lorna Gillespie Christine Nunn	co-convenor co-convenor		0428661975 58289217 0418106199	lorna.gillespie@inet.net.au c.nunn@biglond.com	promoting jobs in ag to CALD women. Well established in Shepp. VMC referred promoting jobs in ag to CALD women. Well established in Shepp	Deb		
		Education & training	Dookie (Uni of Melb)	Ros Gall	Director - Faulty of Veterinary andn Agricultural Sciences			rosgall@unimelb.edu.au	Introduced by Sam	Deb
		ForUp Skill	Brendan White	Operations manager - agriculture	03 5795 3276			http://www.4upskilling.com.au ; based in Euroa; contact recommended by Megan Hill; has good contacts with hort industry in Shepparton region		
		Dept of Education & Training LaTrob Uni	Martina Rienzner	Principal Regional Advisor (North East)	03 7022 0157	0408 110 431	rienzner.martina.m@edumail.vic.gov.au	Contact from Lisa Cowan (AgVic) - check if has DET contacts for other regions		

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Key: Black items were interviewed
Green items were recommended but not interviewed

Appendix 3: Interview guides

FOR STATEWIDE CALD SETTLEMENT PROVIDERS

AMES

1. What are the key issues for your clients at present?
2. Are there particular industries that your CALD clients are attracted to? Realising this may be very broad answer due to diversity within CALD communities. Why are they attracted to these industries?
3. Is there any area of your organisation who has worked with CALD Agricultural workers?
4. What sort of barriers or opportunities do you see for getting more CALD people into agriculture? And encouraging them to pursue careers to a higher level in that industry?
5. One of the issues found in the research was that there were not enough qualified people in the higher levels (managers, higher technical staff etc.) in agriculture. What do you think might be preventing more CALD people from pursuing higher degrees in that field? What might encourage them?
6. Is it possible to speak to someone in the skilled migration service team?
7. Have you worked with skilled migration agents before? Which ones would you recommend? Do you think it is worth talking to them? E.g. Connecting
8. What do your clients think about the new provisional regional visas? Do you think these will encourage more CALD people to settle in the regions? For the 3 years? Or longer?
9. What do you think could be done to attract more CALD people to regional areas? Have you seen some benefits for communities already established in regional areas?
10. There is good information on the Regional Victoria website on planning for moving regionally – Is this information used by yourselves for settling new CALD people to the area? Do you adapt it to suit different CALD audiences?
11. There's several Commonwealth government programs that support new migrants.
 - a. Can you tell me about the Career pathways pilot for humanitarian entrants that AMES delivered? This has now finished so what is available now?
 - b. Do you know if there are AMEP programs in our target regions? (Adult Migrant English Language programs)
 - c. Do you know about community hubs? Commonwealth government program. Are they still in operation? Are these mainly in metro areas?
 - d. Commonwealth government funded scholarships for university and TAFEs in regional areas? Would this help keep CALD in the regions? Or entice people to the regions?
12. Have you seen any good examples of employers who have successfully integrated CALD workers into their workplace for the benefit of CALD workers and the company?

VMC

1. What are the key issues from the Regional Advisory Groups at present?
2. Have you ever had conversations about Agriculture with these groups? Were these from particular groups/areas?
3. You were involved in the Social Cohesion study for Mildura and Shepparton – that was 5 years ago now – what or who would you speak to continue that conversation and add to that body of information? It was run by Latrobe Uni – Is there anyone there who is keen to support CALD in education who we could speak to?
4. Does the Social Cohesion and Multicultural Research Institute still exist?
5. This is the list of steps to settlement success (see below) – what in your experience is most important to CALD settling in the regions?
6. This is the list of barriers to work for CALD groups (see below) – what do you think are the greatest barriers? From your experience have you seen these play out in Agricultural jobs/workers?

7. Could you suggest a potential person who wouldn't mind being in a case study or who wouldn't mind being interviewed for this project? Someone from a CALD background who works in agriculture in one of the 4 regions targeted? Or someone who works with CALD agricultural workers?
8. Have you seen any good examples of employers who have successfully integrated CALD workers into their workplace for the benefit of CALD workers and the company?

FOR CALD SERVICE PROVIDERS

GENERAL DEMOGRAPHICS AND SCENE

1. What are some of the reasons / drivers that CALD groups settle to this / your area?
2. What groups do you mainly support?
3. What are the main ways you support them? What other support are they seeking / needing?
4. Do you think the region has the right mix of elements to support CALD communities in settling there?
5. E.g. The Regional Australia Institute, Welcoming Cities and Scanlon Foundation has 7 steps to settlement success.
 - Settlement strategy (forward planning and research by local councils and communities)
 - Organising the local community (Strong leadership – positional and casual champions)
 - Welcoming and hosting new migrants
 - Securing employment
 - Securing housing
 - Fostering community cohesion (collaborating across sectors and services, community support and engagement)
 - Considering culture, customs and environments (support and services to respond to the complex needs of refugees)
6. Do you have anywhere that offers the Adult Migrant English Program? What is available in your area?

WORK AND BARRIERS

1. What sort of employment and conditions are your clients seeking? (eg part time, full time etc) and in what sectors / industries?
2. Have you worked with any of the agricultural organisations before? If so, what was that experience like?
3. What issues or barriers have your clients found in getting work (particularly in ag but if not for any work?) This is a list that FECCA developed after consultation with groups. Have your clients found any of these in your region?
 - Recognition of skills
 - English language (and bias around accent)
 - Discrimination, prejudice or racism
 - Lack of networks
 - Limited familiarity with Australian workforce and culture
 - Pre-migration experience including trauma
4. Is this worse or better in the current uncertain times?
5. What types of visas do CALD workers have? Are some better than others from your point of view?
6. There's a lot of data on migrant and refugee entrepreneurship – do you have any examples of this? How can this assist ag in Victoria?

EXAMPLES OF THINGS THAT WORK/OPPORTUNITIES/SUPPORT

1. What sort of support do others in the community provide? E.g. local government, state government, Agricultural businesses or other workplaces? Which of these works the best? i.e. Centrally located or distributed?
2. According to a Regional Australia Institute report “high skill jobs (in Agriculture) are expected to have the greatest growth and are the hardest to fill” Have you heard of any CALD people in the region, doing further study in agriculture in order to work on their career aspirations?
3. What do you see as being done to encourage more skilled migrants and humanitarian entrants to move to rural and regional areas? E.g. Recent new Scholarships to study in regions, AMEP programs, provisional visas – do you think these will make a difference?
4. Is your city a Welcoming City? Do you think it is a worthwhile program for cities wanting to attract and retain migrant communities?
5. Two recommendations from research to assist CALD workers in finding a job are: targeted pathway programs and cultural competence training for employers. Do you think these are the top two? What else? Have you seen examples either from your own work, other employer’s programs that have worked either in part or completely? I.e. Preferably employers that have put in place “recruitment, onboarding, training or mentoring programs that has meant that CALD workers have stayed and both the business and the CALD workers have benefitted.
6. Are there Jobactive providers in your area? Do you connect with these agencies? And to what extent?
7. What about labour hire companies? Are there ones that are better than others?
8. Do you have a lot of CALD clients with disabilities in your area? Roughly what percentage? What extra services could help them get and retain jobs? Are there support services in your area?
9. Roughly what percentage are young people coming to you for assistance? What would help with this cohort? Are they interested in agriculture?
10. How do you think Ag Vic could build awareness in CALD communities of career pathways in agriculture?
11. Do you know of any CALD workers/groups in agriculture who we could speak to?

FOR AGRICULTURAL SECTOR

AGRICULTURE INDUSTRY GROUPS

1. What are the current labour & skills issues for your industry (or region) at the moment?
2. How do you think the current COVID situation will affect this?
3. How is the industry currently addressing these issues?
4. What are the challenges / barriers in addressing these issues?
5. To what extent is the industry reliant on migrant worker programs?
 - What have been the benefits of these programs?
 - What have been the challenges / issues?
6. What is the experience of the industry in employing people from CALD backgrounds?
 - Have industry members identified particular benefits or challenges?
 - Where businesses have employed people of CALD backgrounds, what has worked in supporting them (& what hasn't)?
 - Has the industry considered opportunities in encouraging CALD people into the industry?

AGRICULTURAL BUSINESSES

1. Confirm if the current labour & skills issues are true for the specific business
2. How is the business currently addressing these issues?
3. To what extent is the business reliant on migrant worker programs?
4. Does the business currently employ people from CALD backgrounds?
 - a. What are the CALD cultural backgrounds?
 - b. Benefits / challenges
5. What practices have supported in employing (& retaining) people from CALD backgrounds? Eg. Cultural diversity training for staff? Support in onboarding, different recruitment practices, links to community support programs?
6. What additional support / initiatives etc is needed to encourage employment of CALD people into agricultural
7. What types of visas do CALD workers have? Are some better than others from your point of view?

FOR EDUCATION AND TRAINING INSTITUTIONS

GENERAL CALD

1. Have you had many people from CALD backgrounds studying here?
2. If so, what courses are they attracted to or studying in? or can we access this somehow?
3. Do you think there are barriers to CALD people studying here?
4. Do you have any support systems for people from CALD backgrounds? E.g. Do you provide English assistance? Housing assistance, buddy systems, connection to other gvt support?
5. Do you have any ideas for support systems that would work at your institution?
6. Do you actively target CALD groups in your marketing?
7. Do you connect with settlement agencies in your area?
8. Have you heard of Higher or degree Apprenticeships?

AGRICULTURE SPECIFIC

1. What's the general trend of enrolments in Agriculture courses? Has this changed over the last 5 years?
2. Do you think the CALD cohort is an area of opportunity for the institution? For ag?
3. According to a Regional Australia Institute report "High skill jobs (in Agriculture) are expected to have the greatest growth and are the hardest to fill" Have you heard of any CALD people in the region, doing further study in agriculture in order to work on their career aspirations?

