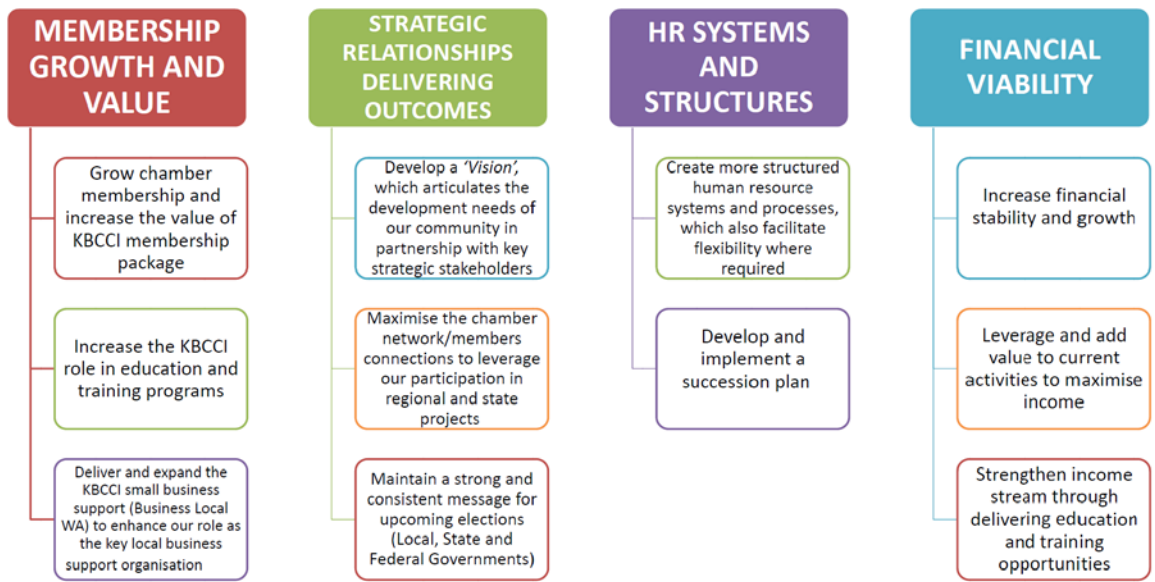


KALGOORLIE-BOULDER CHAMBER OF COMMERCE & INDUSTRY INC
EXECUTIVE COMMITTEE
MINUTES

Meeting held 6.00 PM Wednesday, 15th August
KBCCI Boardroom Unit 5/58 Egan Street Kalgoorlie WA 6430

1.	OPENING: Janine Varley opened the meeting at 6.00pm.
2.	PRESENT : Janine Varley, Chris Devlin, Mia Hicks, Adam Rizzi, Cara Haymes, Garry Symonds, Pat Leighton, Robert Sterry, Paula Fletcher and Garry Symonds Via Phone. IN ATTENDANCE: Hugh Gallagher and Natasha Caunt.
3.	APOLOGIES: Lee Jacobsen, Jessica Biddle and Ron Mosby.
4.	PREVIOUS MINUTES – Executive Meeting held 12 th August 2017. Minutes were accepted as a true record.
5.	<p>Key Objectives Identified at the Strategic Review</p>  <pre> graph TD A[MEMBERSHIP GROWTH AND VALUE] --- B1[Grow chamber membership and increase the value of KBCCI membership package] A --- B2[Increase the KBCCI role in education and training programs] A --- B3[Deliver and expand the KBCCI small business support (Business Local WA) to enhance our role as the key local business support organisation] C[STRATEGIC RELATIONSHIPS DELIVERING OUTCOMES] --- D1[Develop a 'Vision', which articulates the development needs of our community in partnership with key strategic stakeholders] C --- D2[Maximise the chamber network/members connections to leverage our participation in regional and state projects] C --- D3[Maintain a strong and consistent message for upcoming elections (Local, State and Federal Governments)] E[HR SYSTEMS AND STRUCTURES] --- F1[Create more structured human resource systems and processes, which also facilitate flexibility where required] E --- F2[Develop and implement a succession plan] G[FINANCIAL VIABILITY] --- H1[Increase financial stability and growth] G --- H2[Leverage and add value to current activities to maximise income] G --- H3[Strengthen income stream through delivering education and training opportunities] </pre>
6.	CHAMBER MEMBERSHIP Membership Update Total Number of Chamber Members – 432 Member Through Association – 28 Member for Directory Purposes - 61 Current Number of Financial Members – 428 Current Number of Contra/Life Members – 26

	New Members	Cancelled Members
	Flanco Kalgoorlie	Gecko Environmental – Owners Decision
	St John Ambulance WA	Focus Metals – Having trouble with head office approval
	Hon. Kyle McGinn MLC	Canteen Catering – Change of ownership
	Kyran O'Donnell	Kalgoorlie Mitre 10 – Management Decision
	Skysmart	Orica Australia – Management Decision
		Outback Energy Supply – Financial
		Telstra Store Kalgoorlie – Change of Ownership
		BOC Limited - Management Decision
		Ella Bache Salon & Spa Kalgoorlie – Selling the business
		Sandvik Mining & Construction Australia – Management Decision
		Glovers Cleaning – Management Decision
		Santamaria's – Financial
	Members were endorsed.	
7.	REPORTS	
7.1	FINANCIAL REPORTS Financial reports for July attached. COMMENTS Janine Varley stated that ABL have been making regular payments but the amount isn't decreasing. Bill McKenzie noted that the KBCCI is in a difficult position as we have a tenant and receiving some funds but if we remove her we don't have a tenant and will have to cut our losses to the funds owing. Janine Varley commented that the staff are keeping a close eye on accounts owing and keeping record of communications with the businesses. Pat Leighton stated that she discussed with Natasha Caunt and Sharon Henderson about the outstanding accounts. Chris Devlin stated that we are close to budget for the directory. Hugh Gallagher stated that he doesn't believe we will reach budget but will be close.	
7.2	BUSINESS EVENTS COMMITTEE REPORT 2017 Women's Leadership Forum KBCCI Race Day Goldfields Business & Employee Awards Lorna Mitchel Spring Festival Business After Hours COMMENTS Pat Leighton informed the Executive that the main focus currently is the Goldfields Business & Employee Awards and that the location of the event has changed to the Central Regional TAFE Convention Centre. Mia Hicks asked if the ticket holders will be notified of the change. Natasha Caunt confirmed that they will all be contacted and informed.	
7.3	CITY & REGIONAL DEVELOPMENT COMMITTEE REPORT Goldfields Cashless Debit Card Consultation Regional Airfares hearing by Economic & Industry Standing Committee Proposed 2018 Public Holiday Options for the Kalgoorlie-Boulder Community COMMENTS	

	Hugh Gallagher noted that what was discussed at the meeting is in General Business.
7.4	RETAIL DEVELOPMENT COMMITTEE REPORT Hannan Street Lighting Goldfields Cashless Debit Card Consultation Proposed 2018 Public Holiday Options for the Kalgoorlie-Boulder Community Penalty Rate Change Tabled COMMENTS Chris Devlin informed the Executive that the City of Kalgoorlie Boulder received a Federal Grant for the Hannan Street Under veranda Lighting from Wilson to Porter Street. This project will only cost \$120per year to the tenant and will be complete June 2018.
7.5	EDUCATION DIRECTIONS COMMITTEE REPORT Growth Plan Build the Knowledge Economy COMMENTS Bill McKenzie explained that the Growth Plan Build the knowledge Economy is likely to take over the current meetings. At the past two meetings the group has set priorities and making actions. The current priority is the Hard Rock Processing plant. Bill McKenzie stated that an issue that was raised at the meeting being that if we don't solve the social problems in the town people will leave. There is no current solution and the committee is unsure of action at this point in time. Mia Hicks informed the Executive of a survey that was complete asking people what their concerns were in relation to moving to Kalgoorlie and the top issue being safety followed by Housing, Health and jobs.
7.6	ST BARBARA'S FESTIVAL REPORT Project Coordination Update Marketing Plan COMMENTS Hugh Gallagher stated that we have received confirmation that Lotterywest has been approved. Mia Hicks stated that there is a new CEO at Loetterywest resulting in more scrutiny.
7.7	VARIETY THE CHILDREN'S CHARITY Variety Golf Day Bonfire Variety Race Day COMMENTS Hugh Gallagher informed the Executive that the playground at the hospital should be complete when Variety comes through for the Bash which cost \$80,000.
7.8	GOLDFIELDS BUSINESS LOCAL COMMENTS Janine Varley informed the Executive that Lee Jacobsen has been out of the office but when she returned she had five back to back appointments. Also Janine Varley suggested that after doing the Award Judging she is able to provide feedback to Lee Jacobsen to possibly target the businesses and provide support in their business.
7.9	GOLDFIELDS WORKING TOGETHER General Update on Working Together COMMENTS Hugh Gallagher informed the Executive that there has been a very positive outcome as Delron Cleaning is in the process of employing an Aboriginal Youth.

