

Navigating Employment Pathways Forum & Expo

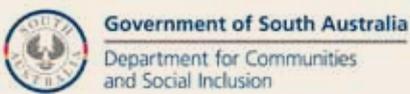
Forum Report



Australian Government
Department of Employment



Supported by



Adelaide Festival Centre, September 2016

Executive Summary

The Navigating Employment Pathways Expo and Forum was held on 30 September 2016 at the Adelaide Festival Centre as a follow up to the 'Working Together on Pathways to Employment' April 2016 recommendation to strengthen linkages between employment services, the education sector and local communities in order to build sustainable employment across refugee settlement communities.

The Navigating Employment Pathways Expo and Forum brought together relevant employment pathway stakeholders as well as a cross section of refugee and migrant job seeker communities in South Australia.

The Forum panel presentations, and the Expo of services demonstrated the scope of employment services and training provision available to refugee job seekers, although employment service provider feedback noted that a few job seekers attending did not have visa entitlement for government services. Refugee participants interacted with Expo stalls and in some cases were supported by interpreters. There were registrations for employment with the employers attending the event.

The Forum session with questions and feedback from job seekers highlighted a common barrier experienced across all job seekers of refugee background attending the event. The common issue, whether overseas qualified or those job seekers seeking entry level employment, was the pressing need for cultural understanding and knowledge of the Australian job market including viable employment opportunities to guide job seekers of refugee background in their job search activities. At the same time employment service providers highlighted the importance of increasing their cultural competence in communicating with clients, and consistently highlighted the positive gains of interacting with the 200 job seekers of refugee background who attended the event.

Job seekers of refugee background identified the need for pathway programs to facilitate the recognition of trade skills as part of English language training, in particular job seekers with trade based skills from their country of origin with no formal trade qualifications. Work experience or voluntary work placement programs for job seekers to fully utilise their work skills were recommended to develop work skills in the Australian context.





Forum and Expo Aims

The Navigating Employment Pathways Forum and Expo aimed to further facilitating employment pathways for newly arrived communities in South Australia. The aims of the event included:

- 1 The event is well attended by a range of stakeholders who participate in forum discussion
- 2 Increased job active provider capability to service refugee job seekers
- 3 Best practice pathways to get refugee job seekers into sustainable employment are identified and shared
- 4 Job seekers have a greater awareness of the assistance available to them and access
- 5 Job seekers connect with employers and some job outcomes are achieved
- 6 To foster improved stakeholder collaboration.

The objectives were measured and analysed using the following tools;

Aim 1, 2

- Refugee participant and stakeholder registration numbers (1)
- Services and employer panel and expo presenters recruited and attend (1)
- Expo providers attended and interacted with each other and learn about pathways (2)
- Follow up feedback from Job Active and employment services providers. (2)

Aim 3, 4, 5, 6

- Participant Feedback Survey (3)
- Job seekers of refugee background interacted and collected information from Expo session stalls (4, 5)
- Documentation and summary of refugee participant questions at the forum discussion (3)
- Attending employer feedback on employment and job registrations (5)
- Summary report of findings sent to all stakeholders. (3)

Summary of Findings

The Navigating Employment Pathways Forum and Expo facilitated job seekers of refugee background and stakeholders to share success stories and to raise their concerns for improving refugee employment outcomes in South Australia.

The outcomes of the event reflect the benefits of bringing service providers and job seeker clients together to inform and improve engagement between employment service providers and job seekers of refugee background as they navigate the employment pathway together.

1 The event is well attended by a range of stakeholders who participate in forum discussion

The Forum and Expo was attended by jobseeker cohorts and employment and training service providers as well as government agencies and support services. Over 200 newly arrived job seekers of refugee background were registered for the event, and participation reflected the full range of ethnic diversity, age and gender representation across Humanitarian and other visa clients.