CALD in Agriculture Project - Interview Questions

RESEARCH QUESTIONS	PROJECT TASKS THAT WILL ASSIST ANSWERING	ALIGNS WITH DELIVERABLES
1. Where are the CALD communities located in regional Victoria and how does this align with potential employment opportunities in Victorian agriculture sector (and associated industries)?	<ul style="list-style-type: none"> Identification and mapping of CALD communities 	<ul style="list-style-type: none"> Map and identify the location of Victoria's CALD communities including the CALD service provider sector (e.g. providers of workforce training and career guidance to CALD people) Understand CALD settlement trends, gaps and opportunities in relation to agriculture
2. What are the opportunities to encourage primary and secondary migration to agricultural regions? <ul style="list-style-type: none"> What current policies, programs, support etc address this opportunity and who is responsible / delivering these? (i.e. federal government, state agencies, local government, industry, not-for-profit etc) What's is Agriculture Victoria's role in this context? 	<ul style="list-style-type: none"> Desktop review of policies, programs and agencies Consultation with CALD settlement service providers 	<ul style="list-style-type: none"> Identify opportunities to encourage primary and secondary migration to agricultural regions while assessing current support by industry, local government and agencies supporting settlement.
3. What's the current (and future) labour and skills shortages in Victorian Agriculture?	<ul style="list-style-type: none"> Desktop review of policies, programs and agencies Consultation with agricultural industry bodies, education and training providers 	<ul style="list-style-type: none"> Engage industry bodies, training providers and settlement agencies to identify labour and skills shortages, and career development issues for CALD communities in agriculture.
4. What opportunities (and challenges) does this present for CALD communities? <ul style="list-style-type: none"> To what extent are CALD communities interested in agricultural jobs / careers? Why or why not Are CALD people / communities able to "capture" these opportunities? Why / Why not? What support is needed for them to fulfil this opportunity? 	<ul style="list-style-type: none"> Consultation with CALD settlement service providers Desktop review of policies, programs and agencies 	<ul style="list-style-type: none"> Understand the reasons/factors influencing the CALD cohort to not select agriculture as a career path.

<p>5. What's the career pathway / development opportunities for CALD people already employed in Victoria's agriculture?</p> <ul style="list-style-type: none"> What factors influence CALD people pursuing further career development in agriculture? (What factors are specific to CALD people and those that are similar to general population?) 	<ul style="list-style-type: none"> Consultation with agricultural industry bodies, education and training providers Desktop review Desktop review of policies, programs and agencies 	<ul style="list-style-type: none"> Understand why CALD people in agriculture may not pursue higher qualifications to enhance their careers in agriculture.
<p>6. For Tony O'Hea VMC You were involved in the Social Cohesion study for Mildura and Shepparton – that was 5 years ago now – what or who would you speak to to continue that conversation and add to that body of information? It was run by Latrobe Uni – Is there anyone there who is keen to support CALD in education who we could speak to? Does the Social Cohesion and Multicultural Research Institute still exist?</p>	<ul style="list-style-type: none"> Desktop - Social Cohesion Study of Mildura and Shepparton Consultation with ag employers, education and training providers 	<ul style="list-style-type: none"> Understand how Mildura and Shepparton have moved on since 2015 and any leads as to good examples of agricultural employers, settlement agencies who are supporting CALD into ag employment or Higher ed institutions who are working to support CALD students.

For Statewide CALD settlement providers

AMES

1. What are the key issues for your clients at present?
2. Are there particular industries that your CALD clients are attracted to? Realising this may be very broad answer due to diversity within CALD communities. Why are they attracted to these industries?
3. Is there any area of your organisation who has worked with CALD Agricultural workers?
4. What sort of barriers or opportunities do you see for getting more CALD people into agriculture? And encouraging them to pursue careers to a higher level in that industry?
5. One of the issues found in the research was that there were not enough qualified people in the higher levels (managers, higher technical staff etc.) in agriculture. What do you think might be preventing more CALD people from pursuing higher degrees in that field? What might encourage them?
6. Is it possible to speak to someone in the skilled migration service team?
7. Have you worked with skilled migration agents before? Which ones would you recommend? Do you think it is worth talking to them?
Eg. Konnecting
8. What do your clients think about the new provisional regional visas? Do you think these will encourage more CALD people to settle in the regions? For the 3 years? Or longer?
9. What do you think could be done to attract more CALD people to regional areas? Have you seen some benefits for communities already established in regional areas?
10. There is good information on the Regional Victoria website on planning for moving regionally – Is this information used by yourselves for settling new CALD people to the area? Do you adapt it to suit different CALD audiences?
11. There's several federal gvt programs that support new migrants.
 - a. Can you tell me about the Career pathways pilot for humanitarian entrants that AMES delivered? This has now finished so what is available now?
 - b. Do you know if there are AMEP programs in our target regions? (Adult Migrant English Language programs)
 - c. Do you know about community hubs? Federal gvt program. Are they still in operation? Are these mainly in metro areas?
 - d. Fed Gvt funded scholarships for unis and TAFEs in regional areas? Would this help keep CALD in the regions? Or entice people to the regions?

12. Have you seen any good examples of employers who have successfully integrated CALD workers into their workplace for the benefit of CALD workers and the company?

VMC

1. What are the key issues from the Regional Advisory Groups at present?
2. Have you ever had conversations about Agriculture with these groups? Were these from particular groups/areas?
3. You were involved in the Social Cohesion study for Mildura and Shepparton – that was 5 years ago now – what or who would you speak to continue that conversation and add to that body of information? It was run by Latrobe Uni – Is there anyone there who is keen to support CALD in education who we could speak to?
4. Does the Social Cohesion and Multicultural Research Institute still exist?
5. This is the list of steps to settlement success (see below) – what in your experience is most important to CALD settling in the regions?
6. This is the list of barriers to work for CALD groups (see below) – what do you think are the greatest barriers? From your experience have you seen these play out in Agricultural jobs/workers?
7. Could you suggest a potential person who wouldn't mind being in a case study or who wouldn't mind being interviewed for this project? Someone from a CALD background who works in agriculture in one of the 4 regions targeted? Or someone who works with CALD agricultural workers?
8. Have you seen any good examples of employers who have successfully integrated CALD workers into their workplace for the benefit of CALD workers and the company?

For CALD service providers

Intro -describe project and what they can add to the situation. What is in it for them? If they are not for profit – can we donate \$50 for their time to the organisation?

General demographics and scene

1. What are some of the reasons / drivers that CALD groups settle to this / your area?
2. What groups do you mainly support?

3. What are the main ways you support them? What other support are they seeking / needing?
4. Do you think the region has the right mix of elements to support CALD communities in settling there?
Eg. The Regional Australia Institute, Welcoming Cities and Scanlon Foundation has 7 steps to settlement success.
 - Settlement strategy (forward planning and research by local councils and communities)
 - Organising the local community (Strong leadership – positional and casual champions)
 - Welcoming and hosting new migrants
 - Securing employment
 - Securing housing
 - Fostering community cohesion (collaborating across sectors and services, community support and engagement)
 - Considering culture, customs and environments (support and services to respond to the complex needs of refugees)
5. Do you have anywhere that offers the Adult Migrant English Program? What is available in your area?

Work and barriers

1. What sort of employment and conditions are your clients seeking? (eg part time, full time etc) and in what sectors / industries?
2. Have you worked with any of the agricultural organisations before? If so, what was that experience like?
3. What issues or barriers have your clients found in getting work (particularly in ag but if not for any work?) This is a list that FECCA developed after consultation with groups. Have your clients found any of these in your region?
 - Recognition of skills
 - English language (and bias around accent)
 - Discrimination, prejudice or racism
 - Lack of networks
 - Limited familiarity with Australian workforce and culture
 - Pre-migration experience including trauma
4. Is this worse or better in the current uncertain times?
5. What types of visas do CALD workers have? Are some better than others from your point of view?
6. There's a lot of data on migrant and refugee entrepreneurship – do you have any examples of this? How can this assist ag in Victoria?

Examples of things that work/opportunities/support

1. What sort of support do others in the community provide? Eg. Local gvt, state gvt, Agricultural businesses or other workplaces? Which of these works the best? Ie. Centrally located or distributed?

2. According to a Regional Australia Institute report “High skill jobs (in Agriculture) are expected to have the greatest growth and are the hardest to fill” Have you heard of any CALD people in the region, doing further study in agriculture in order to work on their career aspirations?
3. What do you see as being done to encourage more skilled migrants and humanitarian entrants to move to rural and regional areas? Eg. Recent new Scholarships to study in regions, AMEP programs, provisional visas – do you think these will make a difference?
4. Is your city a Welcoming City? Do you think it is a worthwhile program for cities wanting to attract and retain migrant communities?
5. Two recommendations from research to assist CALD workers in finding a job are: targeted pathway programs and cultural competence training for employers. Do you think these are the top two? What else? Have you seen examples either from your own work, other employer’s programs that have worked either in part or completely? I.e. Preferably employers that have put in place “recruitment, onboarding, training or mentoring programs that has meant that CALD workers have stayed and both the business and the CALD workers have benefitted.
6. Are there Jobactive providers in your area? Do you connect with these agencies? And to what extent?
7. What about labour hire companies? Are there ones that are better than others?
8. Do you have a lot of CALD clients with disabilities in your area? Roughly what percentage? What extra services could help them get and retain jobs? Are there support services in your area?
9. Roughly what percentage are young people coming to you for assistance? What would help with this cohort? Are they interested in agriculture?
10. How do you think Ag Vic could build awareness in CALD communities of career pathways in agriculture?
11. Do you know of any CALD workers/groups in agriculture who we could speak to?

For Agricultural sector

Agricultural industry groups

- What is the current labour & skills issues for your industry (& region) at the moment?
 - How do you think the current COVID situation will affect this?
- What are the challenges / barriers in addressing these issues?

- How is the industry addressing the issues?
- To what extent is the industry reliant on migrant worker programs?
 - What have been the benefits of these programs?
 - What have been the challenges / issues?
- What is the experience of the industry in employing people from CALD backgrounds?
 - What have been the benefits? / What are the challenges? How job ready would you prefer candidates to be? What is job ready for you? Eg. Has skills and experience and aptitude?
 - What's worked in supporting CALD employers? What hasn't?
- Has the industry considered opportunities in encouraging CALD people into the industry?
- Have you worked with labour hire companies before? Do they assist with employing CALD workers?

Specific agricultural businesses/labour hire

- Confirm if the current labour & skills issues are true for the specific business
- How is the business currently addressing these issues?
- To what extent is the business reliant on migrant worker programs?
- Does the business currently employ people from CALD backgrounds?
 - What are the CALD cultural backgrounds?
 - Benefits / challenges
 - What practices have supported in employing (& retaining) people from CALD backgrounds? Eg. Cultural diversity training for staff? Support in onboarding, different recruitment practices, links to community support programs?
- What additional support / initiatives etc is needed to encourage employment of CALD people into agricultural
- What types of visas do CALD workers have? Are some better than others from your point of view?
- Do you know any CALD workers in Ag that we could speak to?