7.10	CHIEF EXECUTIVE OFFICER'S REPORT Refer to Weekly Reports COMMENTS Hugh Gallagher stated that currently he has been reading awards Submissions and Judging.
8.	GENERAL BUSINESS
8.1	CHIEF EXECUTIVE OFFICER ADVERTISING The following is the revised wording for the extended CEO advertising <u>Chief Executive Officer of the KBCCI</u> Expression of Interest The Kalgoorlie-Boulder Chamber of Commerce and Industry (KBCCI) is a non-profit organisation which has a proud 114 year history of delivering outstanding service and provision of advocacy for its members (professional organisations, non-profit organisations, individuals and government partners and the broader Goldfields community) to promote businesses, tourism, build a healthy economy and to assist with improving the retention of businesses and people living in Kalgoorlie-Boulder. Mission Statement To represent and encourage business. Vision Statement To be an influential force, driving business and growth in the region. Reporting to the Executive Committee, the CEO will represent the Chamber in Kalgoorlie-Boulder and the Goldfields, formulate policy ideas and serve the needs of members, including developing and driving economic growth in the region. The CEO will influence public policy as it impacts on business. You will be a creditable communicator with proven leadership, commercial and advocacy skills. Ideally candidates will possess: <ul style="list-style-type: none"> • A track record of leadership and business success in the private sector, in government or in a membership-based organisation; • A knowledge of local, state and federal government affairs; • Exceptional communication and relationship-building skills; • Business acumen and sound financial management skills; • A passion for regional business. This is a Kalgoorlie based opportunity for an outstanding commercially minded Executive with passion and proven skills to lead the Kalgoorlie-Boulder Chamber of Commerce & Industry into the future. Applications and cover letter to be submitted in strictest confidence via email to president@kbcci.com.au , quoting " Chief Executive Officer " in the subject line, by COB Friday 18 th August 2017. COMMENTS Janine Varley updated the Executive that the new advert has been listed on Seek, Facebook and the Kalgoorlie Miner and extended till the 18 th August 2017. All applicants that have applied have been notified of the extension.
8.2	GOLDFIELDS BUSINESS & EMPLOYEE AWARDS The number of nominations accelerated towards the end of the due date. Some additional

	<p>applications were accepted after the due date to ensure the overall content of the awards meets expectations. Going forward there is a good case to add a category for Creative Industry as there is a noticeable increase in applications that reflect that sector.</p> <p>COMMENTS</p> <p>Janine Varley stated that it is going great as we have received 37 nominations, Tracey Bowning and Garry Symonds are the MCs for the night and entertainment will be available.</p> <p>Paula Fletcher noted that after doing the judging for the Awards they have found that there were businesses that were recognised for the possibility of a creative industry category.</p>
8.3	<p>GE CONNECT DIRECTORY UPDATE</p> <p>At this stage of the selling process there 750 Kalgoorlie bookings valued at \$157,923 and 91 Esperance bookings to the value \$12,425, a current total \$170,348.00.</p> <p>Every effort is being put into gaining as much income as possible from the 126 Kalgoorlie renewals still to book totalling \$39,980 and 33 Esperance renewals still to book valued at \$9,130. The combined “opportunity” total being \$49,110. Should the majority of these opportunities be realised they in conjunction with significant savings on printing and distribution the budgeted amount will be achieved if not slightly improved?</p> <p>Follow up with the last renewals over the next week as per schedule will determine the final outcome.</p> <p>COMMENTS</p> <p>Janine Varley stated that a report provided by Sharon Henderson states that we are expecting to make 15% less than budgeted. Janine Varley noted that Sharon Henderson has compiled a Membership strategy that is aimed to target 300 companies which will be rolled up once the directory is complete.</p>
8.4	<p>GE JOBS CONNECT</p> <p>CEO to provide proposed roll out strategy at this meeting.</p> <p>COMMENTS</p> <p>Hugh Gallagher shared with the Executive that after the Business Awards, Annual Report and the Directory Sharon Henderson and Amy Sellick will be visiting businesses and promoting the Jobs Board.</p>
8.5	<p>MEETING WITH STATE TRAINING BOARD CHAIRMAN</p> <p>The Chamber has been asked by State Training Board Chairman Jim Walker (former Westrac MD) to bring together a small group of strategic industry decision makers, in various skill sectors, who can provide knowledge that may influence the creation of new jobs. This is an objective of the current State Government. It is anticipated the knowledge gained from the conversation will have a direct flow on effect to the situation the Goldfields business community is currently experiencing. The following key people met with Jim on Wednesday 9th August 2017.</p> <ul style="list-style-type: none"> • Mark Wilson, Director, Flex Industries - Auto Electrical, HD plant mechanics and trainees • Craig Hahn, Director, Hahn Electrical Manufacturing & Mining – High voltage electrical • Paul Burgess, MD, Burgess BLA– Fitting & Machining • Ken Sharp, CPC Engineering, HR Manager – Boiler Making/Metal Trades • Paddy Graham, MD, Prestige Cabinets – Cabinet Making • Kristy Clinch – Training & Apprenticeship registering & mentoring consultant with immense knowledge • Gavin Dorotich, Manager, WA Hard Chrome – Heavy Duty Fitting • Harley Hollier, Director, Harlson Industries – Robotics software, trades and processes <p>COMMENTS</p> <p>Hugh Gallagher informed the Executive that the main issues that were raised was they didn't</p>

	<p>know who Jim Walker was and the young people don't understand the jobs they are applying for. Hugh Gallagher stated that there is a follow up meeting in Perth as a result of the discussion. Bill McKenzie commented that the ITCs provide Jim Walker with the input from the industry which he relays to the Government to influence decisions.</p>
8.6	<p>GOLDFIELDS CASHLESS DEBIT CARD CONSULTATION</p> <p>The Department of Social Services is conducting consultations with individuals and groups relative to the possible introduction of the Cashless Debit Card's to those on welfare throughout the wider Goldfields region.</p> <p>The Department is very interested in to gain an appreciation of the business community's views, concerns, relative to introducing the card into the community as a whole (including business). <i>Refer City & Regional & Retail meetings.</i></p> <p>COMMENTS</p> <p>The Executive agreed to send out a survey to the KBCCI members and ask their opinion.</p>
8.7	<p>REGIONAL AIRFARES HEARING BY ECONOMIC & INDUSTRY STANDING COMMITTEE</p> <p>The Kalgoorlie-Boulder Chamber of Commerce & Industry Inc has been formally invited by Ms Jessica Shaw MLA Chairperson of the Economic & Industry Standing Committee to provide a briefing on the 31st August 2017 on concerns and impacts, current regional airfares has on the Goldfields business community. The offer has been accepted and the next step is to accumulate relevant information for the Hearing.</p> <p>During the hearing the Chamber may request the Chair to move into a <u>closed session</u> if there is material you wish to discuss which you believe should remain confidential.</p> <p><u>The terms of reference of the Inquiry are for the Committee to evaluate the following</u></p> <ul style="list-style-type: none"> • Factors contributing to the current high cost of regional airfares. • Impacts that high-cost regional airfares have on regional centres- from a business, tourism and social perspective. • Impact of State Government regulatory processes on the cost and efficiency of regional air services. • Actions that the State and local government authorities can take to limit increases to airfares without undermining the commercial viability of RPT services. • Actions that airlines can take to limit increases to airfares without undermining the commercial viability of RPT services. • Recent actions taken by other Australian governments to limit regional airfare costs. <p><i>Refer City & Regional meeting.</i></p> <p>COMMENTS</p> <p>Points raised by the Executive meeting are as follow:</p> <ul style="list-style-type: none"> • Impact on the viability on Small Business • Possibility of local residents receiving a discount • Effect on the Town due to the prices being out of budget • Training opportunities out of town and the cost to businesses • Growth of the town through tourism
8.8	<p>PROPOSED 2018 PUBLIC HOLIDAY OPTIONS FOR THE KALGOORLIE-BOULDER COMMUNITY</p> <p>The City of Kalgoorlie-Boulder (the City) is undertaking a Public Impact Assessment (PIA) to determine community interest for a local public holiday on Friday 15th June 2018. The proposed holiday would coincide with events linked to the 125th anniversary of the discovery of gold in Kalgoorlie-Boulder (14 June 2018) and will support a long weekend of community celebrations surrounding the milestone. LGA's cannot apply for a public holiday in addition to that of the Queen's Birthday public holiday. The alternative date would be observed instead of the Queen's</p>