Thirty Employment Pathway stakeholders from state and federal government, community and NGO sector services and programs had stalls at the Expo including;

- Settlement Services and Centrelink
- Employment Services providers
- AMEP and training pathway providers
- Specialist migrant services for qualifications and skills recognition
- Two main employers with demonstrated success and track record in Culturally and Linguistically Diverse (CALD) workforce recruitment and development

Six Panel presentations provided a concise and informative illustration of services and training available to job seekers of refugee background and demonstrated pathway links between programs from Job Active, English language training to qualifications recognition and employee rights and entitlements. Each presenter also gave an outline of the level of entitlement for different Visa groups across jobseeker cohorts. The Forum was followed by the Expo and Open Discussion from job seeker participants.

See appendix 1 and 2 for stakeholder services forum pathway presentations and expo services attendees.

2 Increased job active provider capability to service refugee job seekers

A range of Employment Service Providers attended the event with the panel presentation for that sector represented by Workskil Australia. Job Active providers attending the Expo were able to communicate with refugee job seekers face to face and to note the range of concerns raised as opportunities for further discussion in their workplaces.

Expo providers included the following;

- Workskil Australia
- SYC
- Status Employment
- Maxima
- Match works
- BRACE - Education and Training Centre (New enterprise incentive scheme – Job active)
- Community Bridging Services.

Feedback from Job Active providers focused on the benefit of (1) collaborating with the range of jobseeker services provided and (2) gaining further understanding about the settlement and employment needs of job seekers of refugee background, including meeting and talking with them and understanding the complexity of visa entitlements in accessing government services.

Job Active provider evaluation identified the need to complement and support employment services roles and highlighted the need to maintain the dialogue to increase their cross cultural understanding of settler groups in supporting their employment needs.

- One Job Active stall provider reported that a significant number of queries and requests were from other visa clients with work rights but with no access to government employment services, highlighting their need for orientation to the employment market. This issue was also raised in the open discussion and written evaluation from some of the job seeker cohorts represented.

AMRC also had two requests for Cultural Awareness Training following the event which showed the increasing awareness of the need for Job Active provider staff to continuously update their cultural knowledge and understanding of on arrival refugee cohorts.

3

Best practice pathways to get refugee job seekers into sustainable employment are identified and shared

Best practice to get job seekers of refugee background into sustainable employment were presented in the panel presentations providing a very comprehensive outline of the pathway in action. Workskil and the Fair Work Ombudsman presentations included power point slides to support the English language oral presentation delivered while other presenters relied on oral communication. Audience levels of English language competence were diverse, ranging from low level speakers attending with community support to higher level more established refugee representation.

Refugee understanding and ability to gain from the presentations was accessible only for those who were at Australian Core Skills Framework (ACSF) level 3 and above and it was apparent on the day that not all refugees attending were able to fully comprehend the detail of information presented. Job seekers were seated at tables with access to interpreters which was supportive.

The oral presentations would have further engaged with the multilingual audience if visual supports and language use had supported the key points to make meaning more accessible to the audience as well as supporting the role of the interpreter where it was required.

A visual summary chart showing refugee job seeker challenge points with steps in 'Navigating Employment Pathways' would be a valuable tool for both service provider and job seeker communication.

Analysis of job seeker participant table seating for the open discussion and their group/table questions to the Panel highlighted the following;

- Jobseekers gravitated to peers with common levels of English and or levels of education and qualification
- The group table questions reflected the broad range of concerns arising from the particular barriers to participation and employment experienced by each of the main job seeker groups;
 - On arrival job seekers of refugee background seeking entry level semi- skilled, work with little or no understanding of the South Australian job market, "Any job, how do I do it online application?"
 - Post arrival job seekers in AMEP and SEE training to build English language skills who have confused or are unclear about where they can get a job in the future, "What are the jobs? How do I get work?"
 - Overseas tertiary qualified job seekers with medium levels of English (ACSF Level 2) and high levels of frustration who would need to build their English language levels for an average of 5 years in order to work at the level of their overseas qualifications "I am a nurse in my country. How can I be a nurse?"
- Suggested actions to address these concerns and to align with refugee job seekers learning needs and employment goals are discussed in the Recommendations.