Note: If they would like a fact sheet on working with CALD communities with some tips to consider then the Harmony in the workplace – delivering the diversity dividend (FECCA) looks good. Or there's the Friendly Nation Initiative? (offers approaches for workplaces to create engagement for migrants)

For Education and training institutions

General CALD

1. Have you had many people from CALD backgrounds studying here?
2. If so, what courses are they attracted to or studying in? or can we access this somehow?
3. Do you think there are barriers to CALD people studying here?
4. Do you have any support systems for people from CALD backgrounds? Eg. Do you provide English assistance? Housing assistance, buddy systems, connection to other gvt support?
5. Do you have any ideas for support systems that would work at your institution?
6. Do you actively target CALD groups in your marketing?
7. Do you connect with settlement agencies in your area?
8. Have you heard of Higher or degree Apprenticeships?

Agriculture specific

1. What's the general trend of enrolments in Agriculture courses? Has this changed over the last 5 years?
2. Do you think the CALD cohort is an area of opportunity for the institution? For ag?
3. According to a Regional Australia Institute report "High skill jobs (in Agriculture) are expected to have the greatest growth and are the hardest to fill" Have you heard of any CALD people in the region, doing further study in agriculture in order to work on their career aspirations?

Appendix 4: Maps

The following maps are based on ABS population census data (2016) according to Local Government Areas (LGAs)

Number of people born overseas by LGA

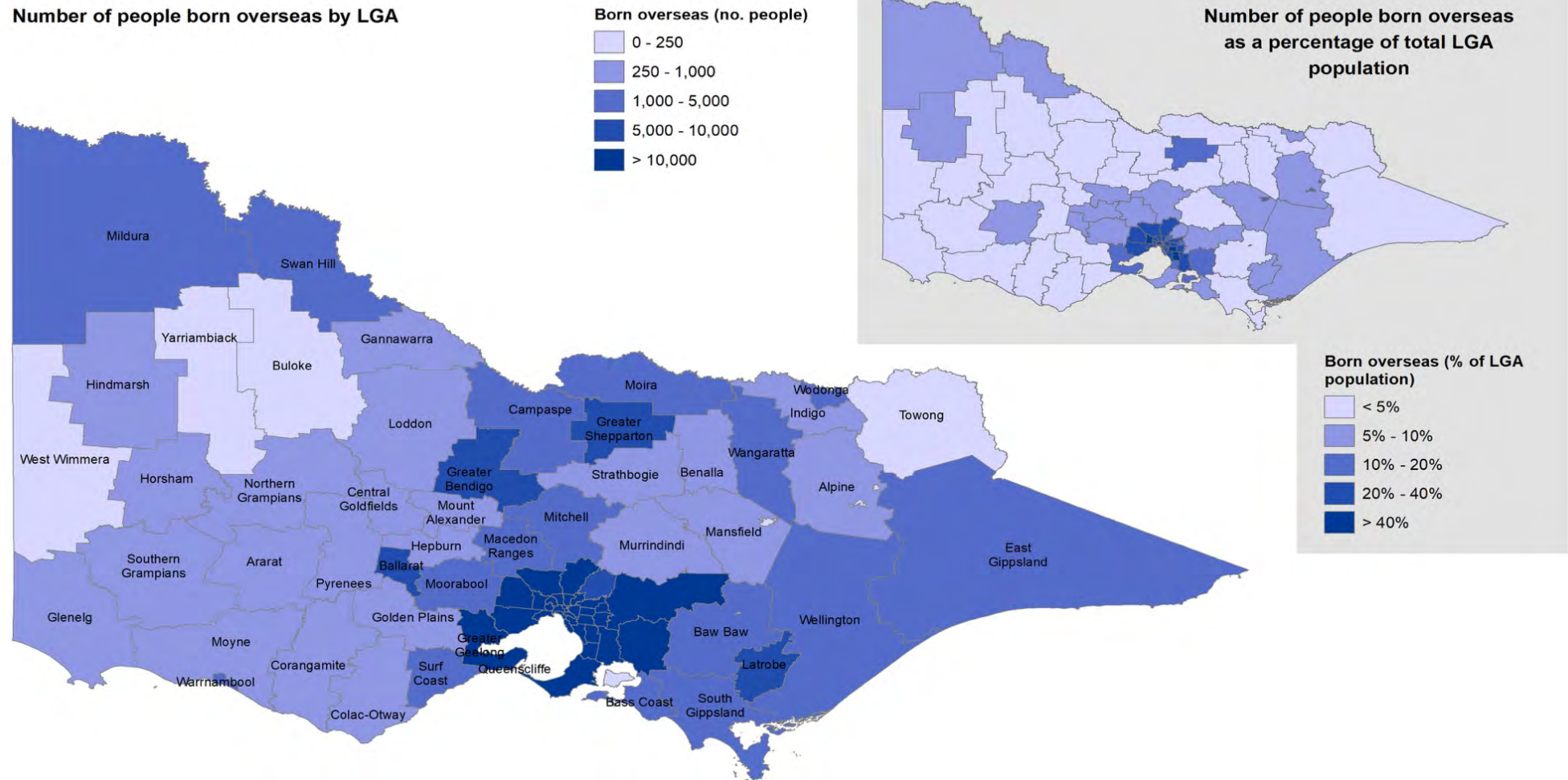
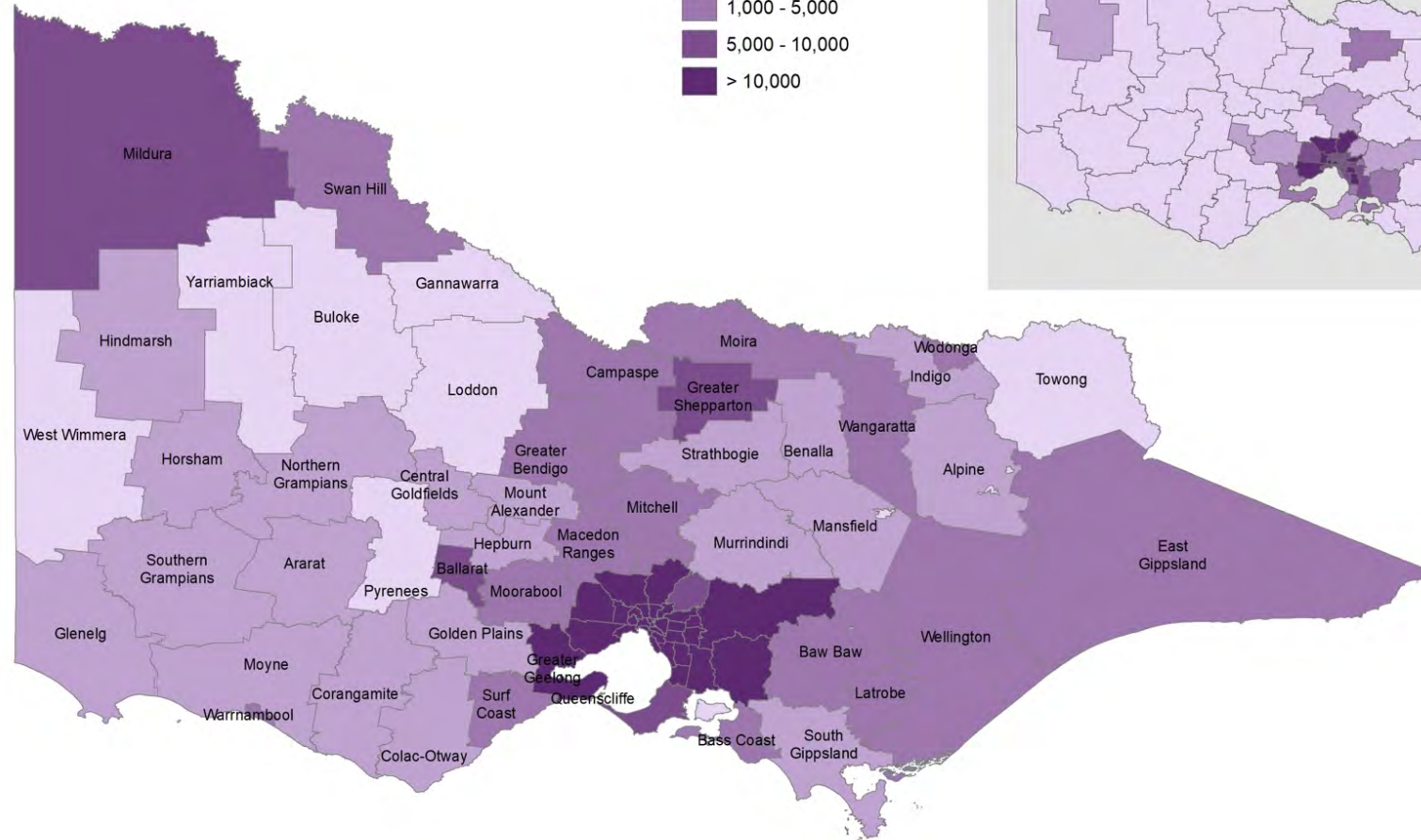
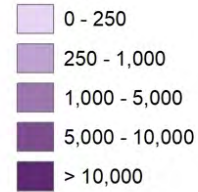


Figure A4-1: Number of people born overseas by LGAs

Language other than English spoken at home by LGA

LOTE spoken at home (no. people)



Language other than English spoken at home as a percentage of total LGA population

LOTE spoken at home (% of LGA population)