	<p>Birthday public holiday observed in the rest of WA, and would be subject to all conditions of a public holiday including penalty rates and employee entitlements.</p> <p>Does the Chamber support the proposal to shift the Queen's Birthday public holiday from 24th September 2018 to 15th June 2018? Please outline your reason(s) for this.</p> <p><i>Refer City & Regional meeting.</i></p> <p>RECOMMENDATION</p> <p>The Executive agreed to Survey its members on the issue before having a stance on the issue.</p>
8.9	<p>GOLDFIELDS PROFESSIONALS NETWORK (GPN) SUPPORT</p> <p>The KBCCI established the initiative to assist employers to retain their professional personal approximately two years ago. To date GPN has met all expectations, however, ongoing basic administration of the initiative is a challenge as it is being managed by volunteers.</p> <p>The management committee has recommended GPN President Adam Rizzi provide a brief report on the status of GPN for executive information with the possible outcome being the Chamber would consider providing basic administration support going forward.</p> <p>ACTION</p> <p>GPN President Adam Rizzi provided an overview of the current stance of the GPN committee and asked if the KBCCI would consider reintroducing the GPN back into the KBCCI as they are requiring administration support. Pat Leighton asked if there are any costs to the KBCCI Adam Rizzi commented that the organisation covers costs and would only be asking for inkind support. Pat Leighton suggested that the staff track time spent completing the administration and we review once we are aware of the resources required.</p>
8.10	<p>REVIEW OF THE KBCCI CONSTITUTION</p> <p>Bill McKenzie & Pat Leighton to provide a course of action to complete the process of updating the constitution at this meeting.</p> <p>COMMENTS</p> <p>Pat Leighton informed the Executive that a final copy of the constitution will be presented at the next meeting and if passed will be presented at the AGM. Pat Leighton advised that there can't be any amendments to the constitution at the AGM it can only be accepted or rejected.</p>
9.	<p>PRESS RELEASE TOPICS</p> <p>Hugh Gallagher stated that there will be an article in relation to the change of venue of the Goldfields Business & employee Awards.</p>
10.	<p>ITEMS FROM THE COMMITTEE</p> <p>Chris Devlin</p> <p>Chris Devlin informed the Executive that he will be an apology for the Goldfields Business & Employee Awards.</p> <p>Paula Fletcher</p> <p>Paula Fletcher informed the Executive that she will be an apology for the Goldfields Business & Employee Awards. Paula Fletcher shared with the Executive that fashion week was successful and great to see 4 local designers who presented their work at the event. Also Paula Fletcher noted the Australian Institute of Company Directors are running Governance training and encouraged executive members to attend.</p> <p>Adam Rizzi</p> <p>Adam Rizzi informed the Executive that he will be an apology for the Goldfields Business & Employee Awards</p> <p>Hugh Gallagher</p> <p>Hugh Gallagher shared with the Executive 10 points obtained from the Goldfields Business Report.</p>

	<ul style="list-style-type: none"> • Influence of drilling • Labor availability • Private sector health / allied health • Social media integration • Government infrastructure flow on effect • Misunderstanding of the region's economic dynamics • Multicultural influence • Perception of the City of Kalgoorlie-Boulder • Mining Service Sector Beyond • Businesses are not wanting another Boom <p>Janine Varley Janine Varley informed the Executive that she will be an apology for the Goldfields Business & employee Awards and any meetings taking place in September.</p>
11.	<p>NEXT MEETING The next meeting scheduled for Wednesday 13th September 2017.</p>
12.	<p>CLOSE Janine Varley closed the meeting at 7.40pm.</p>

**KALGOORLIE-BOULDER CHAMBER OF COMMERCE & INDUSTRY INC.
RETAIL SUBCOMMITTEE MEETING
MINUTES**

**Meeting held 8:30am Wednesday 2nd August 2017
Kalgoorlie-Boulder Chamber of Commerce & Industry Boardroom**

1. OPENING

Chris Devlin opened meeting at 8.30am

2. PRESENT

Chris Devlin, Rosey Phelan, Shannon Rawding, Amanda Brown, Tegan Brown, Toni Nollas, Alex Weise, Janine Varley, Hugh Gallagher, Sharon Henderson, Kirsty Dellar, Darren Wallace, Adrian Dyke, Peter Ryan, Brent McIntyre.

3. APOLOGIES

Natalie Coxon, Jacob Altes, Alison O'Toole.

4. PREVIOUS MINUTES

Nothing arising.

5. GENERAL BUSINESS

5.1 HANNAN STREET LIGHTING

Darren Wallace attended and gave a briefing.

- A fully funded Federal grant has been obtained by the City of Kalgoorlie-Boulder for the Hannan Street under verandah lighting which will be installed on both sides of Hannan Street from Wilson Street to Porter Street.
- City of Kalgoorlie-Boulder will pay upfront cost of installing all work LED lighting which will be installed at approximately every 7 metres of the Hannan Street verandahs.
- The ongoing cost of electricity for the lighting will be bore by property owners at an approximate cost of \$40 per year per LED light (example 20m frontage cost will be \$120 per year).
- The lighting installation is an antisocial behaviour deterrant and the ongoing electricity cost of the lights may well negate the cost of an excess to replace a broken window.
- Darren Wallace tabled a letter which will be sent to the property owner regarding the installation and the ongoing expense.
- The lighting must be installed by June 2018, has not gone out to tender yet and is expected to not be as disrupting to business as the roadworks may have been.
- It is envisaged that electrical contractor will give forward notice to the businesses and it may only take half a day to install at each business, with no more than a few months to complete the street installation.
- The lighting will be set on a daylight switch.
- City of Kalgoorlie-Boulder still need to address if property owners of vacant premises will keep their lights on whilst their properties are vacant,
- City of Kalgoorlie-Boulder must have permission from the property owners prior to installation.

5.2 GOLDFIELDS CASHLESS DEBIT CARD CONSULTATION

The Department of Social Services is conducting consultations with individuals and groups relative to the possible introduction of the Cashless Debit Card's to those on welfare throughout the wider Goldfields region. The Department is very interested in to gain an appreciation of the business community's views, concerns, relative to introducing the card into the community as a whole (including business). Senior officers from the department, Peter Ryan and Adrian Dyke,

were in attendance to provide a briefing on the concept and to seek comments. Brett McIntyre was also in attendance, having co-ordinated the introduction in the East Kimberley.

- Cashless Debit Card Program Question and Answers and Fact Sheets were tabled.
- Additional information also obtainable from this link. <https://www.dss.gov.au/families-and-children/programmes-services/welfare-conditionality/cashless-debit-card-overview>
- Peter Ryan discussed the details of the card and who it affects.
- 80% relevant welfare payment will be cashless.
- Federal Minister is getting information from all the stakeholders before making a decision on the two new trial sites funded from the May Federal Budget.
- Objective of the card is to reduce the harm associated with alcohol, drug and gambling abuse.
- Brent McIntyre discussed experience so far since introduction in the East Kimberly and the positive effect – 30% reduction of domesticated violence incidents as evidenced by St Johns Ambulance attendance.

5.3 PROPOSED 2018 PUBLIC HOLIDAY OPTIONS FOR THE KALGOORLIE-BOULDER COMMUNITY

Held over till next meeting.

5.4 PENALTY RATE CHANGES TABLED.

<https://www.smallbusiness.wa.gov.au/sites/default/files/Small-business-briefing-WA-penalty-rates-summary.pdf>

COMMENTS

6. ITEMS FROM THE COMMITTEE

Alex Weise advised

- An open day will be held on 26th August for a supply briefing and City Loyalty Program
- Trading hours for Race Round have been approved
- Growth Plan Committee
- Looking at changes to ways City of Kalgoorlie-Boulder looks at sponsorship such as assisting businesses to run an activation activity such as an event in Hannan Street.

Chris Devlin advised that at recent Regional CCI meeting, the main theme around the state from other Chambers is that there is a changing face of retail.

7. NEXT MEETING

Next meeting date 6th September 2017.

8. CLOSE

**KALGOORLIE-BOULDER CHAMBER OF COMMERCE & INDUSTRY
CITY & REGIONAL DEVELOPMENT COMMITTEE
MINUTES**

**Meeting held Wednesday 12.00 noon 2ND August 2017
Venue: Robert McKenzie Suite O'Connor House Chamber Building**

1. OPENING

Ron Mosby opened the meeting at 12.00noon and welcomed all present.

2. PRESENT

Sharon Henderson, Peter Ryan, Adrian Dyke, Brent McIntyre, Kyran O'Donnell Jnr, Rowena Olsen, Robert Hicks, Glenn Wilson, Ron Mosby, Hugh Gallagher, Geoff Foulkes-Taylor, Allen Green, Adam Rizzi, Alex Wiese and Jo Swan.

3. APOLOGIES

Garry Symonds, Katie-Jane Anderson and Jessica Biddle.

4. CONFIRMATION OF PREVIOUS MINUTES

The previous Minutes were accepted as a true record.

5. GENERAL BUSINESS

5.1 GOLDFIELDS CASHLESS DEBIT CARD CONSULTATION

Peter Ryan, Adrian Dyke and Brent McIntyre presented the committee their proposal of the cashless debit card and the following points were made:

- It is a VISA card that will not work at any gambling or liquor stores.
- Jobseekers on welfare will receive the card.
- 80% of the payment will go onto the card and 20% will be put into bank accounts where it can be withdrawn.
- The card is aimed at reducing alcohol, drug and gambling abuse.
- The card has shown improvement in the regions it has been implemented to.

5.2 REGIONAL AIRFARES HEARING BY ECONOMIC & INDUSTRY STANDING COMMITTEE

Ron Mosby presented the committee a list of topics to be discussed at the airfares hearing and asked for any issues to be raised. The following was discussed:

- Health, PATS and Education should be considered when bringing down the price of airfares.
- The impact it would have on the Prospector.
- The loss of productivity people experience during travel time.
- Comparing flight cost to air freight cost.

5.3 PROPOSED 2018 PUBLIC HOLIDAY OPTIONS FOR THE KALGOORLIE-BOULDER COMMUNITY

Glenn Wilson informed the committee that the City of Kalgoorlie-Boulder are in the consultation process of moving the Queens' birthday holiday to celebrate 125th anniversary of the discovery of gold in Kalgoorlie-Boulder on the 15th of June 2018. The public holiday will support a long weekend of community celebrations surrounding the milestone. Glenn encouraged committee members for feedback and informed them that they will be seeking formal feedback from the business community.

