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Council on Economic Participation for Refugees

SECOND MEETING

Draft materials for discussion



12-13 September 2018
SYDNEY



Meeting details

Wednesday 12 September

16.00 – 18.00

Meeting of Entrepreneurship Working Group

Same venue as dinner

Details

Presentation of initial findings by Philippe Legrain, with meeting facilitated by Annabel Brown.

18:30-21:00

Dinner

Old City Bar & Kitchen
189 Missenden Road
Newtown, NSW 2042

Details

Including remarks from Professor Peter Shergold AC and discussion moderated by Terry Moran AC

Thursday 13 September

8:30-14:45

Council Meeting

Fairfield Youth and Community Centre
55 Vine Street
Fairfield, NSW 2165

Details

The day will include four sessions:
Session 1: Model for locally connected, place-based and integrated service delivery
Session 2: Update on work streams – entrepreneurship, role of employers and language
Session 3: Future employment services policy and service model reforms, design and implementation
Session 4: Exploration of gender based approaches to economic participation

Summary agenda

08.30	Participants arrive	
08.45	Introduction	Recap on the background and objectives of the Council and key outcomes to date.
09.00	Session 1: Locally connected approach	Agree the outline of a clear and well-supported model for locally connected, place-based and integrated service delivery for refugee economic participation.
10.15	Session 2: Update on work streams	Update on the entrepreneurship, role of employers and language work streams.
11.10	Morning tea	
11.30	Session 3: Future employment services policy and service model reforms, design and implementation	Confirmation of priority policy and service model reforms for refugee employment services. Explore potential solutions to issues of design and implementation of enhanced employment services, and opportunities to test approaches in the regional employment trials.
	(includes working lunch)	
13:30	Session 4: Exploration of gender based approaches	Learn from local programs working directly with refugee women to identify public policy opportunities that come from applying a gender lens to refugee settlement and economic participation.
14.30	Wrap Up	
14.45	Conclusion	

Participants

Government

Alice Ling	Assistant Secretary, Policy Group, Department of Home Affairs
Angela Tidmarsh	Director of Adult Migrant English Program, Department of Education and Training
Brad Cutts	Director, Fairfield City Council
George Osborne/Julie Andrews	Manager Economic Development/Coordinator Community Capacity Building, Hume City Council
Hakan Akyol	Director, Community Participation, Victorian Department of Premier & Cabinet
Katie Baird	Senior Project Officer Partnerships, NSW Department of Industry
Katrina Currie	Executive Director – Employment Outcomes, Department of Economic Development, Jobs, Transport and Resources
Jenny McMahon	Director City Life, Wyndham City Council
Sharon Bailey	Group Manager, Families and Communities Department of Social Services
Nicholas Dowie	Branch Manager, Department of Jobs and Small Business
Matthew Roper	Assistant Secretary, Department of Prime Minister and Cabinet
Sandra McPhee AM	Chair, Employment Services Expert Advisory Panel
Simon Overland	CEO, Whittlesea Council
Susan Gibbeson	Manager, Social Development, Fairfield City Council
Susan Law	CEO, Armidale Regional Council

Service Providers

Andre Diez de Aux	Director – Quality Services, TAFE Directors Australia
Cath Scarth	CEO, AMES
Hussain Razaiaf	Manager, Middle Eastern Communities Council of South Australia
Hutch Hussein	Senior Manager – Refugees, Immigration & Multiculturalism, Brotherhood of St Laurence
Kerrin Benson	CEO, Multicultural Development Association
Paris Aristotle AO/Josef Szwarc	CEO/Manager (Research & Policy), Victorian Foundation for Survivors of Torture Chair, Ministerial Advisory Council on Settlement Services
Sonja Hood	CEO, Community Hubs Australia
Stephanie Cousins	Australian Director, Talent Beyond Boundaries
Terry Wilson	Manager, Employment and Enterprise Services, Settlement Services International
Violet Roumeliotis GAICD	CEO, Settlement Services International

Advisory

Andrew Kaldor AM	Chair, Andrew and Renata Kaldor Centre for International Refugee Law
Charis Martin-Ross	Head of Diversity and Sustainability, Allianz
Jock Collins	Professor of Social Economics, UTS Business School
Larry Kamener	Senior Partner & Managing Director, Boston Consulting Group
Leigh Hardingham	Social Inclusion and Procurement, West Gate Tunnel Project
Mark Watters	Partner & Managing Director, Boston Consulting Group
Nick Tebbey	CEO, Settlement Council of Australia
Paul Crossley	Government Relations Manager, Woolworths Group
Paul Power	CEO, Refugee Council of Australia
Peter Shergold AC (attending dinner)	Chancellor, Western Sydney University NSW Coordinator General for Refugee Resettlement
Philippe Legrain	Founder, Open Political Economy Network Former Economic Advisor to the President of the European Commission
Selena Choo	National Manager, Friendly Nation Initiative
Terry Moran AC	Chair, Centre for Policy Development
Travers McLeod	CEO, Centre for Policy Development

Venues

Date

Wednesday 12 September

16:00-18:00 (Entrepreneurship Working Group Meeting)

18:30-21:00 (Dinner)

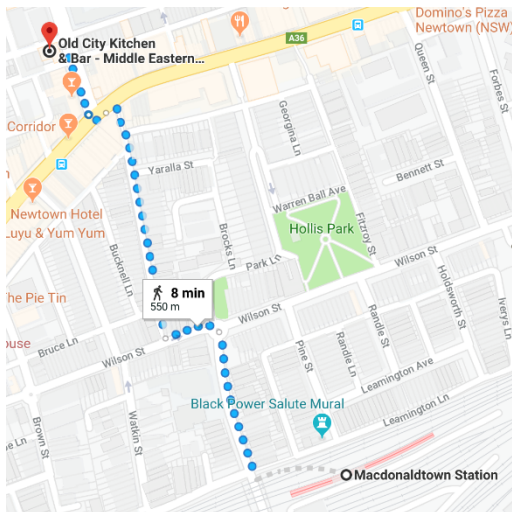
Venue

Old City Kitchen & Bar

189 Missenden Road,
Newtown NSW 2042

Directions

By train: Catch the train T2 Inner West & South Line to Macdonaldtown Station and walk to the restaurant using the directions below (approximately 8 minutes from Central Station)



Date

Thursday 13 September

8:30-15:00 (Council Meeting)

Venue

Fairfield Youth and Community Centre

55 Vine Street,
Fairfield NSW 2165

Directions

By train: Catch the train T2 Inner West & South Line to Fairfield Station and walk to the location using the directions below (approximately 50 minutes from Central Station).



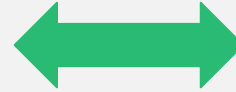
Objectives for the 2nd Council Meeting

- 1 Agree how and where locally connected, place-based and integrated service delivery approaches can best be used
- 2 Confirm priority policy and service model reforms for refugee employment services, taking a locally connected approach
- 3 Update Council participants on work streams and initiatives being developed for the future
- 4 Explore gender based approaches to refugee economic participation and agree priorities for Council focus

Opportunity for this meeting

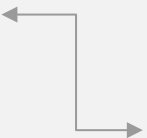


Local Approaches



Employment Services

- 1 Chance for this meeting to connect best practice on local approaches with enhanced employment services model.
- 2 Trials of new service and funding models within a place-based approach, ahead of new employment services and language services systems from 1 July 2020.
- 3 CPD/BCG can be a strategic partner and catalyst for interested trial sites, working with key LGAs, departments and Ministerial Advisory Council on Settlement Services.



“[P]lace-based and regional approaches can be used to implement locally designed solutions that help job seekers prepare for and find work. The Regional Employment Trials program will test some of these approaches through a place-based solution.”

Final report due to Minister O’Dwyer in October 2018

Employment Services Review suggests new local funding and delivery models for most disadvantaged cohorts, like refugees

1 Enhanced job services

“A future model could redirect more resources to assist job seekers who need help to overcome their barriers and prepare for, and find, jobs that last.”

2 Including for refugees

“Under a future employment services system, employment services consultants could coordinate their services with other forms of support to assist refugees find employment.”

3 Place-based model best

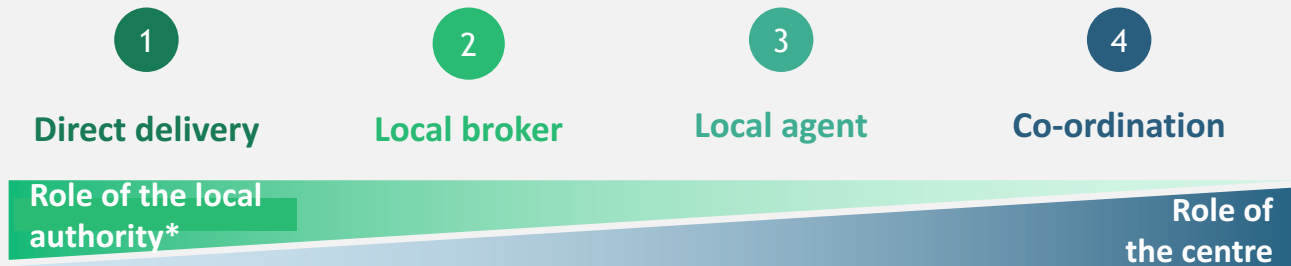
“Place-based approaches can help deliver localised solutions to address problems specific to a region... Individual place-based approaches can be highly effective and support for these has been growing.”

4 New funding/governance models

“While communities are considered best placed to drive the employment priorities of their region, they may not always have the funding or resources to do so. ... A future model could establish local governance structures in selected disadvantaged regions ... a future funding model could consider how to incentivise continued, strong performance.”



Local approaches come in different forms – and multiple approaches can be used in parallel



If employment is a central goal, localised activity-based funding will be key for higher needs cohorts like refugees

- Activity-based funding supports high-value activities not linked to an immediate job outcome.
- A suitable local organisation (e.g. LGA, TAFE or new entity) takes the lead - ensuring services are well adapted to context.
- ABF for higher needs cohorts like refugees could fund work experience, education, skills certification, training and mentoring.

*Taking a place-based approach allows a local government to choose where and how to engage depending on the nature of the goal, the local context and the available resources



Hume and Wyndham City Councils have indicated openness to being involved. Regional Employment Trials another opportunity.

Recap: The Council's purpose is to improve economic participation for refugees

- The second meeting of the Council on Economic Participation for Refugees (the Council) follows the first meeting held in Melbourne in February 2018. The Council is the first pillar of CPD's new Cities and Settlement Initiative which is delivered by the Centre for Policy Development (CPD) with the support of the Boston Consulting Group (BCG) and funded by the Myer Foundation and the Vincent Fairfax Family Foundation.
- The Council strives to improve refugee economic participation by:
 - using evidence-based analysis to discuss and assess the most effective practices;
 - bringing together experts, and drawing on fresh insights from metropolitan and regional cities, service providers, and international experience;
 - working with local government areas that are settling the most refugees; and
 - seeking better governance and coordination connected to partnerships and delivery at the local level.
- The Council is informed by the other pillars of the Cities and Settlement Initiative – a knowledge hub on employment services for refugees, including promising practices at home and abroad, and an innovation network on social and civic engagement.

What are we aiming to address?

Humanitarian migrants have poor employment outcomes

- They have **2.9 times** higher unemployment (25%) and only **0.8 times** the participation rate (48%)
- **Female humanitarian migrants have only 0.6 times** the participation of males, and **1.3 times** the unemployment
- Those with poor English skills have half the participation rates

These challenges are tougher for recent arrivals

- Much less likely to be in paid work
- Exacerbated by poor English speaking
- More difficult for those with no prior work experience
- Unemployment more likely for women

Humanitarian migrants are highly entrepreneurial (compared with other migrants and the average taxpayer) but face the significant additional barriers to establishing businesses

Lack of recognition of prior skills and qualifications is also a major barrier to economic participation

High unemployment of humanitarian migrants in Wyndham

▫ 25% improvement in outcomes for just **one annual intake** is worth:

- **\$460m** direct annual value to those migrants
- **\$175m** to the Government Budget

... In addition to significant **social cohesion dividends**, and an opportunity to improve outcomes for **all jobseekers**

Six focus areas arose from the first Council meeting – working groups are now active on all of these



Local Approaches

Local governments and local networks could be better leveraged to assist the settlement and employment journey of humanitarian refugees.

Employment Services

Existing employment services struggle to generate better outcomes for the most disadvantaged jobseekers, with *jobactive* failing to respond adequately to the needs of Refugees.

Role of Employers

There is an opportunity to engage more closely with employers to identify barriers to refugee employment and identify responses that might boost refugee employment and retention (including through improved skills recognition)

Language

Poor English-language proficiency is a significant barrier to employment, and employment and language programs are not integrated

Gender

Women can face additional barriers to economic participation, currently there are no government-led employment programs specifically focussing on women's needs

Entrepreneurship

Refugees have the skills and capacities to create businesses and employ others, and boosting entrepreneurialism is key strategy to boost economic participation

Council Working Groups – Participants

Local Connections

Annabel Brown	Centre for Policy Development (Convenor)
Aleem Ali	Welcoming Cities
Cynara Moorhouse	Settlement Services International
Julie Andrews	Hume City Council
Kelly Grigsby	Wyndham City Council
Kerrin Benson	Multicultural Development Association
Loga Chandrakumar	Department of Health & Human Services Victoria
Sonja Hood	Community Hubs
Paris Aristotle	Victorian Foundation for Survivors of Torture
Sarah Guise	Department of Social Services
Simon Overland	Whittlesea Council
Susan Gibbeson	Fairfield City Council
Sonja Hood	Community Hubs
Stephen Hosie Edzard Wesselink Jenny Huang Ollie Pooke Robert Marshall	Boston Consulting Group

Employment Services

Travers McLeod	Centre for Policy Development (Convenor)
Carla Wilshire	Migration Council of Australia
Hakan Akyol	Victorian Department of Premier & Cabinet
Josef Szwarc	Victorian Foundation for Survivors of Torture
Nick Debere	Jobs Australia
Nick Tebbey	Settlement Council of Australia
Paul Power	Refugee Council of Australia
Stephen Hosie Andrew Asten Hanson Wong Joel Bateman	Boston Consulting Group
Terry Wilson	Settlement Services International

Gender

Lisa Button	Centre for Policy Development (Co-Convenor)
Sonja Hood	Community Hubs (Co-Convenor)
Andrew Kaldor	Andrew and Renata Kaldor Centre for International Refugee Law
Josef Szwarc	Victorian Foundation for Survivors of Torture
Lin Hatfield Dodds Matthew Roper	Department of Prime Minister and Cabinet
Sharon Bailey	Department of Social Services

Council Working Groups (cont'd)