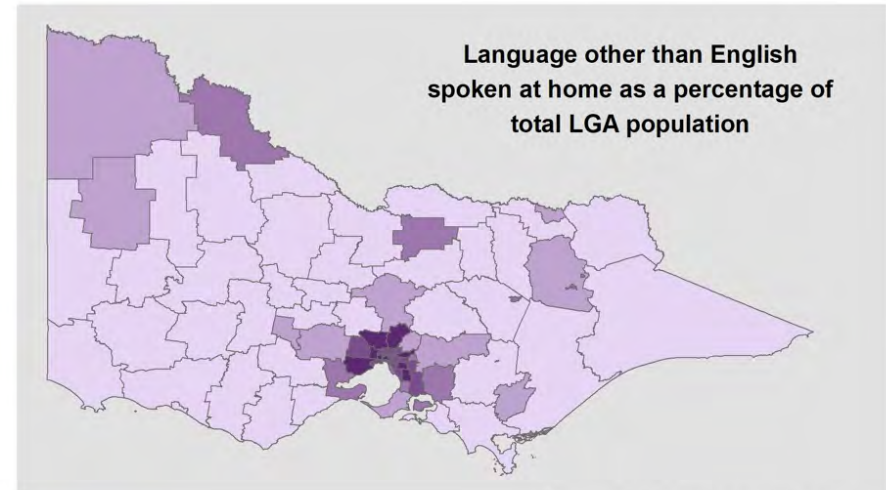
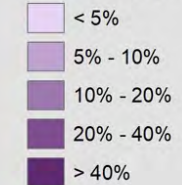
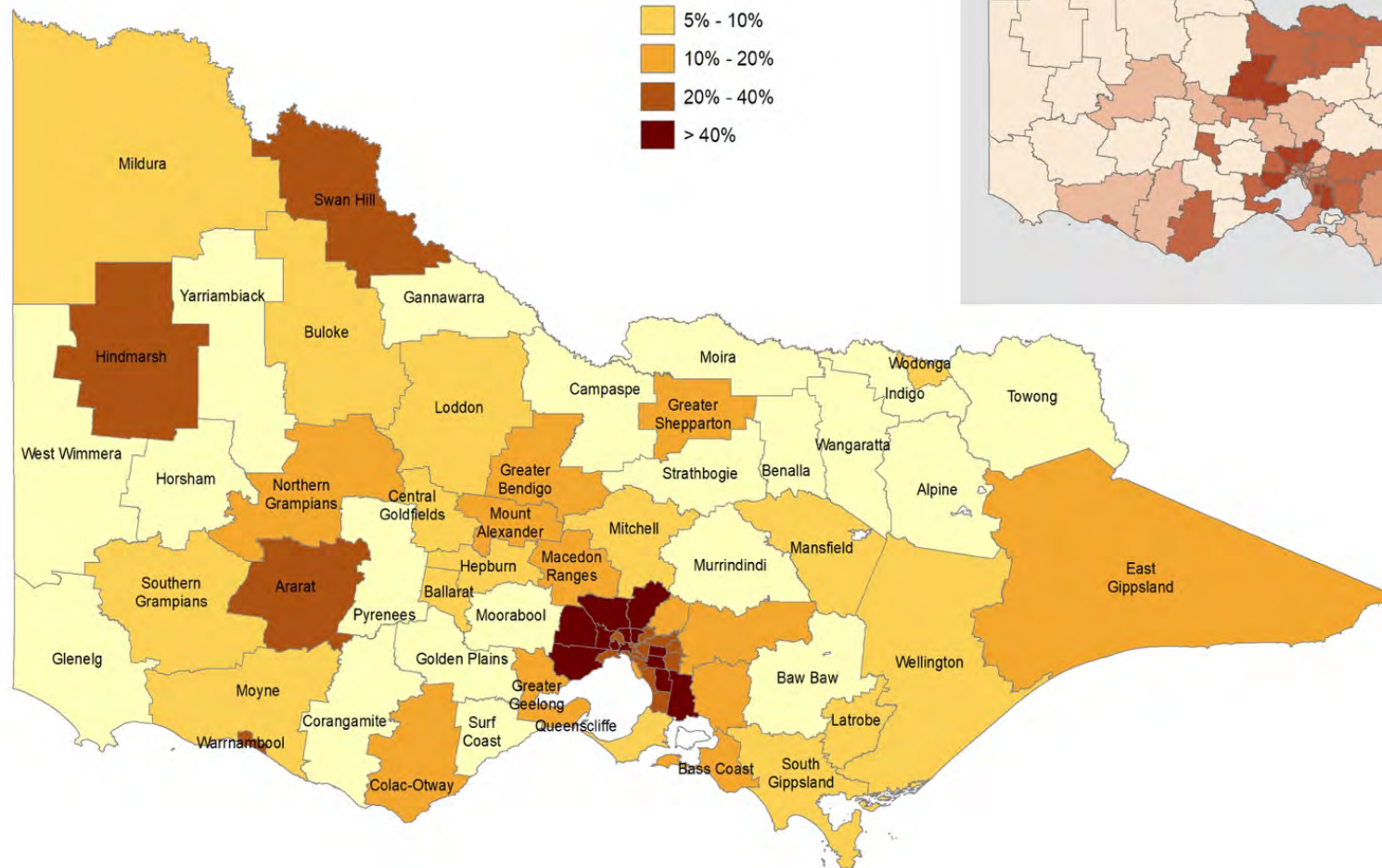
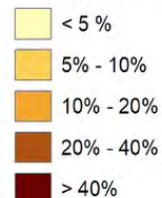


Figure A4-2: Number of people who speak a language other than English

People employed in food product manufacturing and born overseas as a percentage of the total number of people employed in FPM

Industry of Employment - Food Manufacturing and Born Overseas (% FPM employment)



Number of people employed in food product manufacturing

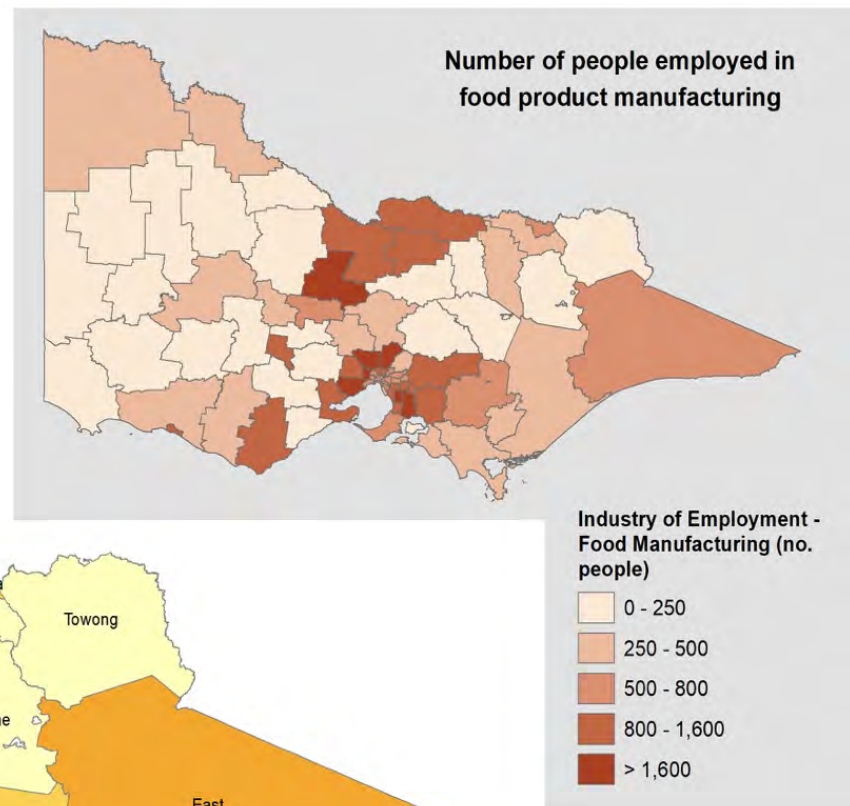


Figure A4-3: Number of people born overseas and employed in food manufacturing

Appendix 5: Summary of themes identified via interviews

The following tables summarise key themes that were identified with representatives from settlement support agencies, agricultural industry bodies and organisation, agricultural businesses and CALD people with experience in agriculture or with CALD clients (responding to online call out via VMC).

Table A5-1: Summary of opportunities to encourage primary and secondary migration to agricultural regions and support for CALD settlement by industry, local government and settlement support agencies

THEMES	STATEWIDE	GIPPSLAND	MILDURA	SHEPPARTON	SOUTH WEST
Securing employment	AMES settlement strategy - sustainable settlement and employment over short term casual positions	Long term employment top of the list Even 2nd generation residents are still struggling to get work Rohinga community returned to Melbourne due to lack of work	CALD move to Mildura for employment Long term employment is more of an attractor than casual work Better to skill up local workers and their loyalty to the area instead of bringing in new people on skilled visas Opportunity for a pathway from first arrival for humanitarian visa holders	CALD move to Shepparton because of potential agriculture jobs. “it is the foundation of their settlement”	Permanent employment most important due to link with self-esteem Needs to be combined with settlement and English language Pathway must be simple and not a struggle
Family as centre	AMES – “family is centre around which community, employment and other needs fit”			Family’s happiness determines whether they stay in the regions. Important to “take care of the Whole family’	Being near family and community is more important than jobs for Iraqi and Syrian communities If spouses are not happy they will move to the city
Welcoming community	Welcoming Cities and Friendly Cities initiatives give cities some criteria to aspire to and meet in order to increase the likelihood that CALD communities will want to come and stay AMES – having a community that is on board and who knows the benefits of welcoming migrants and refugees Champions from local community, new arrivals and ag businesses are vital	Latrobe Shire welcoming Wellington open to it however no momentum or multicultural sector to drive it Baw Baw less welcoming Being close to Cardinia was seen as an advantage and as a place to learn from <i>Rural Australians for Refugees</i> and faith organisations are supportive Older demographic in Korumburra supportive People who have come from traumatic conditions find it even harder if excluded from the local community	Council and towns in general welcoming and would meet quite a few of the criteria Community is open to diversity including as far as Ouyen and Charlton More open and integrated between suburbs than you would find in the cities Congolese have settled well and are welcomed and accepted into the community	Part of the community are very welcoming and accepting Low level of confidence in the local council	Warrnambool City Council is officially listed as a Welcoming City however not visible in their actions Rural Australians for Refugees also found here but not mentioned by Settlement services Only 1 family left from previous Sudanese settlement due to lack of cultural and settlement support Very few humanitarian entrants in the area
Strong local leadership – champions in local community, new CALD community and local businesses	Try, Test and Learn program Rural Australians for Refugees and Asylum seekers Faith organisations also active in integrating new arrivals into the community and building relationships. Elderly groups often have more time and enjoy the role as champions.	Latrobe has a Multicultural Strategic Plan and is supportive of diversity Medium confidence in council (Latrobe and Wellington) Low confidence in Baw Baw Council itself still lacks diversity in gender and ethnicity. Importance of getting the local community on board prior to any major settlement of new groups and community of support for long term settlement	Council and other local champions exist in the areas High confidence in council support Local businesses assist SMECC where possible	Council has a cultural diversity policy however lacked in on ground actions such as hiring diverse staf Low confidence in council support Community generally supportive	Local champions there but not supported by council Low confidence in council Support for the economic side in Warrnambool Economic Development and investment strategy 2020
Access to housing	Accommodation in dorms not suitable for families and not ideal for integrating into the local community For young men, dorms are fine however they often move from place to place so less valuable in terms of integrating into the community.	Housing and rental accommodation is available however you need a local to introduce you	Rental accommodation is in short supply however it is relatively cheap Industry could play more of a role in housing	Low rental stock and expensive	Housing is available however rental stock is low
Access to services and collaboration	Need access to social services and schools especially for high school and tertiary aged kids	<i>Farming Our Future</i> connecting services between settlement and employment Latrobe has many services	Very well connected across settlement, training and employment Established communities and settlement	Connection of services needs work	Settlement services around the Geelong area is not well resourced