4

Job seekers connect with employers and some job outcomes are achieved

The Employer Panel presentations and Expo aimed to illustrate;

- What employers are looking for
- Challenges in employment and how they have been overcome
- Examples of success stories.

The panel presentations gave job seekers of refugee background insight into two different points of view; One employer currently employs refugee job seekers in regional South Australia with opportunities for both entry level and skilled employment. The other employer presented a personal refugee success story from settlement with low levels of English through English language and tertiary study to current work as an employment services manager.

Panel presenters were;

- Cathy McEnroe Workforce Manager from JBS Meat processors in Bordertown south eastern regional South Australia
- Aldina Krneta, Area Manager Sureway employment services who shared her refugee learning experience to achieve her current goal.

Job seekers of refugee background were able to hear two employer perspectives;

- To share in a real life success story, learning about the length of time to increase English proficiency for work; a personal story that could be applied to travelling the vocational and or tertiary study pathway
- The success story of an employer in regional south Australia with work opportunities;

JBS currently employ 415 workers including a significant proportion of Afghani workers. The main points for job seekers included;

- The continuing demand for workers in the meat processing industry
- Willingness of the employer, JBS, to partner with the settlement provider AMRC in aligning housing and services to support and link new arrival workers to the community
- Example of an employer who with support from AMRC provide interpreters in employment induction and provide English language training linked to the workplace.

The JBS presentation illustrated a way that medium to large companies with job opportunities can work closely with settlement providers and local community groups to (1) communicate the job opportunities in their industry or local area and (2) support on arrival job seekers from refugee backgrounds to settle in regional areas.

The third employer, represented by Spotless National Recruitment who have employees across national Australia, was also an Expo stall holder who offered an immediate connect to the jobseekers;

The Spotless National Recruitment Manager fielded enquiries from over 60 job seekers;

- There were 20 actual registrations for employment across a wide range of industry sector contracts held by Spotless
- Spotless also made appointments to meet with African Communities representatives seeking to provide information for community members seeking work in community and health services, hospitality and food administration and trades.

To foster improved stakeholder collaboration

The learning arising from the stakeholder interaction at the Navigating Employment Pathways Forum and Expo clearly showed that services and training are available and that sectors are engaged with job seekers of refugee background within the terms of their government contracts and or service assistance intervention.

All the expo stalls were well staffed and resourced to provide face to face support for job seekers. The ATO and Centrelink stall provided Best Practice in both the range of multilingual information and assisted services offered to both stakeholders and job seeker groups.

The event highlighted the benefit of providing the scene for informal discussion and liaising across stakeholder groups and programs.

- Many sector employees attending the expo were known to each other while other staff were new to the sector/ employer and welcomed the opportunity to become part of the network;
 - The event demonstrated that stakeholder involvement and commitment was high and that their often demanding work environments need support to maintain cross sector collaboration in the 'Navigation of the Employment Services Pathway'
 - Stakeholders at the expo stalls were engaged in the panel and employer presentations
 - Stall providers and service agency staff, some of whom know each other from networks such as the Centrelink Region meetings, were able to link job seekers to services such as Skills for Education and Employment.

The stakeholder evaluation including face to face feedback raised the following summary points;

The stakeholder survey feedback and the job seekers of refugee background open forum questions highlighted the frustration felt by job seekers when the cross cultural understanding needed to identify personal job suitability for employment opportunities and or potential employers was not understood by job seekers;

- Stakeholder feedback stressed the fact that employment services and training providers both experience low English levels as the main barrier for a job seeker gaining employment
- The job seeker group table discussions and the group devised questions to the panel also highlighted the cross cultural learning job seekers of refugee background require to negotiate employment pathway challenges even when English language and relevant training and qualifications have been achieved in Australia.