Role of Employers

Lisa Button	Centre for Policy Development (Co-Convenor)
Conny Lenneberg Hutch Hussein Brian Finnigan	Brotherhood of St Laurence (Co-Convenor)
Andrew Kaldor	Andrew and Renata Kaldor Centre for International Refugee Law
Andrew Keast Anna Robson	Refugee Talent
Ash Nugent	CareerSeekers
Cindy Carpenter	Cast Professionals
John Cameron Stephanie Cousins	Talent Beyond Boundaries
Josh Riley Matt Garbutt	Business Council of Australia
Julian Cooper Kayne Harwood Sarah Black	Boston Consulting Group
Kerrin Benson	Multicultural Development Association
Michael Combs	CareerTrackers
Paris Aristotle	Victorian Foundation for Survivors of Torture
Sharon Bailey Sarah Guise	Department of Social Services
Selena Choo	Migration Council of Australia

Language

Lisa Button	Centre for Policy Development (Co-Convenor)
Josef Szwarc	Victorian Foundation for Survivors of Torture (Co-Convenor)
Cath Scarth	AMES
Hussain Razaiat	Middle Eastern Communities Council of South Australia
Linda White Angela Tidmarsh	Department of Education and Training
Nick Tebbey	Settlement Council of Australia
Sharon Bailey Caroline Humphreys	Department of Social Services
Sonja Hood	Community Hubs

Entrepreneurship

Philippe Legrain	Open Political Economy Network (Co-Convenor)
Andrew Burrige	Centre for Policy Development (Co-Convenor)
Andrew Kaldor	Andrew and Renata Kaldor Centre for International Refugee Law
Jock Collins	University of Technology Sydney
John Cameron	Talent Beyond Boundaries
Kelly Grigsby	Wyndham City Council
Terry Wilson	Settlement Services International



Session 1: Local approaches

Session 2: Update on other work streams

Entrepreneurship

Language

Role of Employers

Session 3: Future employment services

Session 4: Exploration of gender based approaches

Appendix

Locally Connected Approach deep-dives

Entrepreneurship deep dive

Employer workstream deep dive

LGA profiles

First Council meeting identified local approaches as an opportunity for further investigation

At the first Council Session, better integration and tailoring of services at the local level was highlighted as a key opportunity:

- *"Local government often has no idea of who is coming, or how they got to be sent there"*
- *"Local government and local networks could be better leveraged to assist refugees overcome barriers to employment"*
- *"Developing local connections could also help to raise awareness and visibility of local employment opportunities"*

Local approaches were discussed as an opportunity that could be assessed across all types of services:

- Settlement Services
- Employment Services
- Brokering connections to Employers
- Language Training
- Vocational Education and Training services
- Bespoke tailored programs

Local approaches

Where services are designed, managed and/or delivered with local organisations, and tailored to the needs of the local area

Overview

Local approaches

Key points

Multiple global models have been studied as key examples of how this approach can be applied

There are a range of ways that the approach has already been applied in Australia and a number of ways it could be applied. There are clear success factors that could guide development of initiatives

We see that local approaches can be used to enhance and integrate many of the services supporting refugee settlement and economic participation

For discussion

How have these approaches been applied in Australia, particularly to support economic participation, and what have we learned?

What other opportunities can we see for applying and trialing place-based approaches?

What roles could local governments and other key actors play in place-based approaches?

What role should the Council Secretariat (CPD/BCG) play in taking the application and development of these approaches forward?

Approach has been applied in many models around the world

Local broker



Greater London Authority

Partnered with local service providers including faith-based charities to provide housing to refugees

Local agent



Nhill, Victoria

Worked with local employer to create job opportunities for Karen refugees

Direct delivery



City of Gothenburg

Designs and funds services for refugees, including employment opportunities within local parks authority

Local broker



Lehre Municipality

Works with employer groups and employee unions to determine opportunities for refugees in the job market

Co-ordination



Los Angeles County

Helps coordinate state-funded services for refugees at the local level, including English language classes

Local broker



Katwijk Municipality

Connects refugees with work and study opportunities in local residential aged care facilities

Local agent



City of Vancouver

Surveyed local employers to understand needs and then helped improve their refugee integration processes

Direct delivery, broker and co-ordination



City of Hume, Victoria

Direct services such as joblink platform, brokering activities and designated staff to coordinate government services at the local level including education and job attainment

The city of Gothenburg provides vocational experience combined with language skills to help refugees find work

Sweden has one of the highest asylum seeker immigration per capita rates in the world, accepting over 160,000 people in 2015. The national Government administers a number of programs to assist with economic integration and employment services for this group, including Fast Track and the Swedish Public Employment Service.

However, a strong tradition of self-governing local authorities with independent control over funding has also allowed for local, place-based solutions to address the challenge of integrating refugees into the labour market.

Key factors for success:



Providing work experience and skills training

- Refugees arriving in Gothenburg are provided with work experience at one of two enterprises, while also studying Swedish in language classes:
 - Förvaltnings AB Framtiden, is a company that provides vocational experience opportunities, in this case refugees assist with housing development, which in turn supports housing for other refugees
 - The Parks and Landscape Administration, the city's local government authority for public spaces
- The city created Skills Centres in 2015 to provide people with a mechanism for learning specific skills and thus increase their employability



Significant control over the design and funding of program

- In 2016, only 1/3 of the costs of Gothenburg's integration measures were paid by the national government
- The municipality has leveraged connections with higher education and vocational training institutions to provide bespoke employment services; it has also invested in local population outcomes measurement



More even distribution of refugees

- The City of Gothenburg settles refugees within different parts of the city to ensure diversity of opportunity, avoid ghettoisation, and distribute the burden on local services such as schools and housing
- An additional benefit of this could be decreased internal competition for employment among refugees

Source: City of Gothenburg Annual Report (2015, 2016)



Sweden

City of Gothenburg

Population: 572,779

34% of the population were either born outside of the country or have at least one parent born abroad

12,858 refugees settled in Gothenburg between 2010-2016

LA County offers programs to improve employability including work experience and community service

The County of Los Angeles is the most populous in the United States, and was second only to San Diego County in the number of refugees settling there since 2002.

Refugee Services within the Office of Temporary and Disability Assistance is the single state agency responsible for the implementation of services to refugees. They coordinate a comprehensive offering of local initiatives, contracted to local service providers, designed to improve refugees' employability and economic self-sufficiency in conjunction with local providers.

▣Key factors for success:



▣Offering vocational language training in conjunction with work experience and on-the-job training

- Local providers are contracted to coordinate work experience programs that provide work-site behaviour skills, acquisition of new skills and enhancement of existing skills
- English-as-a-Second-Language courses may be taken by a participant prior to, or concurrently with, enrolment in a vocational/career preparation course
- "Post-employment" services are also offered, to provide participants who have found employment with the information, resources, and tools they need to retain employment, and achieve economic self-sufficiency



▣Funding local community service opportunities

- Community service programs are offered with local private or non-profit organisations, to enhance or further develop skills, hopefully leading to unsubsidised full-time employment



▣Providing life skills/acculturation workshops to support employability

- Funding is available for workshops designed to equip participants with skills for everyday life in the community as well as essential local knowledge, including applicable labour law and gender law, equal rights of employment, and acceptable professional work ethics

Source: Department of Public Social Services Refugee Social Services and Targeted Assistance Plan (2017), County of Los Angeles



USA

▣Los Angeles County

▣Population: 10.2 million (2015)

▣LA County welcomed nearly 30,000 refugees between 1987-2017

Hume's local jobs for local people approach

The City of Hume, on the urban fringe of Melbourne, is one of Australia's fast growing and most culturally diverse municipalities. The city has settled 9,700 humanitarian migrants from 2009 to 2017. These migrants make up roughly 5% of Hume's culturally diverse population, in which 45% of people speak a language other than English at home. The City had unemployment rates of 8.7%, roughly 2% higher than the national unemployment rate in 2016.

The Local Jobs for Local People Program places the Hume City Council at the centre of a place-based approach to addressing unemployment in the city, with the Council working as broker, direct service provider and co-ordinator in order to take advantage of available resources and supplement them with locally-driven initiatives where required. The program facilitated 1,200 job placements from 2012-2017.

Key factors for success:

Engaging directly with local employers



- The city engages directly with employers in a variety of ways including through its 'Jobs and Skills Taskforce', a strategic body with representation from the city, state and federal governments, local employers and businesses, community services, educational institutions and unions.
- Council officers work with employers to identify and make visible the otherwise 'hidden' job opportunities (those usually filled through word of mouth) to ensure that local people, and entry-level or low-skilled job seekers can participate in recruitment processes.



Connecting local job seekers with local employment opportunities

- The city has developed an online platform - Joblink - which connects local job seekers with local employment opportunities and provides information sessions to employers as well as training and other job-search support services. The city also organises local jobs fairs on a regular basis and holds employer-led information sessions, enabling local residents and employers to meet and discuss employment opportunities.



Providing other support services to families

- In addition to the Local Jobs for Local People Program, the city coordinates the 15 federally-funded Community Hubs operating from primary schools across the municipality. These hubs provide a variety of activities and programs including language classes, playgroups and vocational training which are often precursors to migrants engaging in formal employment or entrepreneurial activities.



Australia

City of Hume

Population: 215,928 (2017)

36% of its residents were born overseas (2016)

45% speak a language other than English at home

Has settled 9,700 humanitarian migrants from 2009-2017

Critical success factors can help local bodies think about how a place-based approach could be set up



Local decision-making and accountability

Local bodies decide their own priorities and approaches to service delivery. High level transparency, and public scrutiny



Responsiveness to local needs

Awareness of local processes and emerging trends/issues; consideration of the local economic context; ability to engage with community to understand changing needs



Resources and funding control

Ability to (re)direct funds as needed to ensure program success without undue checks and balances; sufficient funding to meet program needs



Local leadership and partnerships

Strong presence and support of local leaders. Close working relationships between public and private sector leaders, NGOs and charities.



Effective co-ordination

Strong standing of local body with the trust of the public and other actors. Working relationships across governments and alignment of policy goals



Capability

Need local bodies to have capabilities to design, manage or deliver services

Local approaches come in different forms – and multiple approaches can be used in parallel

1

Direct delivery

- Local authority (or similar organisation) designs and delivers services
- Ensures that services are tailored to local needs

Example: Swedish municipality model

2

Local broker

- Local authority (or similar organisation) connects individuals with existing services and local organisations
- Meets demand for services

Example: case management models for mental health

3

Local agent

- Local authority (or similar organisation) works proactively with existing organisations to create opportunities for local people
- Creates supply of services

Example: Luv-a-Duck providing jobs for Karen refugees in Nhill

4

Co-ordination

- Local organisations and state/national stakeholders form co-operative body to design local approaches
- Provides local considerations as an input to state/national service provision

Examples: Community Hubs; Fairfield Employment and Community Services Forum

Role of the local authority

Role of the centre

Note: Models are not mutually exclusive, e.g. if some services are not available within a place-based delivery model these could be offered using a different model and in some cases a combination of different place-based delivery models may be optimal

Direct delivery model has distinct benefits but most resource-intensive

□ Key considerations

- Requires initial investment in personnel and other setup costs
- Additional risk for local authority to take responsibility for service delivery
- Gives local authority greatest control over program design and delivery

□ Relevant critical success factors:



Local decision-making and accountability



Responsiveness to local needs



Resources and funding control



Local leadership and partnerships



Effective co-ordination



Capability

□ *Example:* How could this model address refugee economic participation?

- Local authority creates a program to train refugees in vocational skills designed to meet the needs of the local job market

Local broker model requires investment in service management without need to invest in specific services

□ Key considerations

- Requires investment in case managers to help individual access available services in the local community
- Potential to add hierarchy/bureaucracy to existing services if case manager roles and accountability not well defined
- Requires knowledge of services (state/national, private, non-profit etc.) and ability to adapt to the needs of individuals

□ Relevant critical success factors:



Resources and funding control



Responsiveness to local needs



Effective co-ordination



Capability

□ *Example:* How could this model address refugee economic participation?

- Local authority establishes a job services hub where refugees meet with an assigned case manager to discuss their employment needs; case manager helps individual enroll in a TAFE course and provides them with job listings

Local agent model
addresses local needs proactively, increasing availability of services

□ Key considerations

- Requires motivated, proactive professionals in the local authority to connect with employers, non-profit organisations etc. and negotiate potential service creation
- Requires accountability and due diligence to ensure third-party service providers are appropriate for individuals' needs

□ Relevant critical success factors:



Local decision-making and accountability



Responsiveness to local needs



Local leadership and partnerships



Capability

□ *Example:* How could this model address refugee economic participation?

- Representatives from local authority meet with local businesses, chambers, business associations and make a case for employing refugees; provides support to business community as needed to facilitate job opportunity, e.g. interpreter services for job interview

Coordination model requires the least additional resources but has most modest impact on service delivery

□ Key considerations

- Likely able to undertake this model with existing resources
- Gives local authority additional input to the design of federal/state government services and feedback as required

□ Relevant critical success factors:



Responsiveness to local needs



Effective co-ordination

□ *Example:* How could this model address refugee economic participation?

- Local authority provides feedback on critical bottleneck in local area accessing language skills required for local job market; state/government creates additional language centre

We can see multiple options for how it could be trialled

Approach could be used as an overlay, choosing one or multiple approaches

Direct delivery

- For discussion: what services could be directly delivered by local bodies (e.g. local government)?

Local broker

- Opportunity 1: local governments (or similar body) take direct role in designing and running employment services trials

(covered in further detail in Future Employment Services section)

Local agent

- Opportunity 2: build trial programs to assist employers at local level to employ refugees

(covered in further detail in Role of Employers section)

Co-ordination

- For discussion: If the other models are being trialled, what further coordination bodies could be established?

For discussion:

What roles could local governments and other key actions play in place-based approaches?

Putting funding to one side, which of these local options would be most compatible with an enhanced employment services offering?

Session 1: Local approaches



Session 2: Update on other work streams

Entrepreneurship

Language

Role of Employers

Session 3: Future employment services

Session 4: Exploration of gender based approaches

Appendix

Locally Connected Approach deep-dives

Entrepreneurship deep dive

Employer workstream deep dive

LGA profiles

Overview

Refugee Entrepreneurship

***Settling Better* focused on how to boost refugees' economic participation and social integration through employment. Yet some refugees create their own jobs, as well as jobs for others.**

- A follow-up study is underway, co-authored by CPD and OPEN founder Philippe Legrain. It examines the contributions and potential of refugee entrepreneurs, their challenges, the policy framework and gaps, and innovative initiatives to promote refugee entrepreneurship, both in Australia and internationally, and provides a menu of recommendations for policymakers and other key stakeholders.
- Australia has a generally favourable business climate – 7th globally in ease of starting a business, 14th in overall ease of doing business (World Bank, 2018) – **but there is little specific policy support for refugee entrepreneurs.**

The study is still being developed, so your input and feedback on the interim findings in the Appendix would be particularly welcome.

Refugee entrepreneurship: the Australian context

Refugee entrepreneurs face huge challenges:

- Lack of human capital (e.g. language, local business knowledge, recognised qualifications)
- Lack of social capital (e.g. networks of contacts)
- Lack of financial capital (e.g., savings, access to credit; lengthy time spent in detention and cost of arrival)
- Discrimination

Yet refugees are the most entrepreneurial migrants in Australia, and increasingly so:

- Refugees earned 9.3% of their income from their own business in 2009-10, when 15.5% of refugees reported income from their own business (ABS, 2015); this rose to 14% in 2013-4 (ABS, 2017), when 25.6% reported income from their own business
- Female refugees earn a slightly *higher* proportion of their income (16.1%) from their own business than males do, and are *much more* likely (30.3%) to report income from their own business (ABS, 2017)
- Refugees' entrepreneurship rates rise sharply after 7 years in Australia.