THEMES	STATEWIDE	GIPPSLAND	MILDURA	SHEPPARTON	SOUTH WEST
across services – health, education, community, job support, settlement support for those with complex needs		Food and Fibre interested in connections across settlement and employment Access to Doctors, dentists, community and health services important.	While Mildura has a lot of services to offer CALD families e.g. Indian and Hazara move to Melbourne when their children reach Tertiary level education	Main services are readily available. A multicultural settlement officer is also in Centrelink however often difficult to contact Many families move to Melbourne or Sydney when their children reach tertiary age as Latrobe Uni has a limited course offers. Families would prefer to stay in Shepparton Well established communities with spiritual settlement as well	Incentives such as funds to start a business would encourage people to move to the regions Closer to Melbourne you get the harder it is to get support due to increased numbers of people No specific role in council to look after settlement services Brophy family services is trying to fill the gaps and provide services A volunteer driving course is also available
Access to culturally specific services E.g. Food, places of worship, numbers of people from the same nationality,	Sudanese people are worried about moving to the regions and being isolated from their communities and the racism they might encounter	Latrobe has established communities with culturally specific services available Wellington less so Baw Baw not really	Established communities with culturally specific services available	Established communities with culturally specific services available Seen as a safe place to bring up children	Limited availability in the South West as few established communities For Iraqi and Syrian communities access to their culture's restaurants, supermarkets, places of worship is very important
Education and Training	Destination Australia scholarships for regional universities Important that the qualification leads to a job Work placements very important	Very little information available about Destination Australia scholarships Need for flexibility around study hours due to long days with high physical work Practical traineeships where participants are paid to work and study would work best	TAFE entry and courses are difficult for CALD to graduate from due to level of English required Practical traineeships where participants are paid to work and study would work best	Need for practical courses as level of English is low Practical traineeships where participants are paid to work and study would work	
Interest in Agriculture	AMES find that a lot of CALD groups are interested in agriculture as it suits their background, skills and experience	Interest is there.	Opportunity to connect workers who have a natural interest or cultural fit with agriculture. E.g. The Chin community believe that it is good for your health to be stung by bees	Communities, both the Shepparton ECC and Steps to Success, work with are interested and keen on working in agriculture. Often that is the reason that they have moved to Shepparton	Iraqi and Syrian communities are interested and have experience in agriculture Burmese, Vietnamese and Filipino also listed as interest and skills

Table A5-2: Summary of issues associated with labour and skill shortages in Victorian agriculture

THEMES	STATEWIDE	GIPPSLAND	MILDURA / SWAN HILL	SHEPPARTON	SOUTH WEST
Factors and drivers of labour and skill shortages	<p>Labour and skills shortages experienced in horticulture, dairy, meat processing industries</p> <p>Strong labour market and competition with other industries</p> <p>Regional / rural location – lack of housing and other facilities</p> <p>Cost of production – labour can be up to 60%</p> <p>Conditions (e.g. pay, training, hours) not competitive compared to other industries (e.g. mining, construction)</p> <p>Casualisation of workforce provides minimal security for employees</p> <p>Poor employment experience – directly with farm or via labour hire companies</p> <p>Negative past experience with job seeker type programs (e.g. becomes a ‘tick a box’ exercise)</p> <p>High non-compliance in horticulture sector regarding employment practices</p> <p>Importance of improving the HR practices / professionalism of agricultural businesses</p> <p>Need for increase skills in middle management (e.g. dealing with compliance)</p> <p>Technology and automation will change need for different skill set – assume growers</p> <p>Agriculture / horticulture not promoted in schools</p> <p>Perception issues and understanding of what careers available</p>	<p>Farmers are busy and are often employing people “on the hop” – becomes an expensive exercise needing to keep re-training people</p> <p>Casualisation of workforce - provides minimal security for people</p> <p>Shortage of experienced people. Need for people with skills for drive tractors, operate machinery, chemical spraying etc</p> <p>Difficult to find workers for harvesting since labour intensive and need to be physically fit</p>	<p>Significant expansion of almond industry (also for citrus, avocados)</p> <p>Labour / skill shortages depend on the role – challenge of finding “good” people</p> <p>Demand is high for people with skills / experience – competition within almond industry and other tree crops</p> <p>Not “ready made” horticulturalists out there, especially those with almond experience</p> <p>Remote / rural nature of agriculture sector</p> <p>Not many students wanting to enter production horticulture sector,</p>	<p>Difficult to get local workers</p> <p>Horticulture sector not covered / promoted in schools</p> <p>Poor experience with jobseeker – “tick the box” type programs</p> <p>Poor HR practices</p> <p>In future will need more middle management skills and ability to deal with more technology</p>	<p>Not enough local people to address shortages (low unemployment rate of 3%)</p> <p>Can only find so many ‘suitable’ local workers (i.e. with the appropriate skills and aptitude)</p> <p>Difficult to retain people</p> <p>Dairy farming is demanding – it can have an impact on people’s lifestyle (i.e. early morning milking shifts)</p> <p>Conditions in meat processing plant can be challenging (i.e long 9 hour shifts)</p>
Employment of overseas (non-citizen) workers via visa programs	<p>Various visa program options to address both labour and skills shortages</p> <p>Many horticultural business just find their ‘niche’ in addressing shortages, either through various visa options (backpackers, seasonal worker program); may not be ideal but these are the work arounds</p> <p>Labour shortages (usually lower skill requirements) addressed through:</p> <ul style="list-style-type: none"> - Working Holiday Maker (WHM) program (‘backpackers’) used by dairy, horticulture, meat industries - Seasonal Worker Program <p>Semi-skilled and skilled needs accessed through industry labour agreements usually via TSS visa 457/482:</p> <ul style="list-style-type: none"> - Meat, dairy and recently horticulture - Some don’t allow pathways to permanent residency 	<p>Larger corporate dairy farms sponsor skilled Filipino workers</p>	<p>Seasonal Worker Program – Tonga, PNG and Kiribati</p> <p>Majority of SWP workers come through Madec, who are an approved / registered employer</p>	<p>Seasonal Worker Program</p>	<p>Small, large and corporate farms and meat processing rely on overseas workers through various visa programs to fill both labour and skill gaps</p> <p><i>Dairy:</i></p> <p>Hire backpackers usually from English speaking countries to deal with labour / seasonal gaps. This can be through ‘word of mouth’, referrals and online networks</p> <p>Larger farms use migration agent to help with employing more skilled, longer term overseas workers (often from Philippines)</p> <p>Corporate / larger farms looking to address skill shortage through DAMA (using TSS visa 482), which allows for lower skill requirements compare to other visa pathways</p> <p><i>Meat processing:</i></p> <p>Use labour hire company to access WHM workers (often from Taiwan, South Korea, China)</p> <p>For number of years have accessed skilled overseas workers through TSS visas under industry labour agreement</p> <p>DAMA program doesn’t provide any more ‘value’ than industry labour agreement</p> <p>Some employees also on humanitarian visas</p> <p>Most recently addressing labour shortage through Pacific Labour Scheme program</p>
Benefits of various visa programs	<p><i>Seasonal Worker Program:</i></p> <p>‘Ready-made’ competent workforce, minimising ‘transactional cost’ for horticultural businesses</p> <p>Participants are here to work, have right aptitude, take pride in their work etc</p> <p>Many participants return to same property and region each year minimising need for further training, integration etc</p>	<p>Skilled workers with overseas dairy experience- sometimes have New Zealand qualifications</p>	<p>Makes “life easier” for busy periods such as harvest, orchard development</p> <p>Some of the workers have been coming over 7 year period</p> <p>80% of this seasons’ harvest crew (170 people) were</p>	<p>Ease of administration and logistics given ‘bulk’ recruitment of one group of workers</p> <p>Attitude of SWP workers – willingness to work</p> <p>Some of the smaller growers develop a positive relationship</p>	<p><i>Backpackers (WHM):</i></p> <ul style="list-style-type: none"> ▪ Addresses immediate labour gap (sometimes seasonal driven) ▪ No cost to employer ▪ Option for visa holders to stay longer (if meet requirements) ▪ Some backpackers have ‘natural’ affinity to farm work or animals even though no prior farm experience <p><i>DAMA:</i></p>

THEMES	STATEWIDE	GIPPSLAND	MILDURA / SWAN HILL	SHEPPARTON	SOUTH WEST
	<p>Provides confidence to growers</p> <p>Pastoral care provided by hosting companies</p> <p><i>Industry labour agreements:</i></p> <p>Ability to employee skilled workers on longer term visas</p> <p><i>Horticulture Industry Labour Agreement:</i></p> <p>31 occupations recognised (ANZSOC, skills 1 – 5)</p> <p>4 year visa option with pathway to permanent residency</p> <p>Ability for employees to transfer from Seasonal Worker and WHM program to longer term visa</p>		<p>returned employees from previous year</p>	<p>with them and they return for other seasons - they create cultural connection</p>	<ul style="list-style-type: none"> Provides for more longer-term 'options' Allows for slightly lower skill level compared to other visa pathways Option to transfer from WHM to this visa program <p><i>Pacific Labour Scheme:</i></p> <ul style="list-style-type: none"> Cheaper visa compared to some Longer-term visa minimising need to re-train new employees 'Cultural onboarding' provided through company contracted for process -Able to employ a group or overseas workers at one time
Challenges of visa program	<p><i>Working Holiday Maker ('backpackers') program:</i></p> <p>Short term</p> <p>Variable aptitude / motivation to work</p> <p>Need for re-training new workers</p> <p><i>Other visa programs:</i></p> <p>Cost and process time</p>			<p>Cost, though growers willing to pay for SWP as its less "hassle"</p>	<p><i>Backpackers (WHM)</i></p> <ul style="list-style-type: none"> Training 'fatigue' for business given need to re-train new short-stay workers Impacts on permanent staff needing to assist with training <p><i>Other visa programs:</i></p> <p>Costs (e.g. \$20k for DAMA and process time for some visas)</p> <p>Some dairy farms unable to meet criteria of the DAMA</p> <p>Expectations may not always align; still an unknown 'quantity' of prospective employee</p> <p>Ability to move to permanent residency not allowed under meat industry labour agreement</p>
Experience of CALD employees in agriculture	<p>Particular CALD groups become 'known' for a particular skill, work attitude etc</p> <p>Many growers view that overseas workers have more interest in and see opportunities in horticulture</p> <p>Labour hire companies – variable experience by both 'sides' (employers and employees)</p> <p>Smaller horticultural businesses will use labour hire companies as its easier for them from an administration point of view</p> <p>Unsuccessful settlement programs in past can make employers tentative of similar initiatives</p>	<p>Large corporate dairy farms often sponsor skilled Filipino workers</p> <p>Gippsland Regional Agrifood Employment Program – only available to CALD people who are on permanent residency or have refugee status</p>	<p>Actively support diversity (ethnicity, gender etc) in the company.</p> <p>Aim to support & foster people from diverse backgrounds & "all walks of life"</p> <p>Employ people from range of different background – haven't come through skilled migration program, are people who've already migrated to Australia</p> <p>Region has is quite diverse - different CALD groups have migrate d to area over generations</p>	<p>Some growers prefer employing people from certain countries as they feel they work more diligently</p> <p>Bigger orchards have more resources to 'tap' into the groups they want to employ; small growers will traditionally use labour hire for easier administration</p>	<p>Previous poor experience of settlement program has made employers and others in community "wary"</p> <p>English language skills can be challenging. This is usually barrier to permanent residency.</p> <p>Beneficial to have more than one employee from same CALD group as they provide support in the workplace</p> <p>Critical to provide housing / accommodation and support with transportation, connection to other services</p> <p>Need for both cultural 'onboarding' and specific workplace induction</p> <p><i>Dairy:</i></p> <ul style="list-style-type: none"> Filipino (biggest group), Columbian, Nepalese and Indonesian groups are those on more skilled based visas Many skilled overseas workers have previous experience in dairy industry of other countries (i.e New Zealand, Saudi Arabia) Filipinos and Columbians are 'known' for skills working with cows Backpackers are usually from English speaking counties from NZ, Ireland, Canada <p><i>Meat processing:</i></p> <ul style="list-style-type: none"> Taiwanese, South Koreans Chinese often on WHM visa Chinese and Vietnamese (on TSS visa) Timorese (through Pacific Labour Scheme) Translation services are used to translate work instructions, signage etc Often less language challenges for Filipino and Timorese <p>Importance of pastoral care (e.g. connection to local church, network to existing CALD community)</p> <p>Support of some workers to progress to supervisor level via study leave for Cert. 4.</p> <p>No guarantee that will stay with company or in are if given permanent residency – some have other skills that they want to pursue</p>