Stakeholder findings, including the intersect between job seekers and services, include the following;

- The need to recognise and respond to the cultural adjustment learning needed for job seekers of refugee background to understand and negotiate the Australian job market in their occupational area
- The need for different job seekers of refugee background cohorts to understand and access the right services at the right time in their individual pathway
- Steps through the Employment Pathway can be articulated using visuals to support job seekers who rely on country of origin networks / interpreters for understanding
- The crucial importance for job seekers of refugee background to use the Employment Pathway as a means of developing agency as part of their settlement in planning for and, reaching their employment goals.



Recommendations

The Navigating Employment Pathways Forum and Expo highlighted the complexity and the changing nature of issues arising in the interface between the key human and employment services, training providers and the refugee job seekers themselves.

Cross sector project management

1

That future cross sector events include project management roles with clearly defined roles for input and evaluation across the required time frames.

Public and cultural context

2

That project management for future events provide cross cultural communication guidelines for presenters including intended audience English language levels, first languages spoken to model best practice in communication for the intended audience and sub groups.

3

That multilingual inputs for diverse groups modelled by AMRC in providing interpreters and community support for refugee jobseekers be included in the above guidelines as best practice standard for multicultural forum/discussion events.

Responding to refugee job seeker cohort needs and capabilities

4

That diverse job seeker cohort needs are articulated and information and Navigation Steps provided in future forum events:

- Country of origin experienced trade and small business workers with no qualifications
- Country of origin trade workers with overseas qualifications
- Refugee youth with emerging occupational goals for future employment
- Entry level job seekers with no previous country of origin qualifications/experience
- Overseas qualified professionals with emerging English language skills that do not meet professional registration requirements
- Status Resolution Support and other Visa jobseeker non eligible government services; supports available.

Refugee learning

5

That government programs and stakeholders recognise and articulate refugee job seeker challenges to navigating and using the employment pathway.

6

That services and training facilitate refugee clients' learning about culturally determined ways of identifying suitable occupational areas and securing employment in Australia.

7

That overseas qualified job seekers access services to have overseas qualifications recognised in Australia and are supported to understand the professional requirements for practice in Australia.

Optimising existing skills

Refugee job seeker feedback included the need for three facilitations for refugee cohorts to utilise existing work skills in their future employment;

8

That trades and Para Professional Bridging Courses are linked to Recognition of Current Competencies for Trades and other Certificate level qualifications to build employability in occupational areas.

9

That targeted Work Experience for applied English language learning in the job seeker's occupational workplace is implemented in the relevant program/service.

10

That computing and online job application training for job seekers with low ICT skills is offered in the relevant services/programs.

Appendix 1

Proceedings

Event participation
Proceedings

Appendix 2

Stakeholder attendees

List of attendees

Appendix 1

Overview of Proceedings

Event participation included the following stakeholder groups;

Employers

- Spotless National Recruitment
- JBS Meat Processing South East South Australia

Employment Service Providers

- Workskil Australia
- SYC
- Status Employment
- Maxima
- Match works
- BRACE - Education and Training Centre (New enterprise incentive scheme – Job active)
- Community Bridging Services

Agencies and Services

- ASIC (Information on establishing a small business)
- Centrelink
- ATO (Helping small business)
- Women's Legal Service
- Fair Work Ombudsman - work rights
- Parents Next (Support for parents re-entering workforce / training)
- Sureway (Jobseekers information / ready to work Inclusion Program)
- Sarina Russo (Job active self-employment initiative)
- Specialist Migrant Services - SA Government

Training Providers

- TAFE SA (Skills for Education and Employment (SEE), Adult Migrant English Program (AMEP))
- Barton College (Employment Pathways Program - skills training)
- Multicultural Youth SA (Job training and work experience program)
- Interskills SEE
- MTC SEE
- MRC Works-Employment Hub, Training and Work Experience
- Overseas Chinese Association (Community education)

Proceedings 9.00 – 1.00 followed by lunch.