6. ITEMS FROM THE COMMITTEE

Alex Wiese discussed three items:

- Welcomed the committee to a supplier briefing that will be taking place the 26th of August 2017.
- Informed the committee that the Growth Plan Partnerships have met a few times and that the Growth Plan Stakeholders are starting to meet.
- Asked the committee for any input or advice on how to inform businesses about relative information on a regular basis.

7. NEXT MEETING

Wednesday, 6nd September 2017.

8. CLOSE

Ron Mosby thanked all present for their attendance and contributions and closed the meeting at 1:00pm.

Aboriginal Engagement Strategy for the Goldfields-Esperance Region



Business Local

A Small Business Development Corporation service
funded by the Government of Western Australia

Purpose

The Goldfields-Esperance Business Local team are actively committed to supporting Aboriginal business development. By engaging with the leaders and influencing Aboriginal groups within our communities, we will achieve the following objectives:

- Increased understanding of the needs of the Aboriginal business community within the Goldfields-Esperance region;
- Create an awareness of Business Local services within the Aboriginal business community; and
- Build the level of Aboriginal participation in Business Local services.

By achieving these outcomes, we hope to see an emergence of Aboriginal small businesses across the region, and that existing Aboriginal businesses continue to grow and flourish.

Strategy

To be successful in achieving these outcomes, we will:

- Learn – about the Aboriginal culture within the region and become more in tune with the needs of the Aboriginal business community.
- Encourage – existing businesses to lead by example, to use these success stories as case studies for aspiring business owners and to support them to continue to develop their business.
- Engage – with the Aboriginal community and promote business as a career, from school students through to community statesmen. Take a professional approach when engaging these community leaders and statesmen.

Activities

We have identified the following key stakeholders to approach in the immediate future to assist us in achieving our objectives, and supporting Aboriginal businesses within the region.

Contact	Action	Method
Many Rivers Harry Bowling <i>Whole region</i>	- Develop relationships with Many Rivers personnel to connect them with appropriate Aboriginal businesses	- Identify micro finance opportunities for small businesses - Potentially source funds for local schools to use in business management programmes - Referrals of clients that potentially have innovative and growth ideas suitable for micro funding and or mentoring.
Kepa Kurl Doc and Robyn Reynolds <i>Esperance</i>	- Showcase this successful Aboriginal business - Support them to continue to grow	- Provide work experience for potential entrepreneurs - Develop mentor-mentee relationships between successful business owners and potential business owners before referral to others for mentoring and funding
<i>Kaata Tidje</i> Gail Reynolds-Adamson <i>Esperance</i>	- Develop relationships with Kaata Tidje to help identify potential Business Local clients	- Assist potential business owners by running appropriate workshops and one-on-one client sessions
Esperance Nyungar Aboriginal Corporation Sandie Gillard <i>Esperance</i>	- Develop relationships with ENAC to help identify potential business owners and so potential Business Local clients	- Assist potential business owners by running appropriate workshops and one-on-one client sessions

Aboriginal Engagement Strategy for the Goldfields-Esperance Region



Business Local

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Goldfields Aboriginal Workforce Development Centre Advisory Group Murray Stubbs <i>Kalgoorlie-Boulder</i>	-Continue this strong relationship with GAWDCAG. - Inform them of opportunities, as they arrive -Attend meeting every 2 nd month	- Workshops and one-on-one client sessions - Engage youth, through workshops and showcase of successful Aboriginal businesses such as Bundarra and Betty Logan
Max Employment <i>Melissa Schwabe</i>	-Through our current relationship, discuss Business Local and potential workshops - Inform them of opportunities, as they arrive	- Workshops and one-one mentoring. -Assist their clients with viable business idea's to start a business.
Skilled Labour Hire Anita Cubs	-Through our current relationship, discuss Business Local and potential workshops - Inform them of opportunities, as they arrive	- Workshops and one-one mentoring. -Assist their clients with viable business idea's to start a business.
Ricky Dimer (Aboriginal Leader) <i>Kalgoorlie-Boulder</i>	- Develop relationship to help identify potential Business Local clients	- Facilitate workshops with other potential Aboriginal businesses, that may wish to set-up a business of similar nature
Betty Logan (Aboriginal Leader) <i>Kalgoorlie-Boulder</i>	- Develop relationship to help identify potential Business Local clients	- Facilitate workshops with other potential Aboriginal businesses, which may wish to set-up a business of similar nature.
Goldfields Aboriginal Workforce Development Centre Patricia Thomson and Michelle Forrest <i>Whole region</i>	-Continue with strong relationship by meeting with them every other month. (they are also on the GAWDCAG)	- Workshops and one-on-one client sessions
Working in Partnership, Department of Innovation and Science Jessica Bloomfield and Frank Procter (Indi Energy) <i>Whole region</i>	- Meet with on a regular basis, with both local appointed Project manager (Indi Energy) and the Department directly to identify priorities in industry and opportunities for the Aboriginal business community	- Exchange and identify the opportunities that align with the strategic priorities of the Department
Bundarra Contracting Leonora <i>Kalgoorlie-Boulder</i>	- Meet with them (when I am up in Lenora in March) to discuss opportunities Business Local could provide them.	- Showcase this successful Aboriginal business - Support them to continue to grow

Aboriginal Engagement Strategy for the Goldfields-Esperance Region



Business Local

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Esperance Care Services Sue and Chris Meyer <i>Esperance</i>	- Work with ECS to identify training and work experience opportunities for young Aboriginal people	- Run workshops and one-on-one client sessions with identified underprivileged Aboriginal people to support potential employment and micro business start-ups
Clontarf Academy Glenn Symmonds <i>Esperance</i>	- Work with Clontarf students to encourage them to pursue small business as a career	- Run workshops and information sessions that will encourage young Aboriginal people to seek a career in small business
Wongatha CAPS Shane Meyer <i>Esperance</i>	- Work with Wongatha students to encourage them to pursue small business as a career	- Run workshops and information sessions that will encourage young Aboriginal people to seek a career in small business
Eastern Goldfields Schools Hugh Gallagher (board member) <i>Kalgoorlie-Boulder</i>	- Work with students (in partnership with AIME mentoring) to encourage them to pursue small business as a career	- Run business Basic workshop to inform young Aboriginals about other options available to them. Showcase successful Aboriginal businesses
Kalgoorlie-Boulder Community High School Hugh Gallagher (board member) <i>Kalgoorlie-Boulder</i>	- Work with students (in partnership with AIME mentoring) to encourage them to pursue small business as a career	- Run business Basic workshop to inform young Aboriginals about other options available to them. Showcase successful Aboriginal businesses

Whilst this strategy uses a number of different activities to engage with Aboriginal peoples we have a strong focus on workshops, which will provide an initial non-threatening environment. These workshops will enable Business Local advisory staff to gain the trust of the Aboriginal business community. Once this trust has been built, one-on-one mentoring will be established.

Additional stakeholders that we will engage with include:

- Kalgoorlie-Boulder Regional Centre
- Regional Development Australia Goldfields Esperance
- Goldfields Land and Sea Council
- City and Regional Kalgoorlie-Boulder Centre Growth Plan
- Goldfields-Esperance Development Commission
- Shire of Esperance
- Shire of Ravensthorpe
- Shire of Dundas
- Shire of Menzies
- Shire of Laverton
- Shire of Leonora
- Shire of Coolgardie
- Shire of Ngaanyatjaraku
- Community Resource Centres across the region

Aboriginal Engagement Strategy for the Goldfields-Esperance Region



Business Local

A Small Business Development Corporation service
funded by the Government of Western Australia

Measuring Success

We can measure the success by keeping records and monitoring the following:

- All visits with Aboriginal leaders
- Meetings with Traditional Owners
- Regular contact with key stakeholders
- Workshops delivered to the Aboriginal business community
- ABN generation and business registrations (information may be received anecdotally)
- Increase the number of businesses registrations across the region on the Aboriginal Business Directory WA (www.abdwa.com.au)
- Referrals to dedicated Aboriginal support organisations

These records will be analysed regularly to determine the progress of this strategy, and adjustments will be made as necessary. This will ensure that we are achieving our outcomes and supporting the Goldfields-Esperance Aboriginal business community to the best of our abilities.



Aboriginal Engagement Strategy for Esperance and the Goldfields.

Purpose:

This document has been created to identify the steps required to create a planned approach that will bring the services and assistance offered by the State Government Small Business Development Corporation's Business Local Service to the attention of the leadership and influencing groups within the Aboriginal people in the Goldfields Esperance region.

This strategy is formulated with the goal of "enabling", by bringing confidence to the talented people we will make contact with. Many of the Aboriginal people do not have the opportunity to find genuine support for their hopes and dreams and so their futures. This occurs for a variety of reasons that are not the discussion point of this strategy, BUT while they are still valid and still exist they create barriers to success for Aboriginal People. I propose to plan some progress towards a form of break-through, some clarity of and raising of the misconceptions of Aboriginal People with the following strategic approach.