THEMES	STATEWIDE	GIPPSLAND	MILDURA / SWAN HILL	SHEPPARTON	SOUTH WEST
Other mechanisms to support sector in addressing labour and skills shortages	<p>Best practice HR / employment management (People in Dairy)</p> <p>Fair Farms program (horticulture)</p> <p>Schools on Farm project (AusVeg project)</p> <p>Exploring incentives for both employers and local workers with Commonwealth Government (e.g. wage subsidies, payroll tax, tax free threshold, travel allowances)</p>	<p>New Generations Skill project (Dairy Australia) – promote dairy industry and occupations in secondary schools and TAFE</p> <p>Dairy induction program to skill up employers with HR practices and onboarding new entrants into industry.</p> <p>Need to demonstrate a career pathway beyond entry level (harvesting etc) for horticulture & dairy</p> <p>All starts with primary school – needs to be part of education to develop interest early</p>	<p>Almond industry with SuniTafe have developed training program / careers pathway i.e. Cert 2 – 4, covering rural operations, irrigation management, leadership & management</p>		<p>Dairy career development project working with local schools and school leavers</p> <p>Development of traineeship program with private RTO and links to local school</p> <p>Scholarship for Deakin University (agriculture /commerce course)</p>
Mechanisms and factors to support CALD groups / employees	<p>Registration of labour hire companies</p> <p>Proper induction</p> <p>Pastoral care</p>	<p>Providing training that involves practical demonstration</p> <p>Some CALD employees are highly skilled and the challenge is having this recognised in Australia</p>	<p>For SWP:</p> <ul style="list-style-type: none"> - translation of work instructions, OHS - cultural awareness with no work on Sundays or over Easter period <p>Company has a strong diversity strategy and no tolerance of discrimination; corporate reporting on</p>		<p>Addressing isolation factor -support networks / connection to own CALD group and supporting cultural 'outlets'</p> <p>Cultural awareness – supporting religious beliefs, practices etc</p> <p>Housing and other supporting facilities</p> <p>Visa pathways that allow workers to bring their families over</p> <p>Need for 'good' HR practices</p> <p>On-job training and support – practical demonstration helps overcome language issues</p> <p>Having more than 1 person from same CALD group at place of employment</p>

Table A5-3: CALD career development issues in Agriculture including reasons for selecting or not selecting agriculture as a career path – put barriers and broad opps table together

THEMES	STATEWIDE	GIPPSLAND	MILDURA	SHEPPARTON	SOUTH WEST
English competency	AMEP programs are run by various TAFES and RTOs	<ul style="list-style-type: none"> Low for many CALD groups Interpreters to help students pass required certificates Onsite literacy and numeracy programs for mainstream Australian workers have previously been successful Australian slang, jargon and colloquialisms also difficult Language is a barrier to higher education for many CALD Obtaining a Farm chemical users certificate is often a barrier due to the English required Introduce AMEP students to careers in agriculture 	<p>Very low in many CALD workers in agriculture</p> <p>AMEP programs tend to teach formal English rather than workplace English. Suggestion that it be incorporated into work onboarding</p> <p>Gaining certificates either stand alone or part of a course are difficult e.g. Farm chemical users certificate</p> <p>A previous at work English literacy program for non-CALD workers was successful years ago</p>	<p>Very low for CALD workers in agriculture</p> <p>Separate English language programs such as AMEP were said to be “too formal” what their clients needed was “workplace English”</p> <p>Low level English means that they often take low level jobs in agriculture as this is “the path of least resistance” i.e.</p> <p>Plenty of jobs due to local workforce being less than keen to take on early rises and hard physical work and English is not a barrier to this work</p>	<p>English proficiency is very low among Vietnamese workers</p> <p>South West Community services ran a conversational English class for Midfield workers</p> <p>If children of CALD workers start school in Australia at primary school, then their English is of a higher level than those who start in secondary school who would need extra assistance to be able to do further study</p> <p>South West TAFE runs AMEP programs</p>
Knowledge of Australian workforce and networks	Importance of getting into industry sooner rather than later to overcome the barrier of lack of local experience	<ul style="list-style-type: none"> Lack of capital and local knowhow to apply for loans and establish businesses Need for a foot in the door and confidence in English Lack of Australian qualifications and entry points 	<p>Lack of knowledge of how things are done locally</p> <p>Connections through SMECC and others lead to jobs</p>		Overseas qualifications (E.g. Vets from South America) are not the equivalent to the levels of qualifications in Australia but could be with extra training
Knowledge about the breadth of jobs available in the agricultural industry	<p>Lack of industry promotion of Agriculture and its importance and respect in the Australian economy would be beneficial to promote to second generations of CALD kids who are choosing other areas of study</p> <p>ANZ and NAB promotion to African communities lead to an increase in these communities studying this field</p> <p>Skills such as mechanics, welders and fitters and turners are in demand in agriculture and AMES is connecting CALD people with these jobs</p> <p>There is also a lack of CALD role models in the breadth of jobs available</p>	<p>Lack of role models in middle management and specialist areas means CALD people working as labourers are unable to see pathways for themselves</p> <p>Lack of employers who are culturally responsive enough to provide those pathways</p> <p>Teachers at school or TAFE are not aware of the breadth of opportunities available in agriculture and so are not recommending them</p>	Promotion of agriculture to the community (including school programs) and cross sector discussions are required	Promotion around breadth of jobs in agriculture is required but not agriculture itself as CALD are already there for that	
Time and energy to spend on studying	<ul style="list-style-type: none"> AMES noted the importance of study leading to work – study alone is frustrating so people are hesitant to embark upon it 	<ul style="list-style-type: none"> Courses that lead directly to a job will be more attractive to CALD people 	<p>Paid apprenticeships would mean that training is part of the job not on top of the job</p> <p>TAFE is difficult for many CALD workers to access due to their low levels of English</p>	Picking and pruning is hard work starting early in the day and leaving little energy for anything else	Difficult to fit in English classes with the long hours of work
Skill recognition	<p>Recognition by employers of the skills that CALD workers bring and how those skills could be transferred to the local context</p> <p>Examples of CALD workers who ran their own farms or businesses who have translatable skills if they could have mentors and local experience</p>	Demoralising for CALD workers with higher qualifications to be working in lower level positions	<p>Workers with high level skills working in low level jobs</p> <p>Madec's skills card</p> <p>Mildura Regional Development's Skills Passport</p>	After working for 10-15 years in the sector many CALD workers have gained skills however are still pigeonholed into low skilled work	Skilled vets in particular could use some sort of bridging course to fully utilise their skills and provide pathways
Different visa types	<p>Certain visa types such as spouse visas are not eligible for traineeships, reducing their ability to advance.</p> <ul style="list-style-type: none"> AMES has a skilled migration team to create links with those wishing to come to Australia and preparing them for 	<ul style="list-style-type: none"> Present traineeship program appears to be designed for Australian citizens only Spouses often not eligible for traineeships making it difficult to get hired under this system 	Lack of knowledge of employers on what visa types allow work rights leads to hesitancy in hiring CALD workers		<p>Build in incentives to the visa systems to not only starting in a regional area but staying in a regional area</p> <p>Spouse visas not being eligible for English language classes and some traineeships</p>