Part 1 Welcome and Introductions

Attendees were welcomed by Ms Eugenia Tsoulis, CEO of the Australian Migrant Resource Centre. Ms Tsoulis highlighted:

- the need for all stakeholders to contribute so that we can achieve a sense of belonging and active citizenship through employment
- that collaborative efforts and partnerships are needed to ensure work opportunities for new arrival communities.

Ms Tsoulis then introduced the forum facilitator, Mr Abselom Nega, CEO of iEMpower.

Mr Nega outlined the forum context which included the following background to the forum:

- That key stakeholders initially came together to look at gaps in employment for new arrivals
- Key gaps stakeholders identified included pathways to employment, qualification recognition, a lack of networks in the employment sector
- The Expo and Forum would bring together all the stakeholders needed to support refugees into employment

Mr Nega spoke of his own experience arriving as a refugee and being a job seeker. He commended the unique initiative which saw employers, job seekers, government, community leaders and community members all coming together to enhance employment pathways for new arrival communities.

Ms Leanne Hill from the Department of Employment then spoke about the importance of ensuring that new arrivals are linked to services so that individual needs can be addressed in identifying employment pathways. Ms Hill highlighted the following;

- The importance of linking refugees with relevant employment services
- Refugee employment needs are different for each individual
- The employment market is challenging
- Services and support are available but it is not always easy to know where to begin.

Part 2 Panel Presentations – Support Services

The first panel of presenters included representatives from a range of employment support agencies attending the forum. A summary of each presentation is set out below.

1. Jobactive Melissa Adamuszek Regional Manager, Workskil

Key points made by Ms Adamuszek included that Workskil is a national network who provide employment services to jobseeker and employers at no cost. The range of services provided may include:

- Assistance with preparing high quality resumes
- Counselling for employment
- 26 weeks of support once in workforce to ensure retention
- Job seeking facilities to assist jobseekers to find employment
- Interpreter services
- Pre- screening for employers - police checks, reference checks, licenses, uniform support, transport support etc.
- Wage subsidies - restart / youth / parents / long term unemployed
- Work for the dole requirements
- Transition to Work program

2. New Enterprise Incentive Scheme (NEIS)

Kerry Simpson
National NEIS Program Manager,
Sarena Russo Employment

Key points covered in this presentation included:

- Delivery of the NEIS Program (New Enterprise Incentive Scheme)
- Have funded over 100,000 successful small businesses
- Have helped people set up small business
- Twelve month mentoring programs
- Support with financial assistance and rent while establishing a business
- Examples of a range of highly successful businesses that have come out of NEIS

3. Adult Migrant English Program (AMEP)

Peter Begg,
TAFESA

Key points covered in this presentation included:

- A commonwealth funded program to assist in developing English language skills
- Available to humanitarian / skilled / family streams entrants
- Offer 510 hours of language classes
- Additional 410 hours for survivors of trauma and other learning barriers
- Home tuition programs
- Work experience placements program
- Some work ready programs are attached to qualifications through TAFESA partnerships - up to 50% of participants end up in full time employment
- AMEP program for refugee youth education pathways at Thebarton Senior College.

4. Skills for Education and Employment (SEE)

Kolin Finlay
SEE Program
(Department of Employment)

Key points covered in this presentation included:

- English and numeracy education programs
- Face to face or distance learning options
- SEE contributes to job seeker mutual obligation requirements
- SEE increases confidence in further study and employment

5. Skills Recognition Service

Dianne Casale,
(Overseas Qualifications Unit)

Key points covered in this presentation included:

- Service offers overseas qualifications recognition for employment
- Qualifications are assessed on UNESCO principles
- Organisations that have licensing / registration requirements are involved in assessing qualifications
- For those roles that do not need licensing the Department undertakes alignment to Australian Qualifications based on the Australian Qualifications Framework
- Specialist Migrant Services also provide employment support over and above job active - specifically for professionals and trade qualified migrants and refugees including;
- Overseas qualifications recognition on line and face to face interview support
- Workshops for overseas qualified trades recognition processes
- Tertiary graduate information on professional employment sectors and processes
- Improved access to overseas tertiary qualification recognition processes for humanitarian intakes is being implemented.