Like most engagement strategies, for the implementers, this involves prospecting for contacts and leaders, or the influencers within the group of people for which it is aimed and providing a WOW or a "different Experience" that is positive for them. Then continually maintaining contact and providing support with both the individuals and the leadership groups.

Our strategy form is: **Inform – Consult - Involve – Collaborate - Empower**

Steps to Success on this Strategy: INFORM/CONSULT/INVOLVE

Our approach will be to firstly meet and greet the Aboriginal Leaders that are within the region and sell the opportunity for them and their peers. If we are to be successful selling the Business Local services we need to show how it is advantageous to them (Leadership Group) in their own business activities. Their recommendations on who we engage with and how we engage in one on ones would provide the true value to market and effectiveness.

It is these particular KEYS to success and the steps to achieving those key positions, that will have to be negotiated before any genuine action or plan implementation can be taken.

These are: COLLABORATE BY

1. **Learning** about the cultural experiences and ties with each other, the leadership group will help us to become more in tune with the needs of Aboriginal groups and families. This all needs to be considered and understood. Once it has been documented and the inputs are solidly integrated it should lessen the barriers to success. Any well worked strategy and underpinning planned activities must be mindful and indeed integrate unique requirements and motivations of each individual client.
2. **Learning** from the leadership groups and in particular those Aboriginal Businesses that are successful, the barriers they experienced, that were overcome by them to ensure our activities are directed to help alleviate the occurrence in the future.
3. **Encouraging** by servicing the existing businesses and show by example that the best opportunity (Feedback from Gail Reynolds) for Aboriginal communities may lay with individuals who aspire to become business owners in the mainstream sense.

4. **Assisting** the leadership group's Business activities. As business owners themselves they are time poor and will require support in their mentoring of others within their sphere.

5. **Engaging** and informing all aboriginal contacts of successes and opportunities within the region, opportunities should be conveyed to those who are still in their final year of schooling right through to the elder statesmen and women.

Learnings: The First quarter: while developing this plan.

Esperance and the Goldfields has strong cultural leadership that is very active in providing quality business examples in traditional arts and Cultural tours and we are lucky enough to have a very strong leadership who are dedicated to bridging any gaps to success.

These are the two things we will leverage ourselves from and become very involved with, the service we offer needs to be accepted by the leadership group first, they need to understand and see value in it for them both personally and for their community before we can be effective. Once we have reached the point where the service is seen as a valuable pathway for the leaders they would be more likely to sell it on our behalf by referral and nominating likely clients and potential start up participants.

Learning: The different desires for the outcomes what may be attractive to differing groups, without a true engagement our actions may not be as effective as it could be.

Although there are several avenues to Aboriginal people some are actively supported by management groups others have more indigenous focus in support and management positions.

Activity for Engagement

Meet and Greet all leaders in the community to ensure our capability and endeavours towards improvement are communicated.

Look to and speak with all indigenous focussed groups within the State. Examples of those who are actively involved at this stage are:

Many rivers: Harry Bowling, Business development. [REDACTED]

Kepa Kurl: Doc and Robyne Reynolds, Cultural Arts and tours. [REDACTED]

KaataTidje: Gail Reynolds-Adamson Cross Culture intelligence. [REDACTED]

ENAC: Sandie Gillard. [REDACTED]

Goldfields Aboriginal Workforce Development Centre Advisory Group: Murray Stubbs Chair of the group [REDACTED]

Hugh Gallagher is on the board and/or committee relating to Aboriginal engagement: Eastern Goldfield Collage, K-B Community High School, City and Regional, Goldfield Aboriginal Workforce Development Centre Advisory Group and Goldfield/Esperance workforce development alliance. [REDACTED]

Jessica Biddle Deputy Present KBCCI is on the committee of Kalgoorlie-Boulder Regional Centre growth plan and City and Regional [REDACTED]

Bill McKenzie executive committee KBCCI is on the board of the Goldfields board of governance, Curtin Advisory group. [REDACTED]

Ricky Dimer – Aboriginal Leader and client of Goldfields business local

Betty Logan (dimer) – Aboriginal Leader and client of Goldfields business local

Patricia Thomson & Michelle Forrest – regional coordinator for the Goldfields Aboriginal workforce development centre [REDACTED]

Jessica Bloomfield and Frank Procter – Working in Partnership, the Department of Innovation and Science [REDACTED]

Goldfields Land and Sea

Carol Mann – Regional Development Australia Goldfields Esperance

The Kalgoorlie Boulder Chamber of Commerce

Bundarra contracting – relationship through Goldfields business awards has been operating for more than 17 years

Opportunities and subsequent actions identified when liaising with people during the writing of this plan are as follows.

Small business: Esperance Care Services a NFP organisation in Esperance have decided to create opportunities for training of young underprivileged or marginalised people in Esperance to give experiences that would not normally be available because of financial or cultural reasons.

ACTION: Approach these NFP's to look at engaging young Aboriginal people in mainstream practical learning avenues. Esperance Care Services (ECS) are looking to have a clothing boutique and Coffee area where experience in retail sales and barista and food services can be had. Recognition of this experience and the level of certification is still being worked on. I have contacted Apprenticeships Australia and referred ECS to look at helping with this.

Clontarf Academy: Young people coming through the academy system are supported post their tuition to become role models for others within that system, this makes them ideal as candidates for small business activities and similar endeavours.

ACTION: SBDC and Business Local Service Engage with the volunteers and educators within Clontarf to highlight potential "solopreneurs". Business Local Service providers in Esperance and Goldfields will plant the seeds, mentor through the early stages and leave them in an environment that is supportive and encouraging for them.

Wongutha CAPS: As per above (Clontarf), Wongutha's Environment is an incubator of potential.

ACTION: SBDC Business local service providers will approach Wongutha to identify those who are curious about business. This will allow Business Local to assist with clarification and implementing strategies of support and practical assistance. Once again most students are supported after their journey through the education system allowing for a better opportunity of sustained start up business.

Kaata Tidje: Gail Reynolds –Adamson’s mission statement to me was, “to find and use opportunities for the people that normally would not be supported through the transition from youngsters to leaders within the community.”

ACTION: Business Local Service Provider will meet with and identify those candidates that are ready to be supported. Kaata Tidje by its very example provides support, inspiration and enables young people to grow and make the very best of opportunities that are provided.

Kepa Kurl: Another fantastic example for young people to see within the Esperance Goldfields region, it shows and encourages others to believe in their abilities:

ACTION: Utilise the example that allows SBDC service providers to help skill up and give confidence with action plans and support to achieve those.

ENAC (Esperance Nyungar Aboriginal Corporation): This organisation has a definite practical approach to assistance with work for the dole programs and other activities that are carried out.

ACTION: Engage with and identify those with the potential to start a small business that aligns with their practical experience (Land Management, horticulture and other activities)

GAWDCA: Engaging, Connecting, Enabling and Transitioning. “Empowered Aboriginal people prospering and leading the Western Australian economy”

ACTION: Speak to the committee about what business local can provide for the aboriginal community, through one-on-one mentoring and business basic workshops. Key areas for GAWDCA are: employers, Youth Transitions, Mentoring, Role Models and Government relations. Business Local can collaborate with youth and aboriginal businesses

Eastern Goldfields Schools, KB community high school and Curtin University: AIME Mentoring provides a structured program for indigenous kids, which aims to see aboriginal teenagers complete school and transition to university, training or employment.

ACTION: Hugh Gallagher and Bill McKenzie varying roles on education boards, will be the initial voice for Business Local. Potential workshops and mentoring for young budding entrepreneurs.

City and Regional and KB centre growth plan: The growth plan is a socio-economic development strategy that supports the growth of sustainable, modern and competitive regional centres. This growth plan includes engaging with and developing aboriginal communities, youth and businesses.

ACTION: Hugh Gallagher and Jessica Biddle have already spoken about Business Local’s potential role in aboriginal businesses. Introduce Business Local and myself to this committee.

Betty Logan and Ricky Dimer: Have both started joint venture businesses in the mining industry. These business train and employ aboriginals in contracts that they have won.

ACTION: Betty, Ricky and Business Local potentially could run business basic workshops with the aim for other businesses to be formed similarly joint ventures.

GAWDC: “Empowered Aboriginal people prospering and leading the Western Australian economy”

ACTION: Business Local has been invited to attend the Aboriginal Youth Forum in April 2016 to engage youth and small business

Goldfields Land and Sea: Is the principal voice for Aboriginal people from the Goldfields-Esperance region on matters to do with land and waters, governance, social and economic development, heritage and other matters of justice.

Action: Business Local to contact Goldfields Land and Sea and introduce ourselves

KBCCI: Playing a leading role in the promotion and development of the region and connecting local businesses to engage business relationships in our City.

Action: All executive committee members will be briefed on the Business Local Aboriginal Engagement Strategy. As they engage with other committees, where relevant they will promote Business Locals services and potential partnerships.

Action: When KBCCI is asked for input on scope of business Aboriginal employment and Aboriginal Business engagement will be included in the recommendation. Part of this recommendation will also include Business Local services to bridge any gaps or potential mentoring for start-up.

Regional Development Australia: Consult and engage with local communities and other stakeholders to identify, prioritise and find solutions to issues impacting on the region. Support community and economic development through the identification of opportunities to diversify and expand industry and employment opportunities in the region.