Why, despite the challenges they face, are refugees so often entrepreneurs?

1. **Necessity** (given employment difficulties highlighted in *Settling Better*)
2. **Personal characteristics and experience** (resilience, self-reliance, passion, work ethic, appetite for risk, dynamism, desire for dignity and higher social status, business experience)
3. **Opportunity** (spot gaps in the market to provide for local/wider community)

Federal funded programs

New Enterprise Incentive Scheme: New Business Assistance

Department of Jobs and Small Business

- Offers training, mentoring, income support and rental assistance to help unemployed become small business owners.
- 8,600 places per FY, delivered by network of 21 providers.
- No language, literacy or numeracy support, limited mentoring, only 1-year programme and applicants must be Centrelink clients with JSA provider.



State funded programs

LaunchVic

Victorian State Government

- Supports development and growth of the local start-up ecosystem
- Recent funding focussed on supporting organisations that improve access and participation for first generation migrants and refugees



Refugee entrepreneurship: policy and initiatives



□Ignite Small Business Start-Up

□Settlement Services International (SSI)

- 3-year pilot programme to help newly arrived refugees establish/expand a small business with support from Ignite facilitators, industry experts and volunteers from local businesses
- Premised upon a “social ecology model”
- Helped create 62 new refugee businesses (25% success rate) in 2013-6 plus 20 jobs;
- \$880,000+ annual Centrelink savings

□Catalysr

- Pre-accelerator for early stage start-ups.
- Offers intensive entrepreneurship programmes for high-performing refugee/migrant tech entrepreneurs
- 66 “migrapreneurs” supported since 2016, 15 business created

□Stepping Stones to Small Business

□Brotherhood of St Laurence

- Training and mentoring to help female refugees/migrants start businesses.
- “Strengths-based, gender-aware and holistic practice framework
- 44% of graduates started a small business, 17 in 2011-3; 3 micro-business loans approved
- Improved social and financial capital



□Refugee Enterprise

Thrive

- Non-profit that provides loans (up to \$20,000 at 9.5% interest rate) and business support to refugees and asylum seekers to help start and grow new businesses.
- Funding from Westpac, private donors and businesses.
- As of 2Q18, 512 entrepreneurs being assisted; 103 businesses established; \$1.9 million lent; 123 permanent jobs created.
- “For every 30 jobs created \$3 million saved for Centrelink in 3 years, and \$1 million in taxes paid”

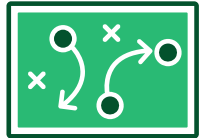
□Entrepreneurs Programme

□Asylum Seeker Resource Centre

- Coaching, advice and mentoring, networking meetups and co-working spaces for asylum seekers
- funded by Virgin Unite, with access to Thrive loans
- 100+ participants; 10 businesses launched; coaching framework developed



Refugee entrepreneurship: 7 steps to SUCCESS



Strategic approach



Upskilling



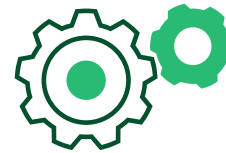
Connections



Capital



Enabling environment



Specific support



Spotlighting success stories

Note: Detailed information on these success factors are included in the Appendix materials

Session 1: Local approaches

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Entrepreneurship



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Appendix

Locally Connected Approach deep-dives

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Employer workstream deep dive

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Language

The challenge

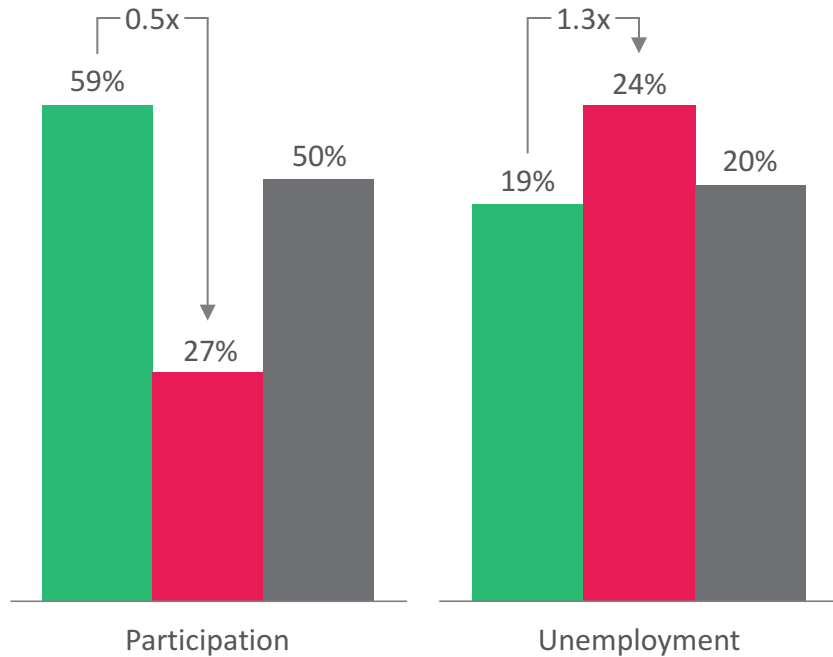
- English language proficiency plays a critical role in economic participation of refugees
- Participation rates are 32% lower and unemployment rates are 5% higher for humanitarian migrants with low English proficiency
- English proficiency is much lower for recently arrived migrants, suggesting worse labour market outcomes
- Ongoing English language education may conflict with work or family obligations.

The possible solutions

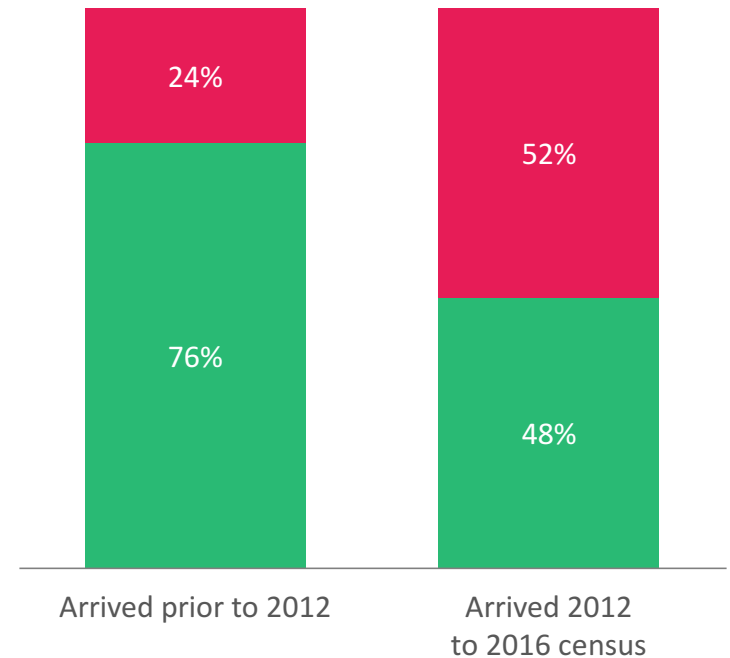
- Integrating work and ongoing language education
- Greater integration between language education and employment services
- Greater flexibility with respect to modes of delivery of English language education
- A gender-sensitive approach to language education

English proficiency plays a critical role in economic participation

Humanitarian migrants with low English proficiency are half as likely to participate in the workforce, and are 1.3 times more likely to be unemployed



English proficiency is much lower for recently arrived migrants, suggesting worse labour market outcomes



■ English only, very well and well
 ■ Not well and not at all
 ■ Total

Note: Self assessed English ability as recorded in the census, which typically rates higher English language proficiency than DSS assessment at settlement

Source: ABS ACMID based on 2016 Census

We need to understand what is working and what isn't

Federally-funded programs

Adult Migrant English Program

- Special Preparatory Program
- General Program
- AMEP Extend
- Settlement Language Pathways to Employment and Training
- AMEP Distance Learning

Skills for Education and Employment

Reading Writing Hotline

Humanitarian Settlement Program

Community Hubs Australia

State-funded programs

ACT: Community Development Program

NSW: English as an Additional Language or Dialect (EAL/D); English for Employment; Refugee Employment Support Program (RESP)

NT: EAL/D; Learner Support

Qld: EAL/D; Refugee & Asylum Seeker Early Childhood Support Pilot; Certificate III Guarantee and User Choice Programs; Skilling Queenslanders for Work Program

Tas: LINC Tasmania; General English Program; Tasmanian Association of Community Houses

SA: EAL/D; English Proficiency Courses

Vic: EAL/D; Refugee Education Support Program; Languages & Multicultural Education Resource Centre

WA: EAL/D; Read Write Now; Intensive English Centres

Humanitarian entrants take up AMEP



66% are age at 16 and above
52% are enrolled in AMEP

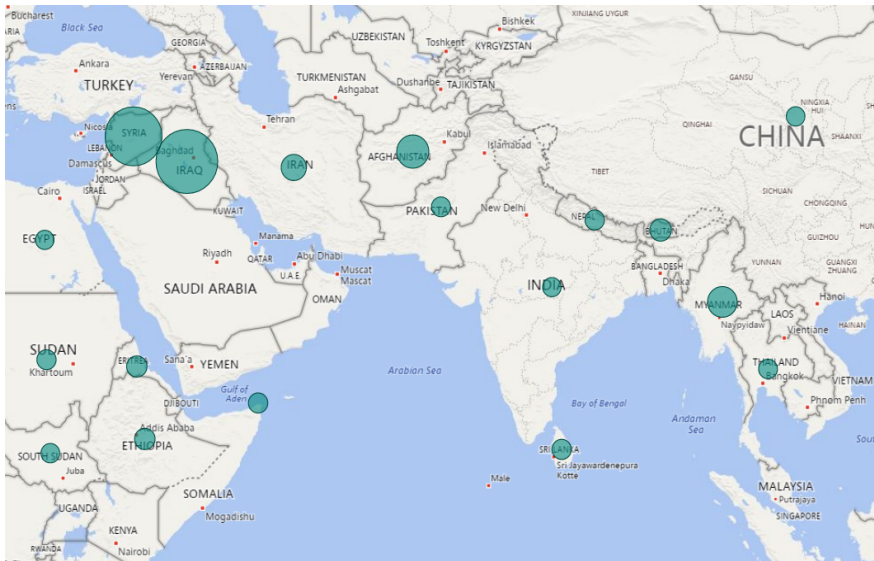
How many hours an AMEP Humanitarian client can undertake: up to **1600 hours**



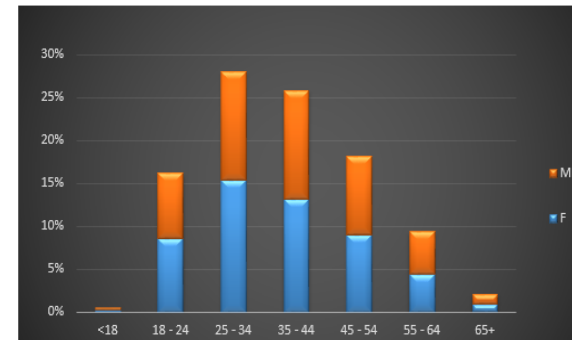
- Special Preparatory Program (SPP) - 100 hours or 400 hours*
- AMEP - 510 hours
- Settlement Language Pathways to Employment and Training (SLPET) - 200 hours including up to 80 hours of work experience placement
- AMEP Extend - additional 490 hours



2017 - 18 AMEP Humanitarian clients birth countries

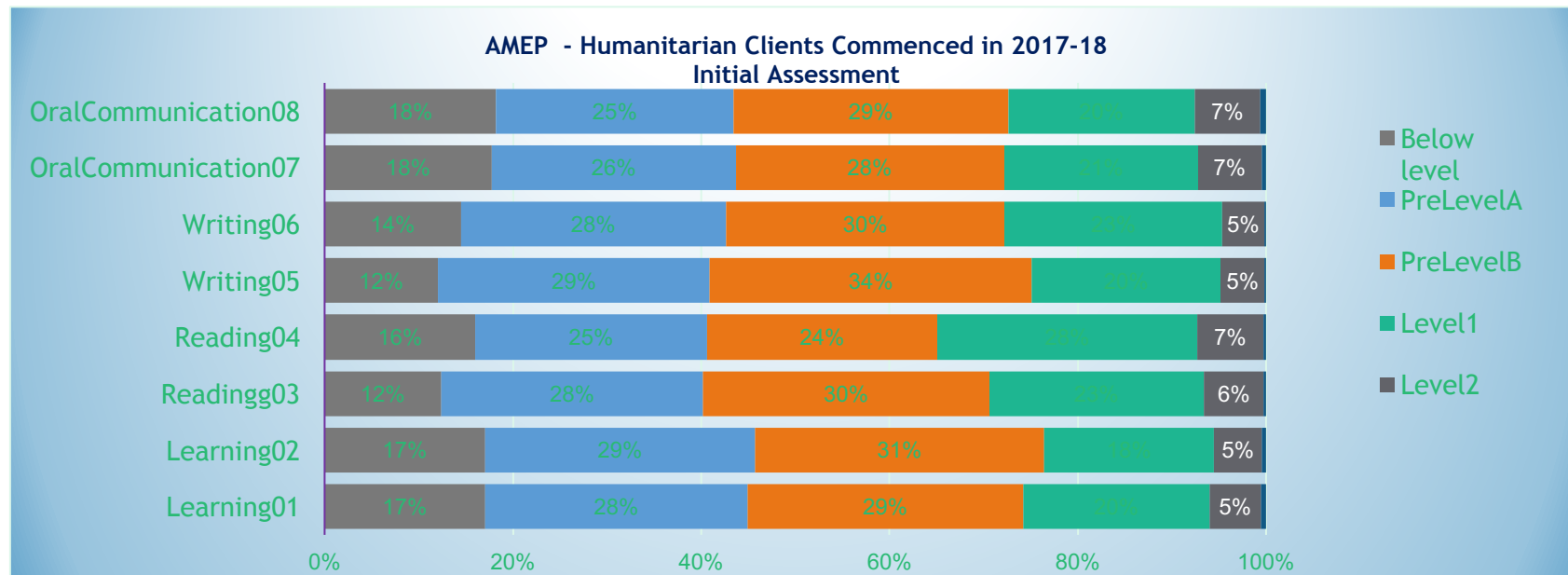


Source: AMEP database



AMEP Humanitarian clients in 2017-18:
- 70% are aged between 18 and 44
- 51% are women

AMEP Humanitarian clients have a very low level of English proficiency, 71 % are below Level 1 across the eight indicators under the Australian Core Skills Framework (ACSF)



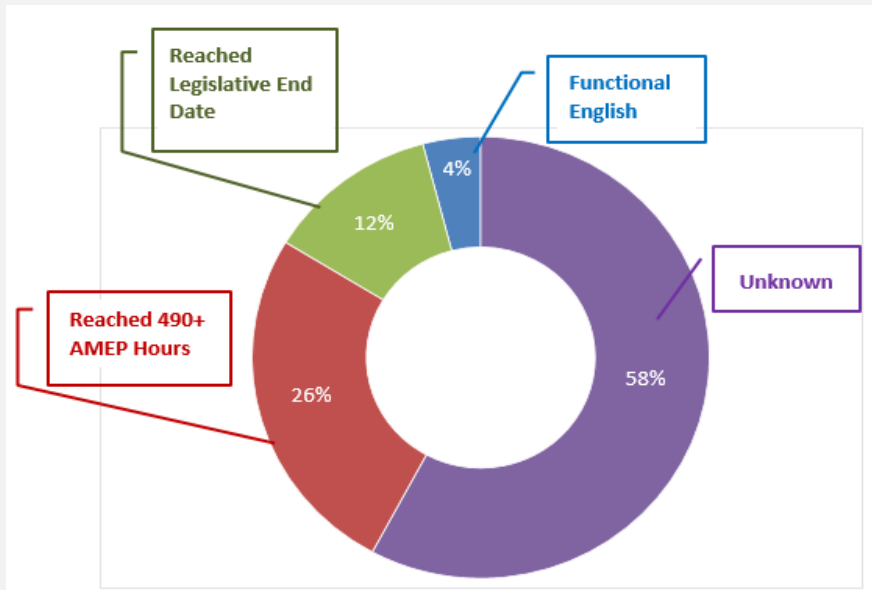
ACSF PERFORMANCE INDICATORS		
Core Skill	Indicator Number	Description
Learning	.01	Active awareness of self as a learner, planning and management of learning
	.02	Acquisition and application of practical strategies that facilitate learning
Reading	.03	Audience, purpose and meaning-making
	.04	Reading strategies
Writing	.05	Audience, purpose and meaning-making
	.06	The mechanics of writing
Oral Communication	.07	Speaking
	.08	Listening

The Australian Core Skills Framework (ACSF) was introduced to AMEP on 1 July 2017 to assess client English language proficiency at entry to the AMEP and at every 200 hours of English language tuition.