6. Fair Work Ombudsman (FWO)

Kristopher Pronk
and Andrew Alexander
Fair Work Ombudsman

Key points covered in this presentation included:

- Role of the FWO is to promote compliance with Australia's work place laws
- Dedicated teams work to ensure employee needs are understood and accounted for
- Free tools and services are available on the FWO website in multiple languages
- Small business best practice guide - fairwork.gov.au/small-business
- The FWO provide a pay and conditions tool with workplace basics information
- The My account service allows individuals to store and receive personalized information
- The FWO provide an online learning centre for employers in multiple languages (for managing employees)
- Assistance with having difficult conversations
- Email updates and employer newsletters that can accessed online and include up to date information as it changes
- Undertake wage reviews
- Encourage all to be proactive in recognizing entitlements in workplace
- Templates for employment contracts

Part 3 Expo Stalls session

Following the panel presentation participants were invited to have morning tea and visit the range of stalls to connect with employment support services.

Over 200 community members visited the 30 stalls collecting information and discussing their needs face to face with specialist services. Services and programs took registrations and client follow up details for future referrals.

Part 4 Employer Session – Opportunities for employment

This session aimed to cover:

- What employers are looking for
- Challenges in employment and how they have been overcome
- Examples of success stories

Two employers presented on the range of initiatives their businesses are undertaking around employment. A summary of each presentation is set out below.

1. Cathy McEnroe JBS (meat processing provider), Bordertown

Key points covered in this presentation included:

- There are currently 418 staff working on site with more required in the near future.
- Largest employer in the south east of SA with a large multicultural workforce
- They have a significant focus on safety as an employer
- Their ultimate goal is to ensure there are no workplace injuries
- Focus on engaging and close collaboration with staff
- Huge capital investment in improving safety and minimizing injury
- Collaboration with the Bordertown settlement service multicultural sector has significantly improved sustainable employment and workforce satisfaction with huge increases in continued employment because of this.
- Staff are trained and continuously up-skilled
- Work with a range of stakeholders to attract and retain staff
- AMRC provides valuable support – they help communities settle in and provide support which creates the community that is needed to keep people locally as well as assisting with induction.
- JBS fund English language classes and local community initiatives

2. Aldina Krneta Area Manager, SUREWAY

Key points covered in this presentation included:

- That it is crucial to go to English language classes and learn English to be successful in employment in Australia
- Personal experiences as a refugee and entering workforce
- Encouraged people to take up the opportunity to use services available to access job opportunities

Good Practice Employment Case Study

JBS Bordertown, Australian Migrant Resource Centre and Tatiara Council Partnership

A highlight of the forum involved the presentation by JBS which showcased a partnership approach for local employment. This case study demonstrated how partnerships that involve employers, settlement services and local government can collaborate to minimize confusion around navigating employment within the Australian context and lead to sustainable employment outcomes and community capacity building.

JBS Bordertown is the largest employer in the SE of South Australia and contribute significant economic benefits to the Tatiara districts community and beyond, injecting \$200M+ livestock, \$29M wages, \$3.1M utilities to the region.

JBS currently employ 418 staff with the aim to expand to 440 employees in the next month. Their workforce represents over 30 nationalities of which 60% are immigrant employees.

The Australian Migrant Resource Centre (AMRC) provides invaluable support to JBS and Tatiara's immigrant employees to settle in the town. Their partnership has resulted in the facility's expansion providing activities and social meeting places. The AMRC is able to link suitable new arrivals to the jobs available by taking them to the work site and being present at inductions for new employees. They also provide English language classes for employees.

Working in partnership has ensured that employees are settling well in the area and contributing to a growing community. JBS works with AMRC and providers such as TAFESA AMEP to link employees to English language classes and other community services for housing, transport and family needs. Employees are also rostered so that their training and family obligations can be met.

Part 5 Open Forum Discussion

Following the panel presentations, participants were invited to identify a key learning, question or recommendation as a result of the forum.