Action: Work with Regional Development Australia and key leader contacts to ensure Business Local and potential aboriginal businesses understand there is support.

WIP: Working in Partnership aims to support and encourage cultural change in relations between the mining industry and communities (in particular Indigenous communities) through the establishment of long term, mutually beneficial and effective partnerships.

Action: In April 2016 Business Local and KBCCI will be involved with the workshop aimed at supporting and encourage cultural change and aboriginal businesses.

Esperance Aboriginal Business opportunities are identified and confirmed as a required service by the networking and surveying of local people.

Lawn mowing Round: Cheap to set up flexible hours and workloads

Pet Sitting Services: Holiday makers who want to visit a national parks and travel on the Kepa Kurl tours need pet sitters for hours they are at a national park

Garden Care: Cheap set up flexible hours and workload

Book Keeping: Cheap to set up: Esperance has a large number of small business (solopreneurs) that a low cost bookkeeping service would be able to help. (Wongutha and Clontarf students could be great candidates for this).

Graphic Artistry: Small businesses in Esperance that are involved in different aspects of marketing are very fragmented, the small market is unable to sustain a “marketing professional” but many opportunities exist for smaller “one off” Projects that can bring these elements together. I have enlisted the help of a friend who is a marketing professional and they have suggested that this is a genuine opportunity for a young graphic artists (groups or individual) to be part of a program coordinated by a “Marketing project manager” who’s direction is to use only local business.

Aboriginal Employment opportunities that fit with SBDC KPI's:

Assisting small business within Goldfields Esperance mainstream has enabled the Business Local service provider to engage with and understand the culture within the region, there are opportunities for traineeships and full time employment being exposed as the work increases effectiveness of the small business communities. Our work with these clients has led to the belief that most small business owners feel positive in regard to giving opportunity to Aboriginal people who have shown interest in business activity. Some co-ordination will be required to source the support of funding and such. This is seen as a fit within our Key Performance Indicators as it shows measurable growth in small business to the point that employment opportunities arise.

Premise of the value path:

Although most of the day to day liaison with the aboriginal leaders and support groups does not strictly fit within the Business Local measured work scope I feel it is the only way to true engagement.

Without true engagement, positive influences and support, the success rate for the aboriginal engagement strategy will be minimal if measureable at all.

Measuring success within the strategy (outside of Bus Local KPI's)

1. All visits with leaders and influencers
2. Attending Board Meetings with Traditional Owners
3. All contact with nominated clients
4. Workshop delivery to groups within the support organisations
5. ABN Generation and business registration knowledge passed on (As opposed to ABN Actuals)
6. Referrals to dedicated Aboriginal Support organisations. (Many Rivers IBIS etc)
7. Meetings with Aboriginal people outside of the Business local service Scope (Boards, Community activities)

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Introduction

This package has been developed to provide employers a better understanding of how to create a supportive and culturally secure workplace for Aboriginal and Torres Strait Islander employees. It will also ensure that Aboriginal and Torres Strait Islander employees are aware of their workplace rights and responsibilities.

While many of the topics covered in this guide may be relevant to all industries, it should be noted that information presented in this publication is only a guide and each business and employee will be differing in their experiences and expectations.

Employment relationships take time to foster but improved employment outcomes will improve social and economic wellbeing and at the same time changing attitudes in the broader community.

Throughout this report the term 'Indigenous' and 'Aboriginal' is used to denote Australia's Aboriginal and Torres Strait Islanders and traditional landowners.

The Australian and the Kalgoorlie-Boulder Chamber of Commerce & Industry recognises that while many Indigenous Australians have access to life's opportunities and a good standard of living, too many continue to face unacceptable levels of disadvantage in living standards, life expectancy, education, health and employmentⁱ.

Indigenous Australian's continue to experience significantly lower rates of labour force participation and higher rates of unemployment than non-Indigenous Australians, despite recent gainsⁱⁱ. There is an acknowledged 'significant gap' in employment outcomes compared with non-Indigenous Australians – *Halve the gap employment outcomes between Indigenous and non-Indigenous Australians within a decade (by 2018)*ⁱⁱⁱ.

There is a strong link between education and employment – at high levels of education there is virtually no employment gap between Indigenous and non-Indigenous Australians.

Indigenous employment rates are considerably higher in the major cities than in remote areas.

A good employer / employee relationship requires understanding and commitment from both parties.

Most of these strategies – which many employers will already have in place are simply part of good human resource management. The information covers:

- Planning and recruitment
- Induction
- Communication
- Retention
- Common problems
- What else can our organisations do?
- Support services for Aboriginal and Torres Strait Islander employees (Goldfields)

For further information, please contact Working Together, Kalgoorlie-Boulder Chamber of Commerce & Industry on (08) 9021 2466 or wt@kalgoorliecci.asn.au

Aboriginal and Torres Strait Islander People

It is recognised that Australian Aborigines and Torres Strait Islanders are two distinct cultural groups within Australia, within the definition of Indigenous Australian and within the diversity of the cultures of Indigenous Australian as a whole.

Australia wide, the Aboriginal and Torres Strait Islander population in 2011 (ABS Census of Population and Housing) provided that 90% of people (606'200 people) identified as being of Aboriginal origin only, while 6% (38'100) were of Torres Strait Islander origin only, and 4% (25'600) were of both Aboriginal and Torres Strait Islander origins^{iv}.

By 2017, Australia is projected to have approximately 764'000 Aboriginal people and approximately 102'000 living within Western Australia^v.

Benefits of employing and Aboriginal and Torres Strait Islander person

Aboriginal and Torres Strait Islander people are often overlooked as potential employees.

In the current economic environment, businesses within the Goldfields must develop and implement competitive strategies for both the short and longer term. In many industries, skill and labour shortages are imminent and employers will need to develop innovative strategies to attract and retain employees to meet the labour needs of their business now and for the future.

Aboriginal and Torres Strait Islander communities are a growing source of capable workforce. Working in collaboration with the local Aboriginal Workforce Development Centre, Working Together aims to expand employment, training and mentorship opportunities for young Aboriginal people by connecting them with local business.

The Goldfields is characterised by a unique demographic set that is underpinned by an Aboriginal population of around 11.3% and a young workforce that is aiming to capitalise on the regional opportunities.

“Growth in the trade economy, driven by mining, mineral processing, education and transport, will continue to be the engine rooms of the economy. Strong foundations are required for sustainable growth by promoting economic diversification and addressing the endogenous factors that will enhance human capital, local population-based services and provide more diverse life opportunities”.

The benefits to you and your business may include the following:

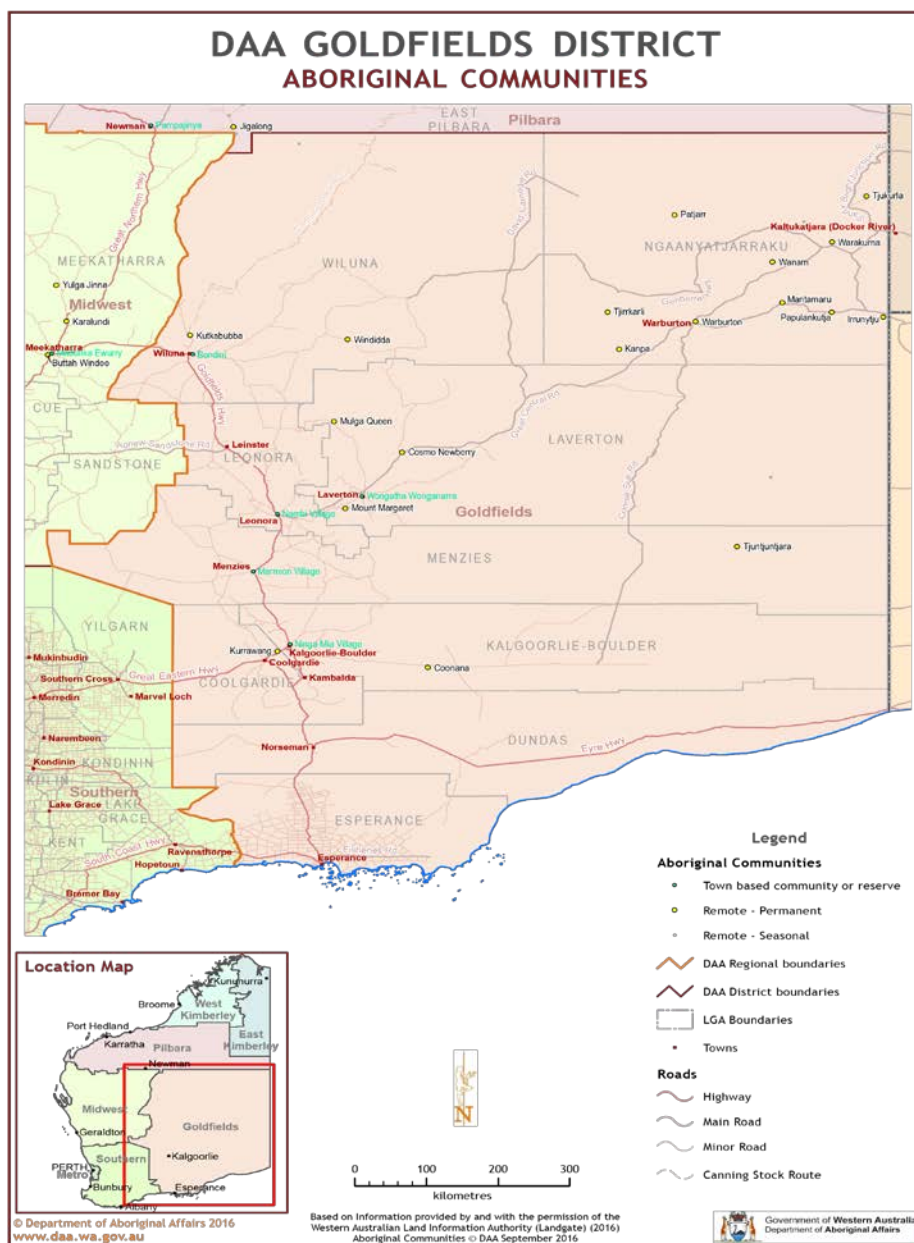
- By employing a youthful workforce, there is the potential for building a sustainable, local and dedicated workforce with a commitment and connection to the region.
- Your business connection with local communities can be strengthened and Aboriginal Australians will be more committed to working locally.
- Aboriginal and Torres Strait Islander communities are the fastest growing portion of the population. Employing a workforce that is representative of the community in which you operate helps to develop trust and better engages with Aboriginal and Torres Strait Islander customers. This will likely lead to a deeper relationship; one where your customers' needs are met more fully and interactions with customers are more efficient.
- Your business may gain skills and knowledge from training and working with Aboriginal employees.
- There is the opportunity to market your business as an employer of choice which may assist in gaining a market edge with key clients and enhance the public reputation of your business.
- You may eligible for financial incentives.
- Many government departments and corporates now ask for evidence to show how a tendering company is investing in greater equality for Aboriginal and Torres Strait Islander peoples. Having a holistic Aboriginal and Torres Strait Islander Employment Strategy and supplier diversity strategy – with successful outcomes to share – will assist your organisation in positioning itself to win these tenders.
- If you maintain a local focus, one excellent new employee might well lead to another, and another...and so on.