The ACSF provides a consistent, national approach to identifying and developing the core skills in three diverse contexts: personal and community; workplace and employment; and education and training.

Of AMEP Humanitarian clients exited, 26% used over 490 hours of AMEP 510 entitlements, 4% reached functional English, 12% reached legislative end date.

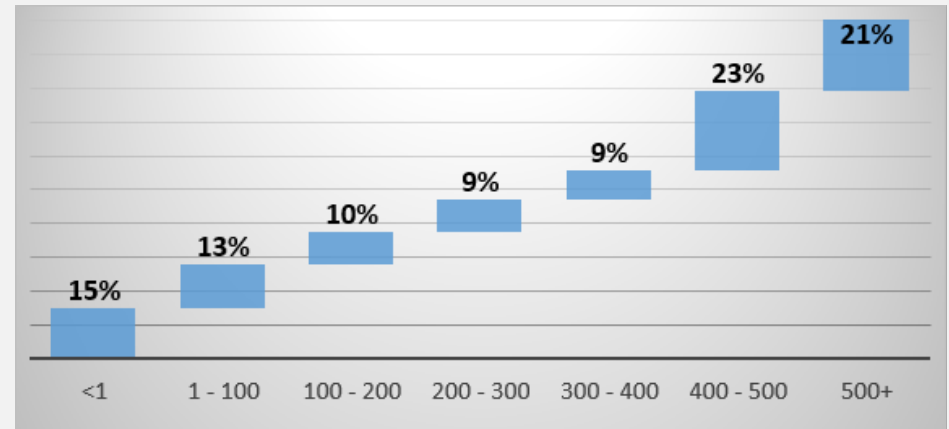
AMEP Humanitarian clients exit type and client in % of total commencements



Source: AMEP data - clients commenced between 2012-13 and 2014-15 reported as at 30 June 2017

Over 40% of AMEP Humanitarian clients used 400 and above AMEP entitlement hours. 15% who did not use AMEP 510 hours have undertaken SPP. An average number of AMEP 510 hours used per Humanitarian client is 330 hours.

AMEP 510 entitlement hours used by Humanitarian clients, in % of total commencements.



SPP: 94% of Humanitarian clients attended SPP and fully used their SPP hours

SLPET: 10% of Humanitarian clients attended SLPET and used an average of 146 hours

Language Working Group Work Plan

Initial Data
(Sept 2018)

- Adult Migrant English Program (AMEP) and Skills for Education and Employment Program (SEE)
- Data on enrolment and completion by humanitarian migrants
- Existing evaluations of current programs
- SOSOG map of Federal and State programs

Analysis
(Oct-Dec 2018)

- Demand for programs
- Enrolments
- Completion
- Proficiency on completion
- Modes of delivery
- Needs of women, young adults, other sub-groups
- Awareness of programs

Recommendations
(Jan to March 2019)

- Conclusions
- Recommendations:
 - Federal
 - State
 - Local
- Influencing Strategy

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Role of Employers

Context and Update

This working group strives to understand the needs and perspective of employers including labour needs, policy incentives/disincentives, the 'shared value' in recruiting refugees and related barriers

- Plan is to publish an options paper and an LGA-based action plan in December

Key findings from initial analysis:

- Refugees are under-represented in employment, and there are opportunities in a range of job sectors, including in higher-skill roles
- Many employers are willing to hire refugees, but they do experience significant challenges
- There are a wide range of policy and other opportunities to support/encourage employers to employ refugees

Examples and opportunities

Case studies:

- West Gate Tunnel Project
- Allianz Insurance
- Woolworths
- Bread and Butter project

Opportunities

- Role of local government
- Role of public sector procurement/recruitment
- Role of industry groups and other intermediaries

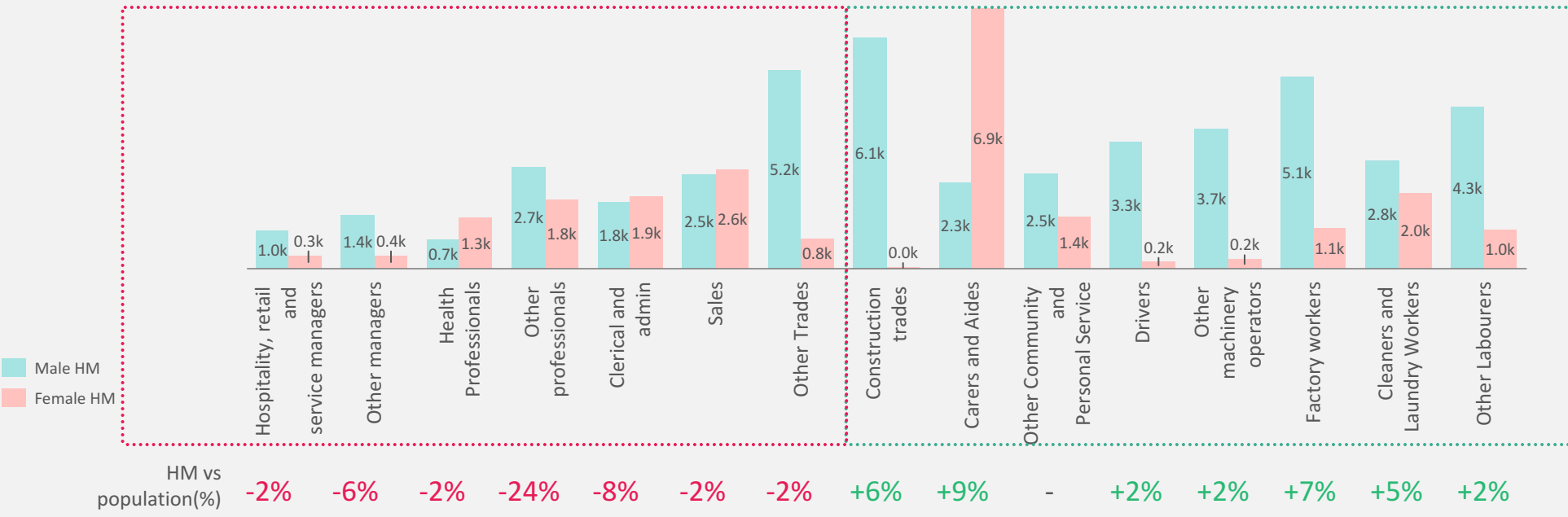
For feedback (offline)

- Inputs on the proposed work plan?
- How could local governments play a brokering role with employers, in line with the locally connected approach discussion of session 1?

Refugees are disproportionately working in low-skill occupations

Fewer Humanitarian migrants work in management, professions and admin/sales jobs

More Humanitarian migrants work in construction or as carers, drivers, factory workers and cleaners



Source: ABS ACMID 2016, DJSB Occupation growth projections for 2017-2022

Many refugees have untapped capabilities that could be leveraged to find higher-skill employment

Refugees with unrecognised skills

(e.g. medical doctors, nurses, accountants, engineers, technicians)



Initial ideas

- Engage federal & state government and other stakeholders regarding qualification recognition
- Engage education institutions (TAFE, UNSW, UTS) to improve access to bridging courses
-

Trained refugees that could learn new skills

(e.g. software developers, physical trainers)



Initial ideas

- Partner with relevant education providers (Coursera, TAFE, AIS) to improve access to courses for refugees
- Educate large employers on the benefits of employing refugees in these fields
-

Initial interviews with employers show many benefits to employing refugees, but also key challenges

Employing refugees has many possible benefits for employers...

- Commercial benefits (e.g. government contracts and/or customer demand)
- Diversity improves service delivery and organisational knowledge/approaches
- Possibility of employment in 'hard to fill' roles in urban or regional areas
- Can be an asset for customers from CALD communities
- Can have a positive impact on organisational 'purpose' and staff morale
- ...

... but there are also numerous challenges

- Employers screen out those without sufficient English language skills
- Targeted recruitment of refugee job seekers is resource intensive and requires senior leadership and resources
- Mitigating challenging personal situations, e.g. housing, family, transport, location
- Challenges related to overqualification of refugees (retention, progression)
- Possible cultural differences in norms and behaviours
-

The West Gate Tunnel Project employs a significant number of new migrants, including refugees and asylum seekers

CPB Contractors and John Holland Joint Venture are the design and construction contractor for the West Gate Tunnel Project in Melbourne. There are currently 91 new migrants (including refugees and others with less than 2 years in Australia) and 20 people seeking asylum working on the project.

Outline of our approach:

- We established a dedicated team to support social procurement and inclusion.
- We set targets for new migrants and refugees as well as over 750 other socially and/or economically disadvantaged people. We exceeded some targets by 300% in 8 months
- We recognise that our primary role is providing sustainable employment so we built strong relationships with specialised service providers who identify candidates to refer to us when we have roles available.
- We focus on *one person at a time* so that we can provide tailored advocacy inside our project to find the right role and monitor effective post placement support.
- We meet each candidate to understand potential barriers to success and identify the support they may require.
- We try to place people in teams or with managers that understand potential challenges and are eager to provide additional support if it is required.
- We recognise and promote success and use it to motivate more managers to embrace opportunities.

The Allianz Ladder Program assists refugee youth transitions into employment



“WHAT A PRIVILEGE IT IS TO SUPPORT THE ALLIANZ SSI PARTNERSHIP WHICH GIVES THESE AMAZING PEOPLE ACCESS TO OPPORTUNITIES SO THEY CAN FULFIL THEIR CAREER GOALS. THROUGH OUR REFUGEE EMPLOYMENT PROGRAMS I HAVE SEEN FIRST-HAND THE TALENT AND POTENTIAL THAT THEY BRING TO THE WORKFORCE.”

RICHARD FELEDY, ALLIANZ MANAGING DIRECTOR

Program Summary Allianz Ladder assists refugee youth transition into the Australian workforce. It is one part of a partnership between Allianz and Settlement Services International (SSI) that includes Education Scholarships and the Sustainable Employment Program for which Allianz was awarded the Business Human Rights Award in 2017.

Opportunity Finding employment is a primary goal for refugees of working age. Allianz saw an opportunity to work with SSI and help refugees find meaningful employment while also acting on its commitment to build a diverse workforce.

Solution Allianz Ladder engages refugee youth in a program of development, mentoring and innovation sessions that help them develop foundational business skills such as problem solving, entrepreneurialism, communication and teamwork. It seeks to support young refugees making the transition from study to employment. Select participants progress into the Allianz Sustainable Employment Program which to date has provided permanent employment to 21 refugees.

Achievement Through its partnership with SSI, Allianz has provided permanent employment to 21 refugees, almost 100 educational scholarships, and co-created a refugee youth pre-employment pathway that is being used as a template with other organisations.

The Bread & Butter Project is Australia's first social enterprise bakery

The Bread and Butter Project is a commercially viable wholesale bakery ...



Supplies > 200 cafes, restaurants, corporates and supermarkets



Generates ~\$4.5M of product sales per annum



23 full-time employees, 24 casual employees



24/7 operations in Marrickville

... that invests 100% of profits into training refugees and asylum seekers as bakers

The Bread & Butter Project provides training and employment pathways for refugees and asylum seekers to enhance their prospects of successful resettlement, employment and a strong sense of belonging

Trainees undertake a 6 to 12 month traineeship

- On-the-job bakery training
- TAFE accreditation
- English-language tutoring
- Job readiness support

The Bread & Butter Project supports trainees to secure employment after graduation e.g., with Tip Top Bakery, Harris Farm Markets

100% of Bread & Butter graduates remain employed today

Unemployment rate of humanitarian migrants are generally high



Unemployment rates for humanitarian migrants are **11-17%** higher than the overall population (except NT¹)



Humanitarian migrants have **5-18%** lower participation rates than overall population

1. Low numbers of humanitarian migrants in NT
Note: Includes humanitarian migrants arriving prior to 2009, and excludes those arriving after 2016 census
Source: ABS Census and ACMIID 2016

Bread & Butter has a strong record of success with this cohort

- Profile of Bread & Butter trainees matches predictors of unemployment
 - 54% over age of 35
 - 31% women
 - Countries of origin: Myanmar, Iran, Iraq, Syria, Afghanistan, Sierra Leone
- In last 5 years, 26 refugees and asylum seekers have graduated from the program
- In the latest graduate survey of all graduates (August 2018):
 - 100% graduates were employed
 - 0% Newstart Allowance, 14% Family Support versus 79% income support pre-traineeship

I HAVE ALWAYS BAKED AND DECORATED CAKES, AND HAVE WISHED TO MAKE MY CAREER DOING THAT.


AT THE BREAD AND BUTTER PROJECT, I AM NOW LIVING MY DREAM EACH DAY, I BAKE MUFFINS, PASTRIES AND CROISSANTS AND SOON I WILL LEARN TO MAKE BANANA BREAD. I KNOW THAT WHEN I FINISH MY TRAINEE EXPERIENCE THEY WILL ALSO HELP ME FIND A JOB. MY FUTURE IN AUSTRALIA IS SO EXCITING. MAYBE I WILL START A CAKE DECORATING BUSINESS WITH MY SISTER.