The areas of concern raised in the forum questions and feedback surveys have been addressed in the Recommendations.

Refugee job seeker summary of questions	Area of concerns raised
Where do we start to get a job? English, education or work? I will do any job! Where are the jobs?	Cultural dimensions of work competence Australian and local employment market across levels of qualification and skill
Access to information and interpreters to explain the market to us	Orientation to Australian workplace
Need for work experience to get networks and referees	
Problems for Trades people with no overseas qualifications and lower level English. How do we get recognition for our skills?	Recognition for trades with no qualifications from country of origin
On line applications- how do we do it properly? Need for computing training with English	Computing for applications and work
Older workers with work skills but low English - will we be permanently unemployed?	Mature age job seeker participation and local community belonging

Appendix 2

Expo Participants

Aspire SYC Parents Next	PeoplePlus
At Work Australia	Parents Next Plus
Australian Migrant Resource Centre	Persian Cultural Association of SA
Australian Securities and Investment Commission	Sarina Russo Job Access
Australian Taxation Office	Spotless
Community Bridging Services	Status Employment Services
Department of Human Services	Sureway Employment & Training
Department of Social Services	TAFE SA
Fairwork Ombudsman	TAFE SA
Immigration SA -	Skills for Education and Employment
Department of State Development	Thebarton Senior College
JBS Bordertown	Uniting Care Wesley Port Adelaide
MatchWorks- Job Active Oaklands Park	ParentsNext
Maxima	Wise Training Interskills,
MTC Australia	Wise Employment
Multicultural Youth SA	Women's Legal Service of SA
Overseas Chinese Association SA Inc	Workskil Australia
	Yourtown

Forum Participants

Mohammad Abdul Salam
 Ahmad Abdul Salam
 Blur Abdulla
 Australian Red Cross
 Priscila Abonge
 Workskil Australia
 Melissa Adamuszek
 Workskil (Jobactive, Transition to work and
 DES provider) - Presenter
 Ahana Adrika
 Australian Migrant Resource Centre
 James Ainslie
 Your Employment Success
 Vrej Aki Akijian
 Abdul Alef
 Andrew Alexander
 Fairwork Ombudsman - Presenter
 Wajahat Ali
 Saiga Ali
 Ghulam Ali
 Australian Migrant Resource Centre
 Sara Al-Kufish
 Australian Migrant Resource Centre
 Faisal Al-Sigar
 Ana Amirkhanyan
 Australian Migrant Resource Centre
 Araxi Arakil
 Hrtioun Aroushian
 Alfred Asirvadam
 Youth Employment Partnership
 Simrath Athwal
 Australian Migrant Resource Centre
 Talin Atokian
 Mohammad Kazem Azizi
 Khadim Bahrami
 Kristen Bailey
 Status Employment Services
 Peter Begg
 TAFE SA- Presenter
 Mohan Bhattarai
 James Bonner
 Department of Social Services
 Geeta Bonsal
 Australian Securities and
 Investement Commission
 Mirsia Bunjaku
 Australian Migrant Resource Centre
 Hana Butros
 Holly Byrne
 MatchWorks- Jobactive Oaklands Park

Carlos Carrodegus
 Sunshine Carumba
 Australian Migrant Resource Centre
 Dianne Casale
 Immigration SA, Department of State
 Development - Presenter
 Xiaoli Chen
 Flinders University
 Bokyeong Choi
 TAFE SA
 Lian Bil Chuntei
 Sang Cuai Men Tial Cin Zah
 Melanie Cureton
 Finding Workable Solutions (FWS Inc)
 Issac Daniel
 Alik Dardarian
 Antranik Dardarian
 Phil Davies
 Thebarton Senior College
 Martin Dean
 Julia Dempster
 Yourtown
 Vanik Derharoutian
 Christian Dewar
 Australian Refugee Association Inc
 Michelle Dieu
 Australian Migrant Resource Centre
 Tessa Doets
 Sifan Dokryan
 Kayla Donghue
 Workskil Australia
 Kefayeh Doraghi Ahmadi
 Iwanka Drew Maxima
 Mustafa El Sayed
 Ahamid Eskanian
 Mirna Farah
 Matchworks
 Nilcoofar Fasihi
 Preslinishantha Fernando
 Stanley Ruwan Fernando
 Mayomi Fernando
 Kolin Finlay
 Department of Education and Training -
 Presenter
 Thavarajah Frances Xavier
 Pabita Gautam
 Rezaee Ghavamabadi
 Lorena Gomez
 Abbas Gorjifar
 Kylie Gough
 Status Employment Services