“Having a diverse workplace that welcomes Aboriginal employees brings a range of benefits, your business grows with the unique perspectives, experience and knowledge that Aboriginal people can bring to your team and the whole community benefits”

The Goldfields

We live in a very unique and diverse area that spans 71483325 hectares, which include desert and ocean. The regions Aboriginal, collectively known as Wongutha, take their identity from the land. The national groups making up the Wongutha people are Ngalia, Tjupan, Anangu, Ngadju, Kuwarra and Kaalamaya. It is recognised and accepted that Aboriginal people from other nations across Australia now call the Goldfields home.

Aboriginal and Torres Strait Islander people represented 12% of the region's population in 2012. The Aboriginal population has a younger age structure than the non-Aboriginal population, with 44% being under the age of 20.



Source: https://www.daa.wa.gov.au/globalassets/pdf-files/maps/communities/gfcoms_daa.pdf

Planning and Recruitment

If you have thought about the possible benefits of employing Aboriginal and Torres Strait Islander Australians, you may want to use the following questions to help with your planning process:

1. Why do you want to employ Aboriginal and Torres Strait Islander Australians?

Which potential benefits are most relevant to your business? Some may have been mentioned in the previous section. You may be able to identify other benefits that are unique to your situation.

2. How is your business promoted to Aboriginal and Torres Strait Islander Australians?

Many people find it difficult to make those initial career path decisions. How your business and industry is promoted may have influence on these decisions. Think about how you might inspire Aboriginal and Torres Strait Islander Australians to want to work for your business.

3. What success have you already had in working with Aboriginal and Torres Strait Islander Australians?

Reflecting on positive experiences is one way to build a foundation for further success. If you identify the positives in your working relationships with Aboriginal and Torres Strait Islander Australians until now, you can pave the way for further progress.

4. Have you staff completed training in cross-cultural awareness?

Cultural Awareness must be a two-way street. Effective and equitable community access and relationships need to be established and maintained through:

- Increasing community awareness.
- Providing affordable opportunities.
- Incorporating Aboriginal and Torres Strait Islander forms of knowledge and ways of learning or applying that knowledge.
- Demonstrating awareness and appreciation of Aboriginal and Torres Strait Islander culture.
- Supporting Aboriginal and Torres Strait Islander research through collaborative approaches.

Cross-cultural awareness can play a major role in developing better understandings among staff. It can build the foundation for workplace cohesion, and it can play a major role in managing cultural factors in the workplace.

Cultural Awareness Training can help your organisation to:

- Understand issues that are specific to Aboriginal and Torres Strait Islander people such as kinship and social structures, and implications on the workplace.
- Develop a plan for increasing your organisations effectiveness in recruiting Aboriginal and Torres Strait Islander people.
- Enhance your skills and knowledge needed to assist Aboriginal and Torres Strait Islander people gain and retain employment.
- Recognise situations that could lead to discrimination.

Benefits of training include:

- Upgrading your skills and knowledge for future career development.
- Protecting yourself from unknowingly discriminating in your day to day work.
- Access to supply of motivation Aboriginal and Torres Strait Islander applicants.

5. What is your current capacity to provide support for Aboriginal and Torres Strait Islander employees?

As with all employees, it is important to make sure that new Aboriginal and Torres Strait Islander employees have skills matched to the jobs for which they have been recruited and are given appropriate training.

6. Do you have an employment strategy with set targets and goals?

Every business will make its own decisions about the strategies that are most appropriate given the size and circumstances. A documented strategy for Aboriginal and Torres Strait Islander employment can help to identify goals and targets, and the actions that are needed to achieve them.

Support

Depending on specific needs, businesses seeking to employ an Aboriginal person may be able to access support services and funding.

Service providers may include:

- Employment Services and Agencies.
- Group Training Organisations.
- Training Providers.
- Aboriginal and Torres Strait Islander Employment Centres – including Aboriginal Workforce Development Centre.

Financial assistance may be available direct from the Government or via services for:

- On the job training.
- Licences, uniforms and equipment for the new employee.
- Mentoring and other workplace support.
- Employing apprentices and trainees.
- Wage assistance.

***Assistance is available to help you and your business to
get started***

**Please contact Kalgoorlie-Boulder Chamber of Commerce & Industry's Working Together program on
wt@kalgoorliecci.asn.au**

Recruitment

When recruiting Aboriginal and Torres Strait Islander employees, it is possible for advertisements to state you are seeking Aboriginal and Torres Strait Islander applicants, otherwise you could use the following techniques to attract interest from Aboriginal and Torres Strait Islander applicants:

- Promote abilities required to undertake a role, not qualifications.
- Develop a partnership with Working Together and Aboriginal Workforce Development Centre, Kalgoorlie.
- Use word of mouth for advertising.
- Talk with school career advisors and offer your business for work experience placement.
- Facilitate an information or recruitment event about your business and employment opportunities.
- Selection of the person should be based on capability or potential to perform the job.
- Clearly communicate your expectations while maintaining flexibility in relation to cultural issues.
- Advertise your job vacancy on the Aboriginal Jobs Board.

Screening and Interviewing

Be flexible in the screening and interviewing process but try to use the same tools and techniques for all applicants so you can compare people and select on merit.

The best person for the job may not perform well in a standard interview. If the applicant looks uncomfortable, change your interview approach to help the applicant relax. For example, instead of asking question after question, try rewording the questions using an informal chatty style. Some employers have also adapted screening and interviewing techniques by:

- Helping applicants prepare for the interview with a phone call from a person on the selection panel.
- Allowing family or other community members (mentors, jobseeker case managers, etc.) to attend the interview.
- Holding group interviews, where candidates participate in an activity or group questions.

Panel members should be sensitive to the fact that some Aboriginal and Torres Strait Islander jobseekers find it difficult to back themselves because of their culture places greater importance on the group rather than the individual. As a result, applicants may use “us” or “we” instead of “I” or “me”.

Induction

Induction is important opportunity to clearly communicate your expectations and to advise new staff of their responsibilities. It is also a time to inspire new staff to work with you. First impressions are important.

- Let other staff know when a new person is starting and to ensure they're prepared to make their new colleague welcome.
- Introduce the new person gradually to other staff – introducing to too many work mates at once can be confusing.
- Discuss fair and realistic expectations with your new employee – ALL need to know where they stand.
- Explain ground rules to avoid any misunderstanding later on. This may include rules around working hours, and who to contact if they need a day off due to sickness or emergency.
- Talk about policies and procedures including:
 - Wages and conditions of employment.
 - Leave entitlements and processes for applying for leave.
 - Occupational Health & Safety.
 - Training and career development opportunities including career pathways.
 - Identify mentors and workplace buddies.
- A workplace buddy or mentor can be very helpful, particularly in the first six to twelve months. This can help people settle in.
- Encourage your new employee to talk with their supervisors, workplace buddy or mentor to discuss and resolve any personal or work related issues that might arise.

Communication

Communication aims to achieve shared understanding.

- Recognise individuality – Aboriginal people will differ in values, customs, beliefs and many other aspects of their identity.
- Listen.
- Use plain, clear language and avoid jargon and complex terminology to avoid miscommunication.
- Make time to regularly have brief incidental chats or 'yarns'. Face to face is better communication method than written.
- Over time, get to know your employees and learn about their families and interests. This may help you understand any issues that arise.