SO WHEN I FINISHED SCHOOL, I STARTED STUDYING HOSPITALITY AT UNIVERSITY IN IRAQ, BUT BECAUSE OF THE TROUBLE, WE HAD TO MOVE. FIRSTLY TO JORDAN AND THEN AUSTRALIA, WHERE WE ARE NOW CREATING OUR NEW HOME.

TANIA



POSTCARDS FROM IRAQ
THE BREAD & BUTTER PROJECT
EDITION #1.3

THE BREAD & BUTTER PROJECT

QUALITY ARTISAN SOURDOUGHS, SPECIALTY LOAVES, ROLLS, BRIOCHE AND PASTRIES FULL OF GOODNESS AND FLAVOUR. PERFECTLY SUITED FOR THE ASPIRING CAFÉ, RESTAURANT AND FOOD LOVER.

As Australia's first social enterprise bakery, we invest 100% of our profits to help shape the lives of those seeking refuge and asylum as they shape loaves for you to eat and feel good about.

We thrive because of your love for bread and for humanity.

thebreadandbutterproject.com
1300 139 863

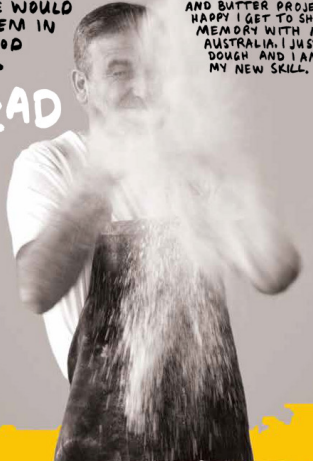
Creative partner: bopbrands.com

WHEN I WAS SMALL MY FAMILY BAKED OUR OWN BREAD.


MY MOTHER WOULD MAKE BREAD AND SWEETS FOR THE FAMILY. SHE WOULD THEN COOK THEM IN A SPECIAL WOOD HEATED OVEN.

ON OCCASIONS SHE WOULD PREPARE BREAD THAT IS VERY SIMILAR TO WHAT WE PRODUCE AT THE BREAD AND BUTTER PROJECT. I AM SO HAPPY I GET TO SHARE THIS MEMORY WITH MY FAMILY IN AUSTRALIA. I JUST LOVE SHAPING DOUGH AND I AM SO PROUD OF MY NEW SKILL.

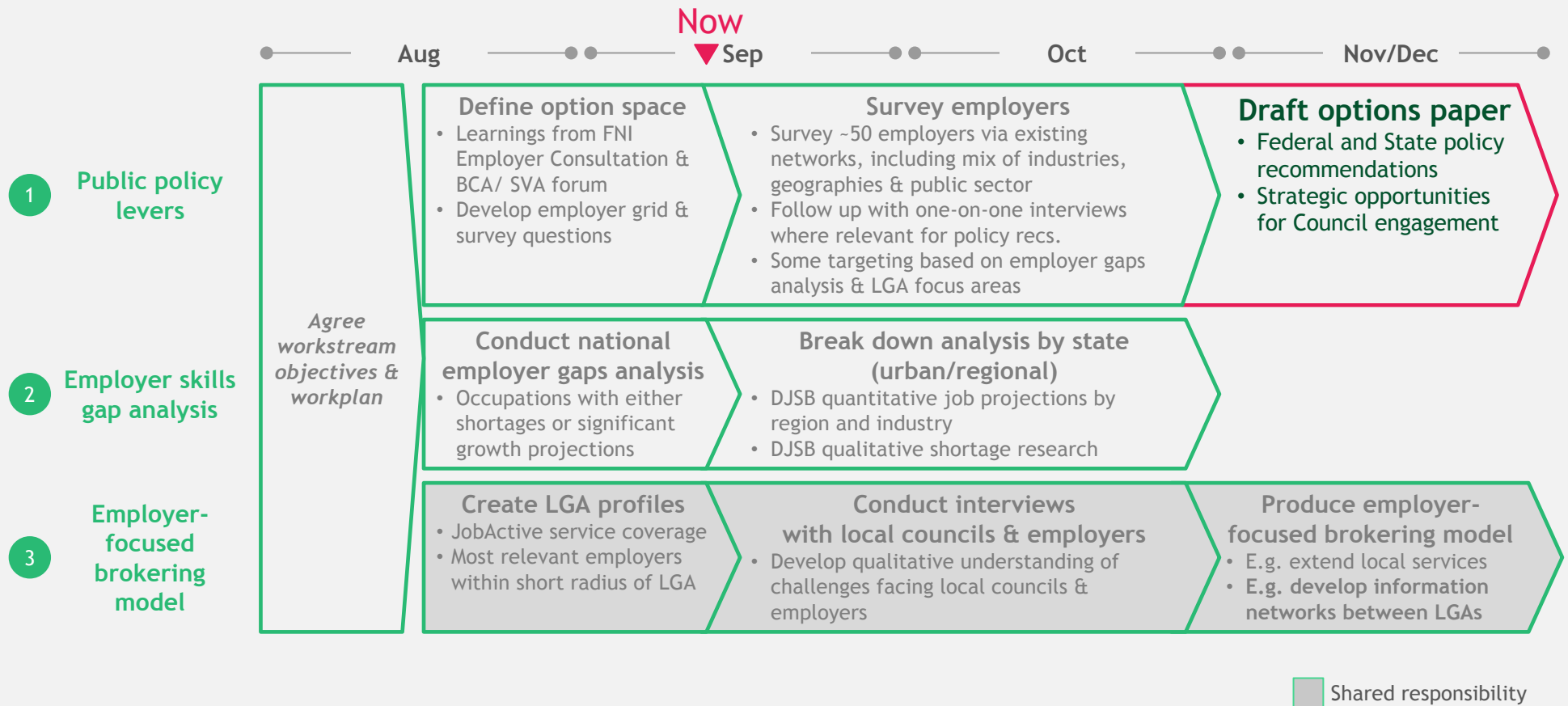
SHERZAD



POSTCARDS FROM SYRIA
THE BREAD & BUTTER PROJECT
EDITION #1.2



The working group plans to undertake research and analysis culminating in an options paper and LGA plan



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Future employment services

Key points

The Council Secretariat, aided by the working group, have been providing informal and formal input to the Employment Services Expert Advisory Panel

We have identified core principles to inform an enhanced employment services model for disadvantaged cohorts like refugees

There is a wide spectrum of reforms that could help services to become more individualised and help refugees find lasting jobs faster

There is an opportunity to combine new local approaches with these reforms

For discussion

Further input for the Employment Services Expert Advisory Panel?

Which elements of the new employment services system are critical to better servicing refugees and other disadvantaged groups?

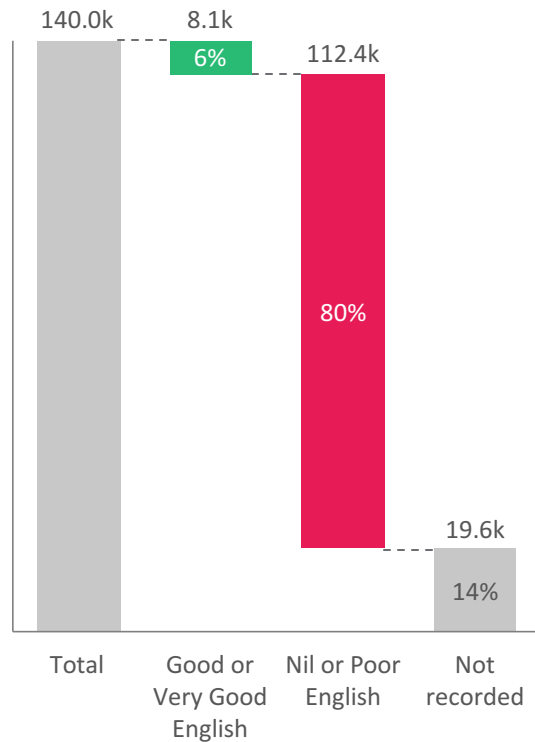
How can we trial new employment funding and service models within a place-based approach?

What role could the Council Secretariat play to help accelerate these changes?

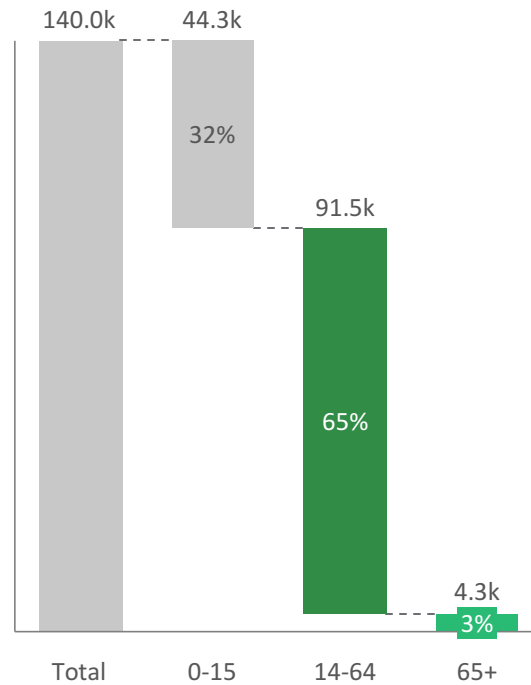
There are 140K recent humanitarian migrants in Australia

Profile of all humanitarian arrivals between 2009-2017 in Australia

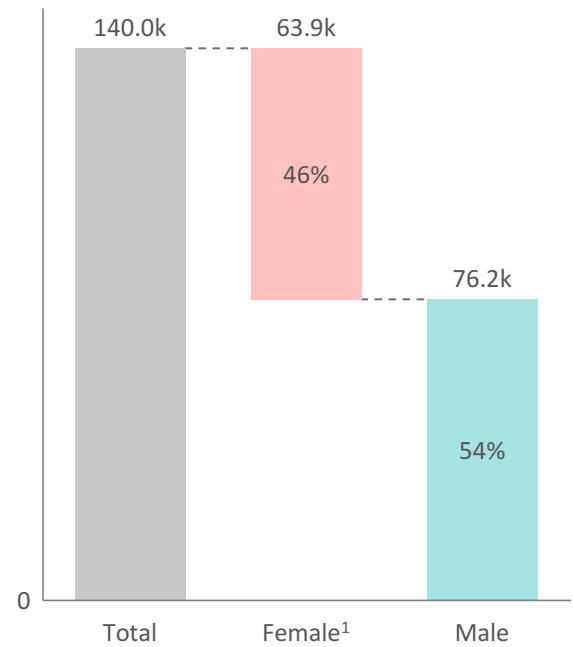
80% of humanitarian migrants have nil or poor English when they arrive



65% of humanitarian migrants are working age when they arrived



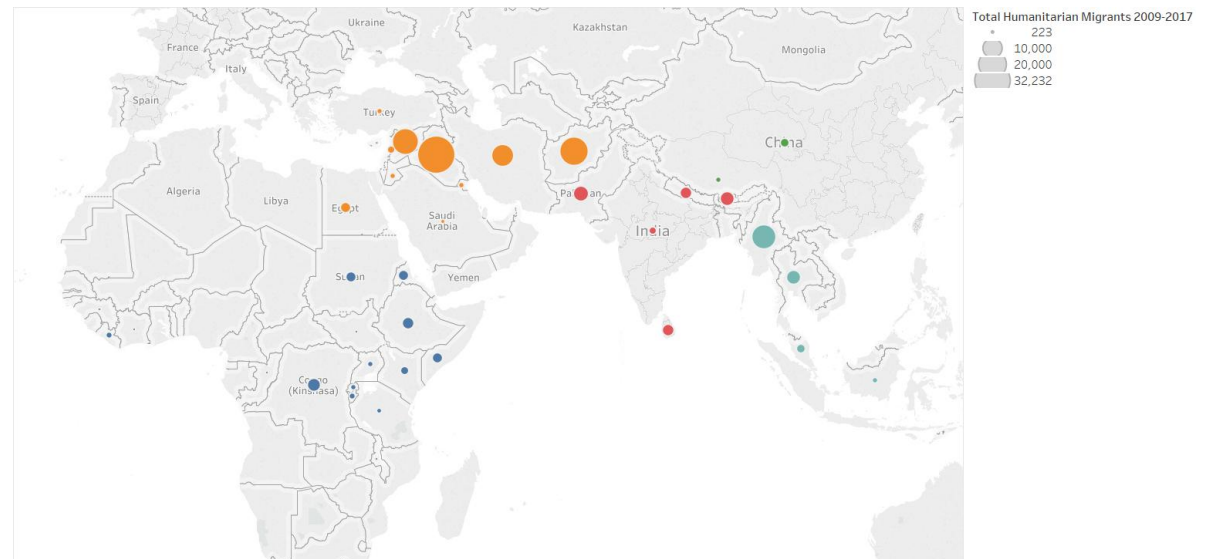
46% of humanitarian migrants are female



1. Females include individuals with no gender recorded

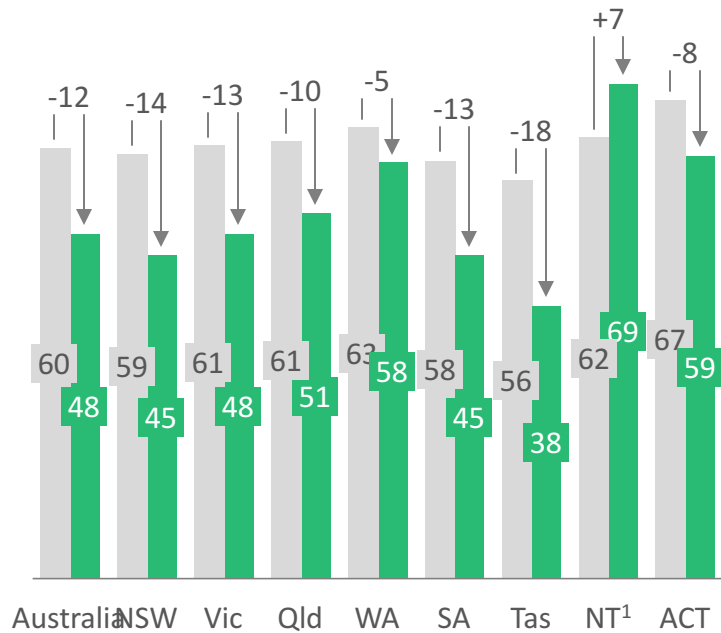
Source: DSS Settlement Database, Humanitarian migrants from 2009-2017

Humanitarian migrants primarily come from the Middle East and Myanmar



Humanitarian migrants have lower participation and higher unemployment than the overall population, but this varies by state

Humanitarian migrants have 5-18pp lower participation rates than overall population



Unemployment rates for humanitarian migrants are 11-17pp higher than the overall population (except NT¹)



Population Participation rate
 HM Labour force participation rate

Population Unemployment
 HM Unemployment

1. Low numbers of humanitarian migrants in NT

Note: Includes humanitarian migrants arriving prior to 2009, and excludes those arriving after 2016 census