THEMES	STATEWIDE	GIPPSLAND	MILDURA	SHEPPARTON	SOUTH WEST
	finding jobs in the regions. They have worked with Olive oil, grain and agribusinesses.	<ul style="list-style-type: none"> Government subsidies and reductions in WorkCover available for certain apprenticeships and traineeships 			
Labour hire and casual work	<p>Seasonal Worker Program was put in place to curb some of the less than good work practices of labour hire companies. This is difficult though with Covid.</p> <p>Recent changes (2019) to legislation requiring Labour hire contractors to register and meet certain work practice standards and for employers to only use those registered is a first step to preventing bad practices.</p>	<ul style="list-style-type: none"> Casual workers (in an abattoir) feel very insecure Need to move the industry more in line with Fair Work so it's not just "one mistake and you're are out" Labour hire groups do not have a good reputation here Cash jobs have led to a "hidden workforce" 	<p>Issues such as exploitation of workers on cash payments</p> <p>The only way to get work in some cases</p> <p>Madec was listed as slightly better than others however had a recent run in with unions</p>	<p>Issues such as fear of overpayment from Centrelink, lack of knowledge about government payments and their employee rights, admin burden leads them to leave social services and work for labour hires</p> <p>Some labour hire companies insist that people get an ABN in order to avoid paying for leave, superannuation and WorkCover</p> <p>Other bad work practices, lack of OHS and being stuck reliant on labour hires</p> <p>Cash jobs hide the true extent of casual and insecure work</p>	
Knowledge, openness and flexibility of employers when hiring CALD workers	Attitudes of employers to the value of previous skills will affect career development.	<p>Farms need to embrace diversity to learn and move towards the future</p> <p>Flexibility due to cultural reasons is often required</p> <p>Food and Fibre Gippsland appear open to diversity</p> <p>Cultural awareness for employers and the local community would increase their capacity to understand the benefits</p>	<p>Skilling up employers in who is legally allowed to work and how this interacts with someone on Centrelink benefits</p> <p>Need for employers to culturally competent</p> <p>Getting employers to think more long term rather than just the immediate job that needs filling</p> <p>Opportunity for larger corporate farms to employ supervisors for specific CALD groups</p>	<p>More involvement of employers in the training, recruitment and upskilling of CALD employees will mean employers will get to know their skills and CALD workers will be more integrated into the businesses</p> <p>Cultural competency training for employers is available from Shepparton ECC. This way they would know for example when Ramadan is and that people are fasting which may affect their work</p>	<p>For the Iraqi and Syrian communities it is easier to find work or start a business where there is a large Iraqi/Syrian community due to the networks and contacts required to get a job</p> <p>Information sessions with the farm communities to get them on board is suggested for any program set up</p> <p>Cultural competency could be part of these sessions</p>
Clear career pathways guide		<p>Suggestion of a flow chart – step by step pathway which is largely pictorial would suit the market</p> <p>Mature age workers already have work skills and experience so would be easier to train up and promote to farmers than school or tertiary graduates</p>	Clear pathways would help local youth as well as people from CALD backgrounds	More structured job pathway programs was mentioned as a way to circumvent the opportunistic and exploitation practices of labour hire companies	
Apprenticeships, traineeships and Work Integrated Learning (WIL)	<p>Wage subsidies are available for employers who employ trainees and apprentices. It is higher if the employee has been unemployed. Other training is also accessible under traineeship programs. Not all visas are eligible for this however which is when they are put on as casuals.</p> <p>AMES raised apprenticeships, traineeships, internships and WIL as a much stronger pathway to work due to the opportunity to make networks and contacts, learn the local context and workplace English.</p> <p>Champions in the ag workplace are essential.</p> <p>Internships where they rotate through 2-3 facets of the supply chain would also be beneficial to make meaningful connections and understand the industry.</p>	<p>E.g. Of a mental health provider who is running a "earning and learning" program</p> <p>A work based learning environment gives workers confidence. It also takes time to establish a cultural fit for the workers and employers and apprenticeships give enough time for this to happen</p> <p>TAFE Gippsland has a strong trainee base with a move towards more practical learning. Their CEO is supportive. (See section under Discussion)</p> <p>Earning and learning type pathway would suit those who cannot afford to just study</p> <p>On the job learning important</p>	<p>Practical courses to bridge the gap between skills and knowledge of requirements in a local setting</p> <p>Learning English could be integrated into other vocational courses</p> <p>Opportunity to design a practical course with Group training organisations</p>	<p>Work and learning Centres better than Jobactive Centres</p> <p>Design of courses would need to be 70% practical and 30% theory due to the low levels of English</p> <p>Importance of gaining a certificate of some sort so that they can move around to better jobs</p> <p>Training around how to apply for a job, how to apply for grants, what their work rights are, what sort of skills are transferable and English language skills</p>	

Appendix 6: Case Studies

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CASE STUDY 1 – DESIGNATED AREA MIGRATION AGREEMENT (DAMA) FOR THE GREAT SOUTH COAST

<http://gscdama.warrnambool.vic.gov.au>

WHAT IS IT?

DAMA came into operation in the South West from June 2019. It was heavily supported by the Minister for Education and local member, Dan Tehan to fill the labour and skills gaps in the region. Each area has to put up a business case for the types of positions available under DAMA agreements.

DAMA agreements go for 5 years and use the Temporary Skills Shortage (TSS) and Employer nominated (ENS) visa programs. DAMAs ensure that employers recruit Australian citizens and permanent residents as a first priority and have to demonstrate that they have tested the market and can't find locals to fill the positions. There are 68 positions endorsed in the South West so far. Occupations have to be specified under the regional agreement and not all occupations are on the list. There are currently 27 approved occupations, including many agriculture jobs.

DAMA uses the ANZCO codes to establish the skill levels of jobs. Under DAMA they only employ people in skill levels 1 (being the highest level of skill) to 4. Level 5 is the lowest level and it is only possible to hire workers at this level in special cases where they can demonstrate they are unable to pay a higher amount. They have to ensure in this case that there is progression to a level 4 within 2 years, that the worker has the option of overtime to meet the minimum wage required or, like for some dairy farmers, they offer free accommodation to make up for the difference.

BENEFITS AND BARRIERS FOR EMPLOYERS AND THE REGION

Businesses must apply for the visas (not individuals) and it is quite an involved and expensive process (between \$6750 - \$8850 per worker plus labour market testing) so they have to be very committed to go ahead. Once they do though, they have guaranteed workers for 5 years. Feedback to the coordinator has been positive from the businesses.

They also received feedback that it is a complicated process and so they now receive more support from the coordinator. Some also employ a migration agent to assist in the process however this is another cost.

EARTH MOVING COMPANY'S EXPERIENCE

They were very keen to get the right person for the job so paid for the potential workers to come out for 2 -3 weeks so they could see exactly what their skills were with machinery. It also gave the worker the chance to check out the area for housing, schools and services for a smoother transition once their family arrived.

Feedback from South West Community Services, who have worked with farmers in the region, found that farm businesses lacked information on the program, found it too complicated and so preferred to simply go through Visas 457 and 482 or other industry labour agreements. They also mentioned that there was a lack of choice in background and skills with the DAMA program. Some dairy farms are currently pursuing applications via the DAM program but other farms and agribusinesses in the region prefer to use the specific industry labour agreement.

Due to the commitment required on both the employer and the worker's part, it appears more likely that after 5 years the worker and their family will remain in the region and add their skills and experience to the local area.

BENEFITS AND BARRIERS FOR WORKERS

Workers have to be sponsored by an employer and cannot apply themselves. They can move from their current visa arrangement to the DAMA visas and the big advantage is that after 3 years they are eligible for permanent residence. After being granted permanent residence, they still have to commit to a further 2 years with the same employer although by mutual agreement you are able to move employers if in the same region. They are eligible for Medicare under DAMA. Under this scheme it reduces the likelihood of ending up working for an employer who has low labour standards and increases the chances of gaining on the job training due to the commitment required by the businesses to apply.

ROLE OF THE DAMA COORDINATOR

The current DAMA coordinator has been in that position since October 2019. His role is to go out to farmers and businesses and promote DAMA as one option for obtaining skilled workers. He stressed that this is just one option in the suite of visa options. He has to certify that the businesses applying meet certain criteria such as whether they:

- Are financially stable enough to employ that number of people
- Are ethical employers with good employment standards
- Have position descriptions, contracts and are in line with min wages required
- Have accommodation then it is to a certain standard (pictures have to be provided).

It is not the role of the coordinator, nor is there the capacity, to work with settlement agencies or on settlement issues. They do, however provide a settlement pack to the workers arriving including links to local services and Medicare arrangements.

HOW IT'S TRACKING UNDER CURRENT COVID SITUATION

Applications have reduced by one third since March and the emphasis on hiring local workers has increased. Before Covid the area wished to increase the number of jobs on the occupation list, but this is now very difficult. For example, several local businesses cannot find chefs even after advertising (sometimes several times). Chefs however are not listed as "critical jobs" under the current climate so they are unable to hire local CALD workers even though they have the skills and experience.

CASE STUDY 2 –THE PERI-URBAN EXPERIENCE - CARDINIA

According to Gippsland interviewees there is already a bit of overlap between Cardinia and the Shires further east. Large numbers of Sudanese people and other CALD (see maps) have settled in both Cardinia and Latrobe shires and public transport connects the two centres. Latrobe and Cardinia are welcoming to CALD communities with many initiatives, such as Food Circles existing.

The Cardinia Food Circles is built into their Shire strategy and their Health and Wellbeing Plan (a State Government requirement for all councils). It is a collective impact project which aims to establish a healthy, delicious, sustainable and fair food system for all Cardinia Shire residents.

As the land is more expensive being closer to Melbourne, the crops grown are multi-crops and very productive. They have the advantage though of being closer to the large Melbourne market, making logistics easier and cheaper.

There are 87 different cultures from 7 continents who have settled in Cardinia, each bringing with them different farming methods and different dietary requirements and choices. Because of this, they have begun to grow specialist products such as Gaylarn, an Asian green served with Peking duck, and Kolrabi, both in demand for niche markets in Melbourne. They have also diversified their farming to include goat and sheep products, largely due to the changes in demand driven by the newer CALD communities. During the bushfires when it was difficult to get produce out of Gippsland and North east, Cardinia supplied a lot of the produce.

As with the other areas studied, many of the CALD groups have low levels of English with some (estimated to be 7/10 people in Cardinia) not being literate in their own languages. This leads to them often taking cash in hand casual work which while it increases their labour skills, does not improve their English skills or opportunities for career progression.

Lisa Brassington suggested Velisha National Farms in Werribee who has begun teaching horticultural and managerial English to their workers in order for them to extend their careers well past entry level positions.

<https://www.sbs.com.au/news/the-australian-farmer-providing-english-lessons-for-her-migrant-workers>

CASE STUDY 3 – THE UNITED AFRICAN FARM – THUCH AJAK

Thuch has a Hons degree in Agriculture from Nile University and specialises in agronomy and agronomy sales (pest disease control). He ran his own business in South Sudan and has done training for farmers. He has been in Australia for 5 years now and has tried applying for jobs in his field across all regional areas of Victoria. He was worked in WA in the Wheat belt in Corrigin on grain harvests. He has also registered with Rimfire Recruitment and did a 1 year Melbourne Polytechnic Overseas Qualified Professionals Program (OQP) to learn about the local labour market, job-readiness and Australian Work Culture. Unfortunately, none of these has led to a job in his area of specialty.

While working in a warehouse to feed his family, he had his biggest break when he started volunteering at Ceres Community Environmental Park in Brunswick. Here he worked in Jo's market garden which supplies the Fairfood produce boxes and the local café. He also did an okra trial there. From there he was successful in starting the United African Farm.