Retention

Like other new employees, new Aboriginal and Torres Strait Islander staff may not necessarily be familiar with the workplace practices and culture of your business. Give people time to settle in and see how things are done. Many of the following suggestions make good sense for all employees, irrespective of culture.

- Build good working relationships and two-way communications, Have realistic expectations and communicate them clearly.
- On occasions, an Aboriginal employee have / experience cultural obligations that impact on work. TRUST, RESPECT, and CLEAR COMMUNICATION can assist in resolving these situations.
- Make it easy as possible for staff to ask questions and learn from one another.
- Make rosters more flexible.
- Always ensure staff have had sufficient training and support to allow them to perform duties to the level you expect.
- Show an interest in the work that is being performed and provide regular feedback. Regular incidental positive feedback is appreciated by most employees.
- Take time to get their perspective and feedback on the workplace. 'This can identify potential training opportunities and career development.
- Don't be afraid to assign significant responsibilities or apply appropriate standards of accountability to your employees, but ensure that employees are not set up to fail – as for any employee, make the task clear and provide support to get the job done.
- Celebrate SUCCESS.

Mentoring and Workplace Buddies

Establishing mentors within the workplace has assisted many organisation improve the recruitment and retention of Aboriginal and Torres Strait Islander employees.

Mentoring is a partnership that supports development in the workplace by the sharing of experiences and knowledge. This often includes helping staff identify their own learning needs and ways of meeting them through a more experienced person.

A Workplace Buddy provides hands-on practical support to employees and allows on the job support.

When considering a Mentor:

- Ensure that the Mentor can build a relationship with the employee based on mutual respect and trust.
- Make sure the Mentor can communicate effectively and work across cultures.

- Identify any cultural factors that may impact on the mentor-mentee relationship.

What can your organisation do?

Cultural Competency / Cross Cultural Awareness

Cross-cultural Awareness can play a major role in developing better understanding among staff, and can provide a role in understanding differences amongst colleagues and assist in developing a firm foundation for workplace unity.

Cultural Awareness Training can help your business to understand issues (and more specifically local issues) that may / may not impact on your staff. The knowledge and understanding gained from a programme such as this will impact on all areas of your business.

The KBCCI can assist in developing your cultural competency and will provide valuable resources to progress. A program need not be expensive or time consuming – a few hours can provide the basis to progress cultural learnings.

- Provide cultural competency training for all staff and especially those in supervisory and management positions. Ensure that Aboriginal and Torres Strait Islander and non- Aboriginal and Torres Strait Islander employees attend training where possible. This will give everyone a better understanding of cultural differences and similarities, help to build a good working relationships and assist all to recognise situations that could lead to discrimination.

The KBCCI Working Together program can provide business mentoring for Aboriginal and Torres Strait Islander employers and employees' particularly for the first six to twelve months.

Significant Events

Be aware of significant events that Aboriginal and Torres Strait Islander people and community observe throughout the year and consider how your organisation can be involved.

- **SURVIVAL DAY** (26th January) – a National day of celebration in recognition of the survival and resilience of Aboriginal and Torres Strait Islander Australians.
- **THE APOLOGY** (13th February) – a National day of celebration commemorating the formal Apology to Australia's Aboriginal Peoples by Prime Minister Kevin Rudd in 2008.
- **SORRY DAY** (26th May) – a National day of commemoration to honour the generations of Aboriginal and Torres Strait Islander children (the Stolen Generation) who were taken from their families under forced removal policies that continued until the early 1980's. The day is marked by memorial services, commemorative meetings, survival celebrations and community gatherings.
- **NATIONAL RECONCILIATION WEEK** (27th May to 3rd June) – a National week of celebrations to build on the respectful relationships of Aboriginal and Torres Strait Islander and other Australians.
- **NAIDOC WEEK** (the first full week in July) – National Aboriginal and Islander Day Observance Committee. A National week of events to celebrate achievements by Aboriginal and Torres Strait Islander people and communities.

Aboriginal and Torres Strait Islander Employment Strategy

Regardless of the size of your organisation or number of Aboriginal and Torres Strait Islander people you employ, there will be value in developing a strategy that identifies the action you are taking (or intend to take) to attract, recruit and retain Aboriginal and Torres Strait Islander employees.

Reconciliation Action Plan

Develop a Reconciliation Action Plan (RAP) to formalise your organisations commitment to reconciliation between Aboriginal and Torres Strait Islander and non- Aboriginal and Torres Strait Islander Australians.

More information from www.reconciliationaustralia.com.au

Please contact your local Working Together coordinator on (08) 9021 2466.

Common Problems

Equality and Discrimination

The Australian Human Rights Commission and Equal Opportunity Commission points out that equality does not necessarily mean that everyone is treated the same way. It is often appropriate to treat groups differently so that, in the end, they can participate and benefit from opportunity.

Stereotypes

It is easy to fall into the trap of stereotyping people from other cultures. The reality is that Aboriginal and Torres Strait Islander people have a great diversity of languages, knowledge and experience.

Urban and Remote Areas

The impact of culture on Aboriginal and Torres Strait Islander employment is often greater in remote communities, where traditional authority and practices tend to be stronger. However, there are no hard and fast rules about this, especially given that many Aboriginal and Torres Strait Islander people move between urban and remote areas.

Communication

Communication aims to achieve shared understanding. In some situations, staff may be less inclined to ask questions. This may mean taking a little more time avoiding jargon and complex terminology, using plain, clear language, and creating opportunities where people can learn by doing.

Family

The vast majority of Aboriginal and Torres Strait Islander people would list their family, and extended family, as the number one priority in their lives. Balancing demands of family and career can be a challenge for some employees in the workplace and can often lead to conflicts. Some employers have found that showcasing the business to families can help to overcome the challenge of conflicting demands.

Role Models and Pressure to Perform

Aboriginal and Torres Strait Islander role models are best defined and recognised by Aboriginal and Torres Strait Islander communities. Aboriginal and Torres Strait Islander Australian's are sometimes encouraged to be high achievers as examples of what their people can achieve in the mainstream culture. This can



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and high pressure

lead to significant stress for the individuals involved. Employers can sometimes contribute to this kind of pressure without intending to.

Issues of workplace performance are best treated as part of the normal employer-employee relationship including performance assessment.

Absenteeism

As with non- Aboriginal and Torres Strait Islander staff, there can be any number of reasons why an Aboriginal and Torres Strait Islander employee might be absent from work. While those reasons are usually legitimate, some employees may be uncomfortable about informing their non- Aboriginal and Torres Strait Islander supervisors or managers, and may then be worried about returning to work to face the music. Building trust with individuals, as well as developing systems and strategies that help employers to know what is happening in the wider family or community, may help to address these issues. Mentors can assist also.

Literacy and Education

High school and basic literacy skills are a requirement for nearly all jobs – 30% of Aboriginal and Torres Strait Islander adults are lacking basic numeracy skills.

Cultural Differences

Employers and co-workers may not understand or respect the unique cultural differences of Aboriginal people which can create a worksite atmosphere of disrespect, resentment or distrust.

Self-esteem

Poverty, broken families, racism, stereotypes, discrimination, few role models all contribute to low self-esteem. It's hard to present well in a job interview when one is struggling with low self-esteem.

Poverty and Poor Housing

A majority of Aboriginal and Torres Strait Islander, start each day in an overcrowded, inadequate home that likely needs repairs. These living conditions can affect a person's mental and physical wellbeing.

Lack of a Driver's Licence

A real stumbling block in remote communities is just getting to the nearest office to write the initial test. This can be challenging. Taking a driver's training is similarly a challenge as there may not be easily accessed training providers or, for that matter, a vehicle on which to learn.

Safe, affordable child care is a challenge for mainstream Australian's – it is even more of a challenge for parents in Aboriginal communities.

Transportation

Few remote communities are serviced by public transit. Vehicle insurance is expensive and out of reach for many in pre-employment situations. Again, owning a vehicle or having access to a vehicle is frequently not a reality.

Inadequate Work Readiness

The main barrier to marginalised Aboriginal and Torres Strait Islander people entering the workforce is not their skill level or their experience, but their level of work-readiness. To get work-ready, Aboriginal workers from remote communities might need to familiarise themselves with alarm clocks and getting to work without relying on someone from the community. Some of those signing up for jobs may never have worked in an office, answered to a boss or received a salary. Older Aboriginal workers can act as mentors for the young. The power of role models is important, as the young people benefit from talking to their own people who work full-time.

Mentors also help young workers overcome the urge to give up and return to not having a job. Teaching life skills is just as essential as teaching work skills – how to hold on to a job, how to secure a family future.

***Working Together is here to support you to grow
your workforce and expand you community's local
employment prospects and opportunities.***

ⁱ Closing the gap, National Indigenous Reform Agreement COAG (2009)

ⁱⁱ ABS Population Distribution, Aboriginal And Torres Strait Islander Australians, 2006

ⁱⁱⁱ Closing the Gap – Prime Minister's Report 2016

^{iv} The final estimates of Aboriginal and Torres Strait Islander Australians as at 30 June 2011. ABS Stat © Commonwealth of Australia as at 27 January 2016.