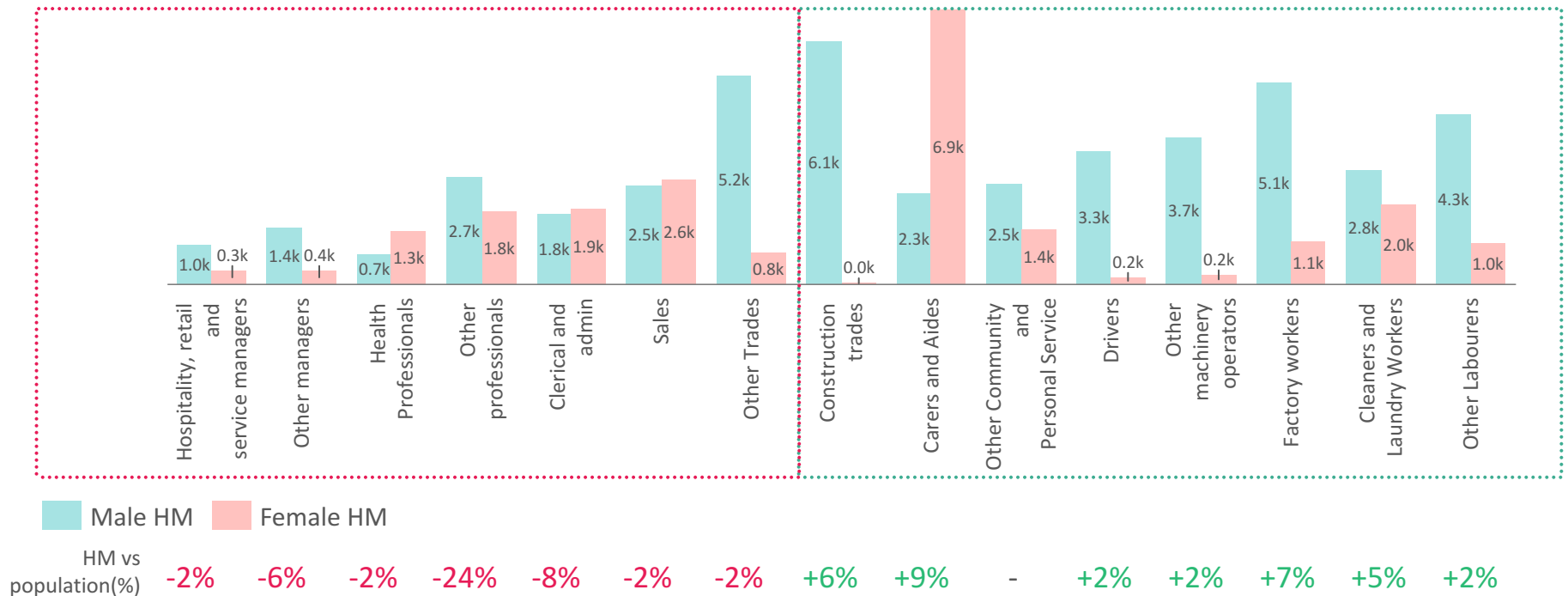
Source: ABS Census and ACMID 2016

...and are disproportionately working in low-skill occupations

Humanitarian migrant occupations at 2016 census

Compared to the population, fewer humanitarian migrants work in management, professions and admin/sales jobs

Compared to the population, more humanitarian migrants work in construction or as carers, drivers, factory workers and cleaners

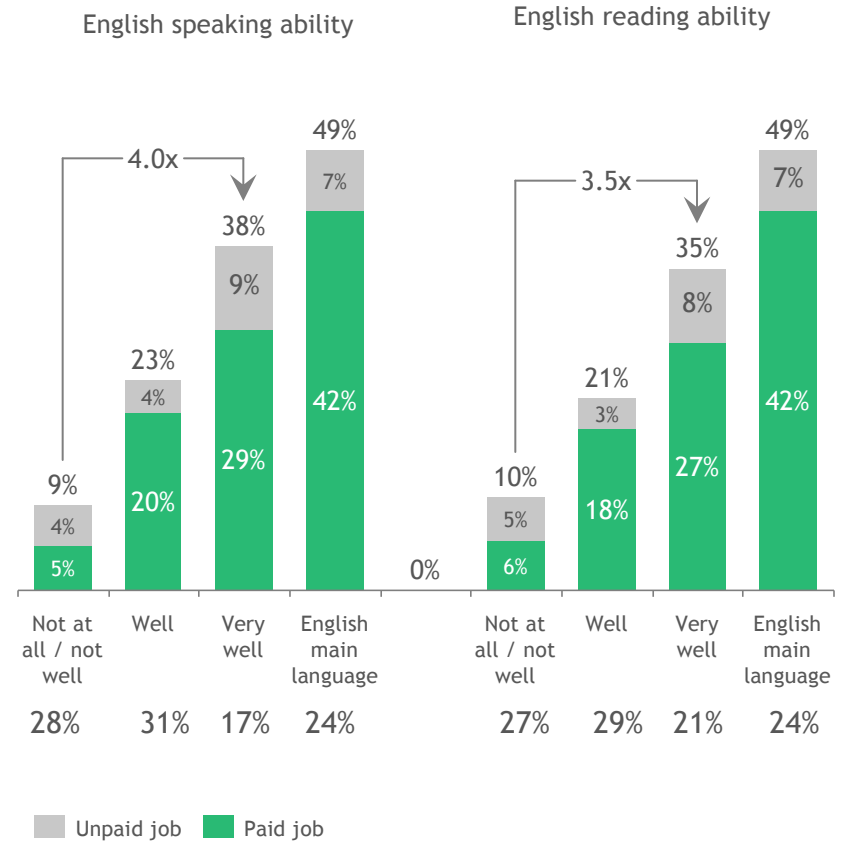
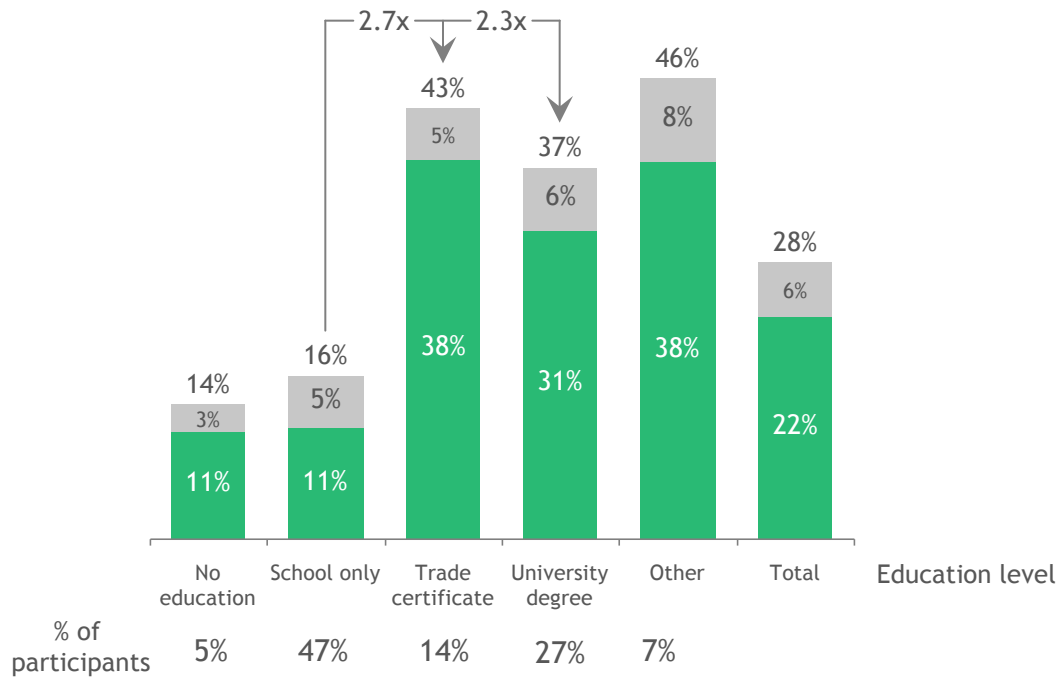


Source: ABS AC MID 2016, DJSB Occupation growth projections for 2017-2022

Community hub participants are mostly out of the workforce, but employment outcomes are strongly related to qualifications and English language skills

Participants with a higher qualification are 2.3-2.7 times more likely to have a job than those with only school education

Participants with higher English skills are 3.5-4 times more likely to have a job



■ Unpaid job ■ Paid job









Source: Community Hub census of 1506 respondents from 51 hubs

Refugees' typical engagement path with Employment Services

	Description	Who's involved?
Arrival & HSP	<ul style="list-style-type: none"> ▫ 6 months of intensive case management incl. connection with housing, welfare, schooling¹ 	<ul style="list-style-type: none"> • Humanitarian Settlement Program (HSP) • Centrelink • Local/state-based services
Connected with ESP	<ul style="list-style-type: none"> ▫ Centrelink undertakes Job Seeker Classification Instrument interview, refers refugee to an Employment Service Provider (ESP) 	<ul style="list-style-type: none"> • A <i>jobactive</i> provider • Local/state-based services
Job-readiness activities	<ul style="list-style-type: none"> ▫ ESP develops Job Plan, including activities to increase refugee's job-readiness (e.g. English language classes, VET/TAFE) 	<ul style="list-style-type: none"> • <i>jobactive</i> targeted training • Adult Migrant English Program (AMEP) • TAFE/VET • Local/state-based services
Job search	<ul style="list-style-type: none"> ▫ Refugee undertakes job-search and reports activities in line with their mutual obligations² 	<ul style="list-style-type: none"> • <i>jobactive</i> • Centrelink
Employed	<ul style="list-style-type: none"> ▫ Refugee successfully obtains employment 	<ul style="list-style-type: none"> • Potentially, <i>jobactive</i> via wage subsidies

1. The "Streamlining Services for Refugees" measure in the 2018-19 Commonwealth Budget extended the period prior to connection to ESPs from 13 weeks to six months 2. May include periods on Work For The Dole where unemployment continues for six months or more










Engagement path has multiple pain points

	Pain point	Description
Arrival & HSP	 Insufficient early focus on employment	▫ Limited focus in HSP on employment preparation activities, even for capable jobseekers
Connected with ESP	 Engagement model too one-size-fits-all	▫ Initial assessments miss factors unique to refugees, leading to incorrect streaming. ▫ Three-stream model doesn't reflect the very wide range of refugee capability profiles
	 Women not sufficiently supported	▫ Female refugees often not primary jobseeker - Current model lacks flexibility to deliver complementary services like childcare, or ramp up AMEP/employment services later
Job-readiness activities	 Complex and costly to gain skill recognition	▫ Lengthy, difficult, and costly for migrants to gain recognition for prior qualifications
	 Not well coordinated with other services	▫ Employment services not well integrated with other services (e.g. AMEP, VET/TAFE)
	 Funding model too narrow	Narrow focus on employment outcome in current funding limits incentive for ESPs to invest in harder-to-place refugees (e.g. work experience, mentoring, training)
Job search	 Too much time spent on compliance	▫ Excessive time spent on ESP requirements as opposed to job search (e.g. completing activity schedules, navigating non-digital services)
Employed	 Employer needs not considered	▫ Insufficient preparation of refugees to meet employer needs (e.g. high-growth sectors in disability services and infrastructure)

Our core principles should inform how we solve these pain points

- 1 **□Sustainable employment is usually the best start to a new life in Australia** - resettlement should support finding suitable work as soon as possible
- 2 **Employment services should upskill and retrain all Australians** - old, young, and new
- 3 **All jobseekers have capabilities to contribute** - not least refugees
- 4 **One size does not fit all** - the new system should provide personalised, flexible, local services for the most disadvantaged
- 5 **Local agencies are typically best placed to coordinate or deliver integrated, flexible, and well adapted solutions** - especially for complex social services
- 6 **For disadvantaged jobseekers, aim for face-to-face engagement** - with a career or life-cycle perspective, and delivered at the family level when beneficial
- 7 **Funding models should be designed for outcomes and value for money** - not just price

Six initial ideas for reform

	Pain point	Proposal	Description
Arrival & HSP	 Insufficient early focus on employment	Encourage 'better' assessment and prompt activation of services	<ul style="list-style-type: none"> • Implement individualised assessment & service activation, improved systems, experienced staff to assess need • Better use period before activation for employment prep.
	 Engagement model too one-size-fits-all		
Connected with ESP	 Women not sufficiently supported	Reform governance & 'build in' evaluation	<ul style="list-style-type: none"> • Implement a randomised trial that exempts people from <i>jobactive</i> and tracks their progress via bespoke services • Embed evaluation of what works in the new system
	 Complex and costly to gain skill recognition		
Job-readiness activities	 Not well coordinated with other services	Gather more information pre-arrival to support faster start	<ul style="list-style-type: none"> • Gather more information pre-arrival about employment experience, skills & qualifications - to support faster qualifications recognition, and matching
	 Funding model too narrow		
	 Too much time spent on compliance		
Job search	 Employer needs not considered	 Change service & funding model to encourage steps towards employment	<ul style="list-style-type: none"> • Activity based funding to incentivise broader activities for high-needs cohorts, with greater flexibility and innovation • Pilot place-based approaches through area-specific governance and funding arrangements in high-need LGAs
Employed		Offer smarter digital solutions	<ul style="list-style-type: none"> • Boost flexibility of delivering training, language support, coaching and matching - with a focus on smartphones

1. Culturally and Linguistically Diverse
 Source: CPD Employment Services Working Group, June 2018

 Addressed in greater detail in subsequent slides

Overall, recommended approach would be more individualised, more focused on employment outcomes

From...

To...

Targeting

▫A lack of agency for local organisations who best understand refugee needs



▫Targeted regional/local approaches with public service agencies taking on brokering/coordination roles

▫Refugees given mainstream assessment and referred to standard ESP, in standard streaming



▫Dedicated/specialised refugee ESPs, with range of streams to support diverse cohort, and deep relationships with refugee-aware employers

▫All refugees wait 6 months post-arrival before being connected to employment services



▫Refugees assessed early for employment readiness, and connected as soon as appropriate for each person

▫Various Cwth Departments inefficiently coordinating overlapping responsibilities



▫Streamlined support for refugees by consolidating responsibilities across Cwth Departments

Efficiency

▫Substantial time spent completing compliance activities on-site rather than on job-search



Streamlined approach to fulfilling compliance requirements, including accessible digital options

Funding

▫Funding model rewards providers exclusively for achieving employment outcomes



▫Activity-based funding for higher-needs cohorts to incentivise investment in overcoming barriers

Deep dive – Funding model (I): Activity-based funding & place-based approaches hold promise for high-needs cohorts

Activity based funding can incentivise a broader range of activities

- Activity-Based Funding (ABF) is an approach to funding services driven by results, not price.
- Higher needs refugee cohorts typically need a period of activities which support sustained economic participation, for example:
 - Education
 - Skills certification
 - Training
 - Mentoring
- ABF for high-needs cohorts with ESPs could fund work experience, skills and qualifications, and investments in overcoming upfront employment barriers¹

Place-based approaches utilise local knowledge to increase effectiveness

- Place-based approaches recognise that targeted local approaches will often produce stronger outcomes, due to local knowledge, networks, and adaptation
- Local organisations are often the best placed to:
 - Engage businesses in considering candidates for jobs
 - Integrate services in a locally relevant way (incl. skills training, language, mentoring)
- Overseas examples² have shown several success factors:
 - Understanding of the local population's needs
 - Local control and design of programs
 - Close working relationships with and proximity to partner organisations
 - Active government involvement and integration with local businesses

Activity-based funding with place-based approaches should be piloted for higher-needs cohorts - will be key to the 'enhanced services model' being developed by ESEAP

1. Selection of activities to be funded requires careful calibration to avoid incentivising "make-work" which doesn't improve outcomes even over the longer term
2. Cities and Settlement Initiative has examined various models in the United Kingdom, Europe, Canada and the United States
Note: Content reflects views of CPD on Activity Based Funding as set out in letters to Chair of ESEAP

Deep dive – Funding model (II): Activity-based funding for high-needs could sit alongside lighter-touch model for others

Localised activity-based funding for higher needs cohorts...