HOW THE UNITED AFRICAN FARM WAS BORN

Inspired through the Cardinia Food movement, a not for profit which promotes and grows healthy, delicious, sustainable and fair local food, the Pakenham Secondary College were successful in getting funding under the 'Pick my Project' Victorian Government community grants in 2019. From this the United African Farm was then supported by Farming our Future to find a piece of land in Longwarry, near Warragul in the Baw Baw Shire and start a community farm. They involved 80 people from 10 different African nations from east and west Africa. Most of the members were from Cardinia Shire but some came as far as Wyndham to participate.

AIM AND BENEFITS OF THE FARM

The aim of the farm was to re-engage African with the land and provide a place for them to be active, to connect with each other and create shared experiences. They also wanted to engender inter-generational interest in agriculture and provide a 'strong community' for their youth and children. Thuch says "it takes a community to raise a family" and the community at the farm provides a safe and supportive space for their youth. When they are in Melbourne there are so many distractions but less so in the regional areas so the youth are less likely to become prey for unsavoury types who lead them into trouble.

THE FARM

They started preparing the soil in March 2019 and then had their first harvest festival in May followed by August. It was attended by Bass Coast MP Jordan Crugnale, the Mayor and the Sustain Food Network. Food from the garden was prepared on site for the members as they had come a long way to work there and eating together provided further community building. The food produced was available to buy or sell. Not all the members had experience in farming however Thuch and others provided specialist advice. They organised days out from the local schools to introduce them to the farm and farming.

WHERE IS IT NOW

The United African Farm ran for about a year before the funding ran out and they could not find another piece of land to use. He hopes to find another one and continue to set the farm up as a model that could be used around Vic and in other states.

Thuch is currently working at the Shire of Cardinia as the South Sudanese Engagement Officer.

https://www.facebook.com/The-United-African-Farm-266557244285515/?ref=py_c

CASE STUDY 4 – SILVERSTEENS – SHEPPARTON EAST

Rien and Morris Silverstein run an orchard in Shepparton East. Over the years they have formed a relationship with the local Samoan community. This community has a lot of people with low levels of education and English skills. Being people who are known for their community mindedness, they have not only employed the Samoan workers but also assisted them in establishing themselves in the community including setting up their own church. Some of the workers live at the orchard year round. The benefits to their business have been a stable and well-structured workforce and, due their connections in the community, they have not had to recruit for pickers for the last 5 years.

"...the welfare of my Samoans here has really taken on whole new level with COVID 19. I really feel they are family that I need to keep safe."

CASE STUDY 5 – STEPS TO SUCCESS – SUPPORTING SOUTH SUDANESE AND SUDANESE WOMEN

Throughout 2018, 2019 and 2020 programs supporting South Sudanese and Sudanese women in Greater Shepparton have been delivered by Lorna Gillespie and Christine Nunn, initially as volunteers and subsequently as Co-Convenors of the *Steps to Success Program*. *Steps to Success* was funded by an Australian Government Fostering Integration Grant. Women's Health Goulburn North East auspices this grant.

Steps to Success is a collaborative and multilateral approach, bringing together direct support to refugees, bridge-building with employers, with potential to influence policy and program development. The aim has been to demonstrate an approach that achieves sustainable, long-term improvements in the creation of employment options for refugee women with potential to replicate across other rural new settling communities.

Steps to Success has facilitated women's exploration of workplace culture, language and OHS&E procedures, identifying day to day workplace roles and expectations of three Greater Shepparton workplaces: Goulburn Valley Hospital, Gouge Linen and Garment Services and St Mel's Primary School. Additionally, the program has made linkages with other employment support programs, in particular, the McAuley Community Services for Women's McAuley Works employment support program and the Brotherhood of St Lawrence Work and Learning Centre in Mooroopna. It breaks down barriers to employment, economic and civic participation for women with significant caring responsibilities leading to successful regional migration and integration. The women's catch cry is "please explain?"

All but three of the 16 participants gained employment and/or participated in volunteer roles. Those women without volunteer or work placements have been caring for babies and/or children under five years.

Steps to Success Project Objectives:

- Support women from South Sudan and Sudan gain an understanding of different work environments and cultures
- Support women identify pathways to address their short and long-term career aspirations
- Increase understanding of the capability and contribution which refugee women bring to different work environments
- Support different work environments build cultural thoughtfulness and understanding of diversity
- Document program findings, outcomes, replicability, advocate for appropriate policy and program change.

BACKGROUND

Most women have lived in Shepparton for over a decade arriving as humanitarian entrants following initial metropolitan settlement, relocating because of the promise of work and a rural setting. They speak Dinka and Juba Arabic. Prior to arrival in Australia only three participated in secondary education. All have young children. Most arrived as young mothers with additional responsibilities for children of other family members. 21% are single mothers. The women are proud of their Australian citizenship or are aspiring to achieve this.

At the 2016 Census, 155 people in Greater Shepparton identified as being of Sudanese ancestry, 110 having been born in Sudan. At 0.2% of the Greater Shepparton population it is significantly higher than in the Victorian regional population 0.0%. However, the community reports there are currently 21 South Sudanese families with 115 members and 13 Sudanese families with 98 members, 37% higher than the census.

Childrearing and family responsibilities precluded over 71% of the women completing the Adult Migrant English Program (AMEP) 510 hours of English language tuition in their first 5 years of settlement. All have career aspirations beyond seasonal horticultural or manufacturing jobs previously undertaken to assist in supporting their family, including extended family in South Sudan. These aspirations are demonstrated by 85% completing Cert III in Child Care and subsequently 42% studying Cert IV in Aged Care: incomplete. Regrettably both delivered by now deregistered RTO's which failed to develop robust contacts with local employers for either placements, long-term employment or successful self-employment. This experience has caused significant concern to ensure future training is delivered in a manner that addresses participants' needs that will lead to secure local employment and community integration.

While the women have not accessed secure work, they are all capable, intelligent and determined in supporting the success of their family to positively settle in the Shepparton community. Through careful budgeting, homes have been purchased and children supported to achieve good school results and active participation in sporting activities resulting in a number being selected for elite teams: AFL, Soccer and Basketball. Improved language skills and economic participation will enable the women's participation, integration and networks as workers, volunteers and leaders to strengthen community cohesion and the regional economy.

The Sudanese and South Sudanese Women's Group is supported by two volunteer support workers/advocates who have extensive experience and skills in working with newly arrived communities, knowledge of and working relationships with specialist and mainstream services, wide-ranging cross-sector networks and demonstrated capacity to build effective partnerships.

The weekly sessions provide opportunity for conversational English and discussion about current family and community experiences, issues and concerns. Discussions with the women over time suggests that Sudanese and South Sudanese women need extra help, post the 5-year period, to settle and establish themselves as active members of the Greater Shepparton and Australian community.

The women have expressed a need to learn more about local organisations, businesses and services through appropriate information sharing and community interaction. The volunteer advocates have supported the women to address this need by inviting mainstream services staff to meet and get to know the women and share information about their programs such as location, eligibility, what is available and how to gain access. Since 2016, twelve organisations and service providers have contributed to building *two-way* knowledge and understanding. Topics and organisations have included:

- Sexual and reproductive health – GV Health
- Rental- Beyond Housing
- Legal issues – GV Community Legal Centre
- Social security – Centrelink
- FoodREDi- PrimaryCare Connect
- Financial counselling- VincentCare
- Life! Diabetes Victoria behaviour modification program for a healthy lifestyle- funded by Shepparton and District Ethnic Council
- Organising short programs, delivered by health, education and community organisations, that build knowledge, skills and confidence. 10 women participated in Diabetes Victoria LIFE! Program and a 6-week *Language Improvement Program* delivered by Goulburn Ovens TAFE
- Assisting individual women to access mainstream services, addressing issues with utility providers by co-attending appointments, supporting the women when communicating via phone, explaining and/or reinforcing actions agreed or helping to gather information.

Additionally, the volunteer support workers/advocates have assisted individual women to access mainstream services, addressing issues with utility providers by co-attending appointments, supporting the women when communicating via phone, explaining and/or reinforcing actions agreed or helping to gather information.

It is important to provide women with a confidential and safe place to explore the wide range of emotions, experiences and gender-specific needs that have resulted from their refugee and resettlement experience.

As time has progressed, the women's conversational English has improved, however, the women now have a strong desire to improve their comprehension, writing and numeracy skills so that they can participate effectively in education and training that leads to employment, especially employment that meets their career aspirations. Steps to Success has continued this work involving 3 workplaces listed above. They have also

worked with these workplaces to improve their understanding of the women including their cultural background, capabilities, life experiences and aspirations.

Steps to Success improves integration processes for refugee women in the interests of economic efficiency and social cohesion. Through constructive interaction and understanding, business owners/managers/employees and the women, will adopt a positive approach to cultural diversity, recognising refugee women can contribute to the economic growth of Greater Shepparton from work, as well as products and services consumption.

CASE STUDY 6 – SYRIAN VET’S STORY – MUKHLES HABASH

Mukhles (45yrs) is from Syria and has been here for 5 years. He lives in the Geelong area and is a qualified vet in his own country. He knows another 5 vets who have recently arrived in Australia and his brother (55 yrs.) worked in Agriculture in Iraq in wheat, barley, lentils etc. for 25 years. His brother loved agriculture and sometimes wants to go back to Iraq so he can do that again however it is just too unsafe.

Mukhles tried to get his qualifications recognised here but it was too hard so he studied community services and is now doing interpreting at RMIT. He is now 45 so feels he can’t really start studying again for another 4-5 years to get his vet qualifications. While he was working for Diversitat he saw many ads for jobs in Mildura (short term jobs). His community didn’t want to take them on a short term basis as he states - people from refugee backgrounds are tired from just getting here so don’t want to rush off for a short term job. They need to be around family for at least a month to get their energy back.

Neither his brother nor the 5 vets nor himself are working in agriculture even though they would prefer to. He says there is there is not enough information, no mentors and no networks to get into it here. No one in his community has found work through the Jobactive providers in the area. In addition, there needs to be some way of recognising qualifications without complications.

He knows of another family in Melbourne who had a poultry production farm and fish production farm in Iraq. The first one in their city. Mukhles also enjoys this work. But to do that from Melbourne you have to travel out of the city so it is easier to find something else to do so you don’t have to travel so much.

Iraqis are very family oriented – they can’t live alone so we go to the cities to be near family.

Mukhles says that because the middle east is quite agricultural people from this area are often suited to agriculture and regional living. If the right incentives were in place for visas, settlement and employment then they would come and stay in the regions.

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