Sue Gray TAFE SA
 Ezzatullah Gulistarui
 Muhibullah Habibi
 Mohammad Dawood Haidari
 Giorgio Hailemariam
 Tania Hamze
 Yasin Hassanyar
 Leanne Hill
 Department of Employment - Presenter
 Nick Hume-Phillips
 Department of Social Services
 Asif Husaini
 Iqbal Hussain
 Mohammad Idaian
 Farzana Islam
 Jawad Jafari
 Meysam Jahanabadi
 Zhila Jamalreza
 Raed Jdean
 Rateb Jdean
 Michael Johnson
 Australian Taxation Office
 Chris Jones
 Australian Taxation Office
 Kugan Kaganaratnam
 Australian Migrant Resource Centre
 George Kalaji
 Yogananthan Kalanithi
 Mohammed Karim
 Ghulam Karimi
 Tawfiqullah Karimi
 Juna Karki
 ARA Jobs
 Mazen Kasem
 Nadarajah Katnhiravelu
 Vreg Kazanjian
 Gohar Khachatryan
 Jo-Anne Khan
 Madan Kumari Khapangi
 Ngun Sang King Bawl
 Peter Komsta
 Australian Migrant Resource Centre
 Mounir Korasi
 Aldina Krneta
 Sureway Employment and Training
 (DES and jobactive provider) - Presenter

Forum Participants Continued

Vrey Kzanjian
 Marisa La Falce
 Multicultural SA
 Melisa Lenz
 Ming Oi Leom
 Margaret Liddell
 Uniting Care Wesley Port Adelaide
 ParentsNext
 Iris Liu Overseas
 Chinese Association SA Inc
 Krishna Luitel
 Kamal Prasad Luitel
 Purdy Lynch
 Department of Social Services
 Yu Ma
 Mary Madorajah
 Lalbahadur Magarati
 Michaela Maguran
 Community Bridging Services
 Chhali Mainali
 Australian Migrant Resource Centre
 Dianne Malbut
 Aspire SYC ParentsNext
 Wendy Malycha
 St. John's Youth Services
 Wendy Malychays
 Reoberto Manin
 Rafii Araxia Mardiros
 Uthayakumar Marimuthu
 Chloe Matthews
 Moana Matthews
 Spotless
 Cathy McEnroe
 JBS Bordertown - Presenter
 Jo Mcleod
 TAFE SA
 Julian Miller
 MTC Australia
 John Ming
 Diane Minnis
 Brace Education and Training
 Ali Mohamed
 Mohammad Jan
 Hanieh Mousavi
 Australian Migrant Resource Centre
 Lan Ju Mu
 Trent Murch
 Wise Training Interskills, Wise Employment

Abeselom Nega
 iEmpower - Presenter
 Didi Ngor Wome's Legal Service of SA
 Estinelle Nieckissa
 Omid Nikooeighamsari
 Jingqian Nong
 Ibrahim Nouruzi
 Australian Migrant Resource Centre
 Nuraiziah Ossman
 TAFE SA
 Joyce Paliza-Benda
 Wise Training Interskills, Wise Employment
 Ann Podzuweit
 Vesna Poljak
 Disability Employment Services
 Department of Social Services
 Mechele Potter
 Thebarton Senior College
 Georgia Prattis
 Keith Preston
 Australian Migrant Resource Centre
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