Key features:

- Information on prior experience/ qualifications gathered pre-arrival
- Connected with appropriate preparatory activities soon after arrival
- More personalised approach to streaming and ongoing case management
- Activity-based funding supports high-value activities not linked to an immediate employment outcome (e.g. mentoring, work experience)
- A suitable local organisation takes the lead - ensuring services well adapted to context

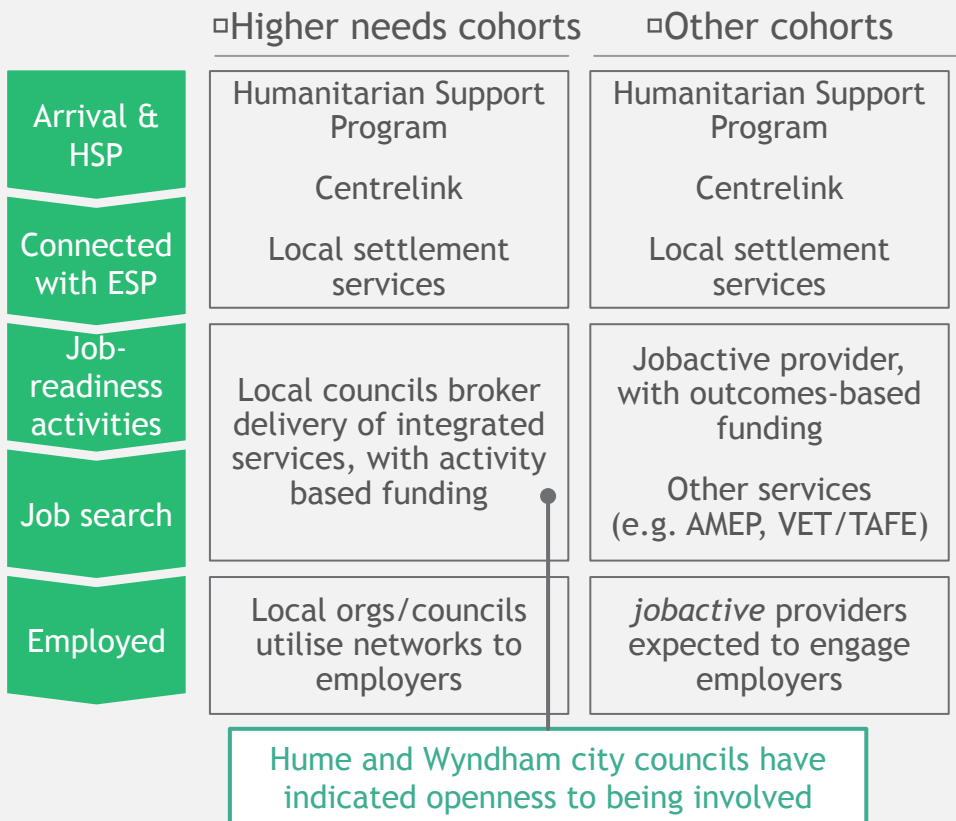
...And a lighter-touch digitally-led engagement model for others

Key features:

- Information on prior experience/ qualifications gathered pre-arrival
- Activation for employment services and job search as soon as appropriate for the individual
- Digitally-led engagement model to:
 - Reduce time spent on compliance
 - Increase time spent on training & job search
 - Increase diversity of online supports offered (e.g. language training, coaching, employment matching)

For discussion: Potential to pilot activity-based funding & placed-based approach in two LGAs

Pilot new approach just for higher needs cohorts, in two LGAs



CPD as strategic partner/catalyst

CPD takes strategic/catalyst role, for example:

- Broker relationships with councils, local orgs
- Partner with DJSB on pilot design
- Drive robust evaluation of pilot

Councils take on:

- Brokering/delivering employment services
- Networking with employers
- Integrating services at local level
- ...

Clear evaluation framework

Evaluation framework to be simple pre-post analysis

Key metrics include:

- Change in % of ES population who are refugees
- Before vs. after assessment of employability

Qualitative survey to provide a gender lens

Long-term metrics could be explored

Session 1: Local approaches

Session 2: Update on other work streams

Entrepreneurship

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Role of Employers

Session 3: Future employment services



Session 4: Exploration of gender based approaches

Appendix

Locally Connected Approach deep-dives

Entrepreneurship deep dive

Employer workstream deep dive

LGA profiles

Addressing the needs of refugee women in support of economic participation

Overview

Why examine economic participation through a gender lens?

Strengths

Women from refugee backgrounds have many skills and capacities to contribute to the Australian economy but are currently underrepresented in terms of their economic participation.

Opportunities

It is necessary to explore the unique role that gender plays as a barrier to economic participation and measures that might be taken to ensure that both refugee women and Australian society can benefit from their enhanced participation.

Collateral Benefits

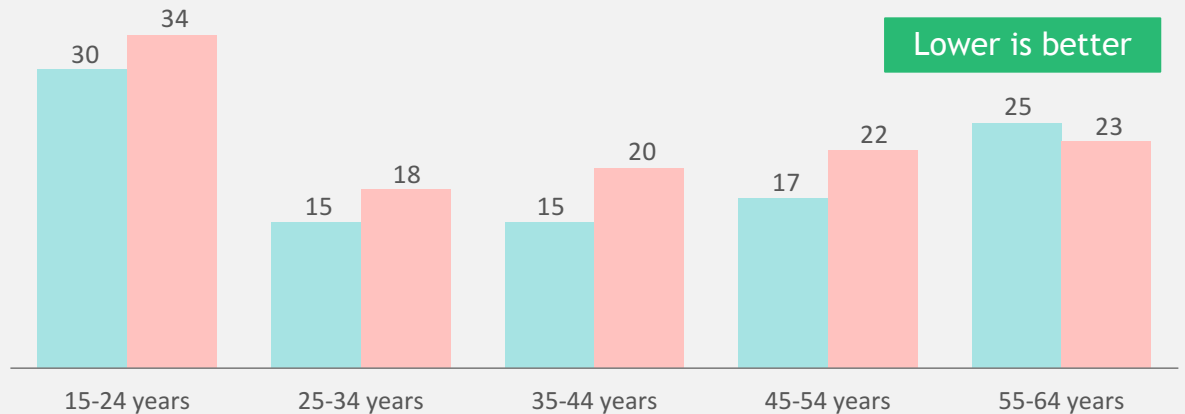
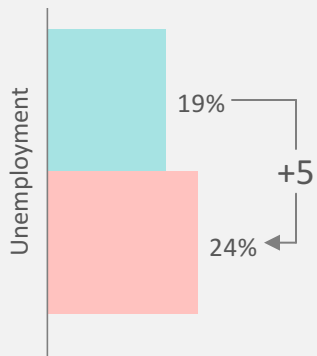
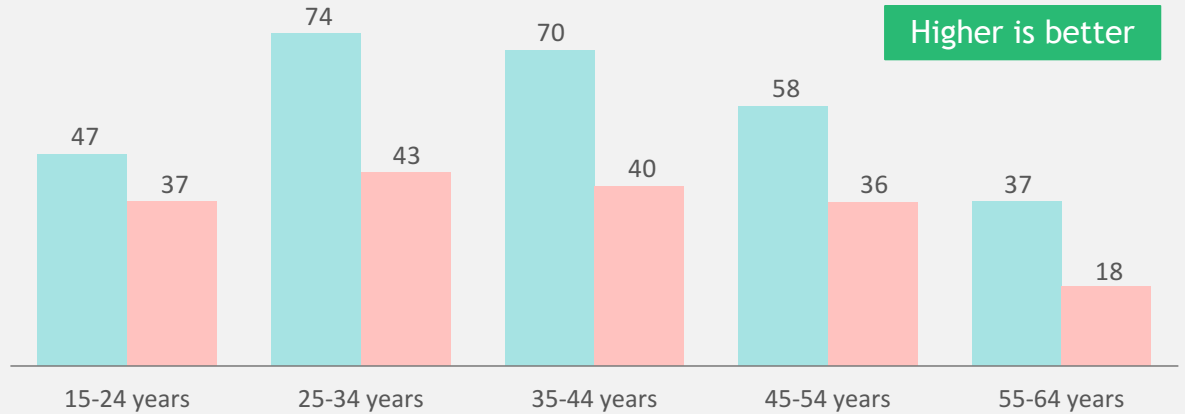
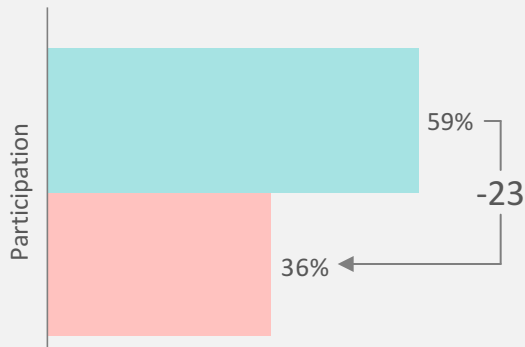
An approach that focusses on the needs of women is more likely to take into account the broader circumstances of the individual and, as such, has potential benefits for refugees more generally as well as other people who are underrepresented in economic life in Australia

Women have poorer labour market outcomes than men, particularly in labor market participation

Female Humanitarian migrants lower participation and higher unemployment than males

This is consistent across almost all age groups

Higher is better



Lower is better

Male Female

Source: ABS ACMID based on 2016 census

Age group

Understanding the additional challenges

Gender-Related Considerations

- Childcare responsibilities
- Family roles and dynamics
- Transport options and cost
- Language skills
- Work/family transitions
- Developing new networks
- Employer attitudes and practices

Gender-driven approaches have been developed in Australia and around the world

Some Australian approaches

- Community Hubs
- CORE Community Services
 - *Women's Settlement project*
- Brotherhood of St Laurence - *Stepping Stones to Small Business*
 - Mentoring, training and support to encourage female entrepreneurship
- SisterWorks (Richmond, Vic)
 - Supporting and encouraging entrepreneurs
- Hume City Council - *Supporting Parents - Developing Children* (2011-2014)

Overseas examples

Canada

- Women's Employment and Life Skills (COST Immigrant Services)
- Homeward Bound Residential Women's Employment Program
- Women Connecting with Women (Skills for Change)

Germany

- Stark Im Beruf
 - Federal Ministry for Family Affairs, Senior Citizens, Women and Youth
- ReDI School of Digital Integration

Canada has committed \$31.8 million over the next three years to support newcomer women who are also members of visible minorities. (Federal budget 2018)

- Immigration, Refugees and Citizenship Canada funds through the Settlement Program a range of targeted settlement services that can be accessed by refugee and other migrant women such as mentoring, information and orientation on rights and responsibilities, women-only employment opportunities and language support, and family and gender-based violence prevention support. In addition, child-minding and transportation services are offered to ensure that women with child care responsibilities are able to access these services.



Federally supported programs

Women's Employment and Life Skills (WELS) COSTI Immigrant Services

COSTI's Women's Employment and Life Skills program provides immigrant women who face barriers with Canadian labour market information, employment coaching, business English, pre-employment preparation, life skills training and online learning - communication in the work place. Through a series of thirty workshops, participants develop the skills and confidence to better enable them to increase their employability and achieve their individual goals.

- Employment Coaching
- Business English
- Pre-Employment Preparation
- Life Skills Training (Self Esteem, Financial Literacy, Canadian Workplace etiquette, Conflict Resolution, Stress Management, Assertiveness Training, and Personality Profile)
- Pronunciation and Clarity
- Online Learning - Communication in the Work Place



Homeward Bound Residential Women's Employment Program

WoodGreen Community Service

Homeward Bound Residential Women's Employment Program is an innovative program of wrap-around services to help single mothers and their children move from homelessness and poverty to successful careers and self-sufficiency. The program consists of:

- Free 2 year college education
- 14 week unpaid internships
- Access to sustainable employment opportunities through Industry partners
- Affordable furnished housing
- Free child care if available

Eighty percent of women complete the milestones for the program and become self-sufficient.

German federal government funds core program to improve job opportunities for mothers with migrant background

> The Program “Stark Im Beruf” (“Strong at work”) funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ) and the European Social Fund (ESF) funds 90 projects with up to 75,000EUR each p.a.



Federal funded program

Stark Im Beruf

Federal Ministry for Family Affairs, Senior Citizens, Women and Youth

The Program “Stark Im Beruf” aims to promote better opportunities for mothers with a migration background in the labour market and to facilitate the access to existing offers.

Since February 2015, around 90 projects were launched across Germany within the framework of the Program “Stark Im Beruf”. Since July 2017, the “Stark Im Beruf” Program has been extended to refugee mothers in order to improve their employment perspectives. One focus is the compatibility between work and family life. Lessons focus on the following:

- Electronic Data Processing Training (German: EDV)
- Creation of Job Applications
- Search and Preparation for Internship/Traineeship
- German language Training
- Competence/Skill Development
- Self-employment or Starting a Business
- Visiting companies



Multiple women refugee employment support programs are run in Germany by not-for-profit organisations

ReDI Digital Women Program

ReDI School of Digital Integration

The ReDI Digital Women Program aims to increase the technical skills of women and help them integrate in to German society and the job market.

Courses run on Saturdays and school offers childcare for the duration of the course. School provides laptops and translators. Course units:

- Your First Introduction to a Computer
- Basic Computer Skills
- How to bring your idea online through social media
- Intro to Cyber Security
- Graphic Design Fundamentals
- Coding Fundamentals for Young Women

By Feb 2018:

- 4,545 participants have completed the whole program
- 65% of the participants have an employment focus after attending ‘Stark im Beruf’
- 29 % have transitioned into employment (either paying into social accounts or self-employed)



Confidential: not to be cited or circulated without permission

Council on Economic Participation for Refugees

SECOND MEETING

Draft appendix



12-13 September 2018
SYDNEY



Session 1: Local approaches

Session 2: Update on other work streams

Entrepreneurship

Language

Role of Employers

Session 3: Future employment services

Session 4: Exploration of gender based approaches

Appendix



Locally Connected Approach deep-dives

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Case Studies

▫ We set out to select case studies where:

- The local authority faced a particular challenge with refugee integration into employment (increasing numbers of refugees, sub-optimal employment rates, political pressures etc.)
- The local authority was the primary actor in addressing this challenge
- The program/approach showed some degree of success in integrating refugees into jobs

Note: Other considerations included geographic diversity and a mix of urban/regional authorities

Six examples of effective approaches were identified



Greater London Authority offers strategic local governance model for settling refugees

The London Strategic Migration Partnership (LSMP), funded by the UK Home Office, consists of representatives from the Home Office, local boroughs, service providers and community organisations.

Meetings of the LSMP address major issues (e.g. Grenfell Tower Fire) and deliver findings and recommendations to the Mayor of London and the Home Office. The LSMP is regarded as the “centre of gravity” for all the work on migration issues, and has a close relationship with national settlement and employment service providers.

▫Key factors for success:



▫ Intergovernmental governance model

- LSMP maintains strategic overview of the state of migration in London, covering key issues and trends in immigration policy and operations, with a priority focus on economic and social integration.
- Includes a Migrant and Refugee Expert Advisory Panel
- Considers policy proposals by Government (including Home Office or other Partnership members) which may affect migrants, refugees and asylum seekers, and makes recommendations to influence legislation, policy and their implementation.



▫ Integrated partnerships and trusted coordination

- LSMP Workplan 2018-19 seeks to unite boroughs, community sponsors, businesses and landlords to maximise the potential of asylum and refugee resettlement.
- Has a dual focus on economic and social integration, with direct consideration of the needs and experience of London’s businesses, and the role of employers in supporting integration (including the resettlement of refugees).



United Kingdom

▫ Greater London Authority

- Population: 8.825 million (2017)
- Informed by Mayor Sadiq Khan’s ‘All of Us’ strategy

The city of Gothenburg provides vocational experience combined with language skills to help refugees find work

Sweden has one of the highest asylum seeker immigration per capita rates in the world, accepting over 160,000 people in 2015. The national government administers a number of programs to assist with economic integration and employment services for this group, including Fast Track and the Swedish Public Employment Service.

However, a strong tradition of self-governing local authorities with independent control over funding has also allowed for local, place-based solutions to address the challenge of integrating refugees into the labour market.

Key factors for success:



Providing work experience and skills training

- Refugees arriving in Gothenburg are provided with work experience at one of two enterprises, while also studying Swedish in language classes:
 - Förvaltnings AB Framtiden, is a company that provides vocational experience opportunities, in this case refugees assist with housing development, which in turn supports housing for other refugees
 - The Parks and Landscape Administration, the city's local government authority for public spaces
- The city created Skills Centres in 2015 to provide people with a mechanism for learning specific skills and thus increase their employability



Significant control over the design and funding of program

- In 2016, only 1/3 of the costs of Gothenburg's integration measures were paid by the national government
- The municipality has leveraged connections with higher education and vocational training institutions to provide bespoke employment services; it has also invested in local population outcomes measurement



More even distribution of refugees

- The City of Gothenburg settles refugees within different parts of the city to ensure diversity of opportunity, avoid ghettoisation, and distribute the burden on local services such as schools and housing
- An additional benefit of this could be decreased internal competition for employment among refugees

Source: City of Gothenburg Annual Report (2015, 2016)



Sweden

City of Gothenburg

Population: 572,779

34% of the population were either born outside of the country or have at least one parent born abroad

12,858 refugees settled in Gothenburg between 2010-2016

Danish municipalities use tripartite model (local authority, employer, trade union) to address job challenges

Denmark has one of the lowest overall rates of unemployment in Europe. The Danish labour market model is sometimes referred to as the 'flexicurity model' because of its focus on both labour market flexibility in a dynamic economy and social security for workers.

However, in recent years Denmark has faced increasing challenges getting refugees into employment. This has been driven by both increasing numbers of refugees (over 14,000 asylum seekers arrived in 2014, nearly double the previous year's figure) and mounting political pressure over the number of refugees receiving social welfare.

Key factors for success :

Decentralised local employment councils and job centres



- Danish municipalities have decentralised administrative and financial responsibilities for many social services, including employment services and unemployment benefits
 - Local governments define their own employment plans and local targets, incorporating high-level targets set by national and regional authorities, and these are approved by *local employment councils*
- Local employment councils also monitor the effects and outcomes of measures undertaken by *job centres*

Tripartite cooperation at the local level



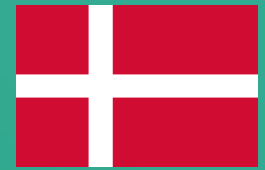
- Cooperation between trade unions, employers' organisations and the state is characteristic of the Danish labour market model, based more on agreement than regulation
- Danish municipalities convene meetings between local social partners (trade unions and employers' organisations) to address employment issues and opportunities, including those relating to refugees

The Basic Education and Integration scheme



- A recent focus for local councils has been on integrating refugees into work, and the State has adopted a "work now, learn Danish later" approach, aiming to put refugees in short-term jobs at an apprentice salary
- Danish municipalities, including Lejre, work with local businesses to match refugees with these positions

Source: Danish Employment Policy (2008), Dansk Arbejdsgiverforening (2017)



Denmark

□ Danish Municipalities □ (e.g. Lejre Municipality)

□ Population: 27,333

□ Twice as many refugees aged 18-59, who arrived in Lejre between 2011 and 2015, found employment in 2016 compared to the previous year

□ Lejre Municipality is one of the best performing municipalities, with 30% employment among refugees

Katwijk's elderly centre Salem project provides vocational education and pay to refugees in the aged care sector

Refugees in the Netherlands face many challenges in finding employment. Recent experiences have shown a poor track record of integration into the Dutch jobs market: Of the 33,000 newcomers receiving residency between 1995 and 1999 and were still in the country in 2011, after five years, only half had a job for more than eight hours a week. The challenges begin with the asylum procedure, where government policy prohibits asylum seekers from paid working for the first six months, creating a 'gap' in their CV.

In November 2015, an agreement was reached between different layers in government to focus on meeting mid-term needs of refugees including integration into the work force, housing and health care, which has formed the basis of collaboration between the central and local governments on refugee integration.

Key factors for success:



Combining training with work experience

- The municipality of Katwijk has worked with the Elderly centre Salem in collaboration with the COA (Central Organisation for the reception of Asylum seekers) on an Innovative project including housing, working and nursing education. The 3 year dual program includes vocational nurse education alongside working with a salary
- Dual approach allows language/ civic integration activities to be taken up together. Participants learn the Dutch language before starting the dual program in the first 8 months to prepare for the Integration Exam
- Refugees are also guided by volunteers that help them to orientate and participate in Katwijk



Tailored approach geared to individual needs

- The program targets refugees with a residence permit living in one of the reception centres in the Netherlands, with affinity with the elderly care and who are willing to live, work and learn in the elderly centre



Netherlands

▣ Katwijk Municipality

Population: 64,589

Project implementation period:
01/07/2015 - 01/02/2017

Zaanstad's collaboration with NewBees matches refugees with traineeships to improve their chances in the labour market

Zaanstad is a municipality in the Netherlands which started receiving resettled refugees in 2006. In 2013, Zaanstad took a leading role in cooperation with surrounding municipalities to be able to accommodate resettled refugees. In integrating in the job market, refugees navigate a complex process managed by multiple institutions, from the Ministry of Justice, the Ministry of Social Affairs and to decentralised municipalities.

Partnering with foundations such as NewBees helps municipalities prepare newcomers for the labour market, through traineeships (voluntary work or internships) which increase refugees' chances in the labour market and allow early participation in the Dutch community.

Key factors for success:



Partnering with Foundations with broader connections in the job market

- NewBees also partners with the municipality of Kansfonds and Stroom Nederland to facilitate volunteer work by asylum seekers at Dutch non-profit organizations and companies while they await the outcome of their asylum procedure.
- In 2017, Newbees made 253 matches in Amsterdam and Zaandam and accumulated 6,942 hours of interning/volunteering



Focus on community participation and language skills

- During the Traineeship, newcomers work on language and employability skills under the guidance of a coach who has a similar experience entering the Netherlands as a migrant. After completion, they receive a certificate and receive assistance in their journey through the labour market



Netherlands

▣ Zaanstad Municipality

▣ Population: 151,109

▣ Unemployment rate: 6.6%

▣

“NewBees is an indispensable partner for Zaanstad. Together we ensure that the newcomers quickly become part of the Zaanse society.”

- Maja Matosevic, Program Manager at the Municipality Zaanstad

Vancouver immigration partnership's new start strategy coordinates a series of local initiatives

Vancouver's demographic profile is constantly evolving, and high refugee settlement immigration rates in Vancouver present inherent challenges to finding employment: in 2011, recently arrived immigrants/refugees experienced higher unemployment (10%) than established immigrants and Canadian-born individuals (7%).

▫The City of Vancouver Immigration Partnership New Start Strategy (2016) aims to overcome these difficulties through a series of locally coordinated initiatives.

▫Key factors for success:



▫Understanding needs of local employers

- The city undertook a survey of Vancouver-based employers in 2016, and is developing strategies to address employers' challenges in improving workplace diversity/inclusion
 - The survey targeted businesses of all sizes and was coordinated in conjunction with the Immigrant Employment Council of BC, the Angus Reid Foundation and local Business Improvement Associations



▫Leveraging City interactions with local businesses

- The City is considering providing businesses with information on welcoming and inclusive workplaces whenever they apply for, or renew, business permits



▫Focusing on development of language skills through local providers

- The City is encouraging collaboration between employers and local language providers to identify language needs in the workplace and make recommendations for language initiatives in the workplace
 - 45% of Vancouverites report non-official language as their mother tongue (2011); 8% (46,000 people) cannot converse in English or French



▫Facilitating job matching at local level

- The City is convening a partnership to host local networking events for immigrants, refugees & employers

Source: New Start (2016-2025): A settlement and integration strategy for immigrants and refugees in Vancouver, City of Vancouver



Canada

▫City of Vancouver

▫Population: 647,540 (2014)

▫48% of the population were born outside of the country (2011)

▫7% arrived in Canada within last five years (2011)

▫46,700 refugees were admitted to Canada in 2016 (highest since 1980)

LA county offers programs to improve employability including work experience and community service

The County of Los Angeles is the most populous in the United States, and was second only to San Diego County in the number of refugees settling there since 2002.

Refugee Services within the Office of Temporary and Disability Assistance is the single state agency responsible for the implementation of services to refugees. They coordinate a comprehensive offering of local initiatives, contracted to local service providers, designed to improve refugees' employability and economic self-sufficiency in conjunction with local providers.

▣Key factors for success:



▣Offering vocational language training in conjunction with work experience and on-the-job training

- Local providers are contracted to coordinate work experience programs that provide work-site behaviour skills, acquisition of new skills and enhancement of existing skills
- English-as-a-Second-Language courses may be taken by a participant prior to, or concurrently with, enrolment in a vocational/career preparation course
- "Post-employment" services are also offered, to provide participants who have found employment with the information, resources, and tools they need to retain employment, and achieve economic self-sufficiency



▣Funding local community service opportunities

- Community service programs are offered with local private or non-profit organisations, to enhance or further develop skills, hopefully leading to unsubsidised full-time employment



▣Providing life skills/acculturation workshops to support employability

- Funding is available for workshops designed to equip participants with skills for everyday life in the community as well as essential local knowledge, including applicable labour law and gender law, equal rights of employment, and acceptable professional work ethics

Source: Department of Public Social Services Refugee Social Services and Targeted Assistance Plan (2017), County of Los Angeles



USA

▣Los Angeles County

▣Population: 10.2 million (2015)

▣LA County welcomed nearly 30,000 refugees between 1987-2017

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Appendix

Locally Connected Approach deep-dives



Entrepreneurship deep dive

Employer workstream deep dive

LGA profiles

Strategic approach

- **Federal & state settlement/employment services should integrate self-employment/entrepreneurship in economic participation strategies for refugees**, as in the US, where the Office of Refugee Resettlement (ORR) takes a holistic approach to settlement, employment & entrepreneurship.
- **Federal entrepreneurship strategies (e.g. The Entrepreneurs' Programme) & state ones should include a strategy to promote refugee entrepreneurship that addresses refugees' particular needs and challenges**, as in the EU, whose Entrepreneurship 2020 Action Plan does so. At state level, Victoria's LaunchVic is a role model in this respect.
- **Support to potential refugee entrepreneurs ought to be targeted and timely**, since only a minority of refugees want to become entrepreneurs, but those that do typically take 7+ years in Australia to realise their ambition. Skills assessments and career orientation sessions ought to take place soon after arrival in Australia and include evaluations of entrepreneurial traits, marketable skills, interest in starting a business and previous entrepreneurial experience to help identify prospective entrepreneurs.

Upskilling

- **Prospective refugee entrepreneurs ought to be offered appropriate business and language training**, e.g. courses in English for business, how to start a business, Australian business practices & law
- **Skilled refugees ought to be provided with small interest-free loans to enable them to obtain local licenses and qualifications, and thus become self-employed or small business owners**, as Immigrant Access Fund Canada does.
- In 2016, Immigrant Access Fund Canada (rebranded as Windmill Microlending on 30 August) introduced a micro-loan programme for refugees that offers interest-free loans of up to C\$10,000 (A\$10,600) to obtain licensing and/or training in their field within three years of obtaining refugee status. Many (e.g. doctors, accountants, lawyers, taxi drivers) then become self-employed or small business owners. Funding is provided by private banks e.g. Royal Bank of Canada, with the interest-free component made possible by community donations.
- 80% of IAF loan recipients subsequently found work closely matching what they did before coming to Canada; their average income trebled from C\$16,000 to C\$50,000; their federal and provincial tax payments quadrupled from C\$1,945 to C\$8,452. Thus every \$1 invested in IAF's program returns \$15 to the Canadian economy in the first year after a borrower completes their lending plan.
- **Incubators for refugee entrepreneurs should consider offering part-time employment opportunities to prospective refugee entrepreneurs** with their business partners, as The Entrepreneurial Refugee Network (TERN)'s pre-incubator programme does in the UK. This would give participants insights and experience in different business sectors, while developing skills relevant for self-employment (or employment if they turn out to be unsuitable or unwilling to become entrepreneurs). For example, the Ben & Jerry Foundation's Ice Academy provides would-be entrepreneurs with part-time jobs as ice-cream vendors while developing their business idea.

Connections

- **CPD and the Council should help mobilise a country-wide network of stakeholders and volunteers to help refugees start a business**, as Startup Refugees does in Finland.
- Startup Refugees brings together more than 500 partners, including companies, government officials, NGOs, universities, congregations, research institutes, communities and individuals from across Finland who support refugees with starting businesses and entering the labour market. Everyone is welcome to join the network, as long as they offer something concrete to support their common goal.
- The network offers work and education opportunities, professional connections, funding, mentoring, support in skills development and useful information, among other things. It has supported the development of more than 55 businesses run by refugees and offered over 4,000 work and education opportunities so far.
- **At state/local level, SSI's successful Ignite Small Business Start-ups programme** – which connects aspiring refugee entrepreneurs to a network of industry experts and volunteers from local businesses, councils, chambers of commerce and other professional backgrounds - **should be replicated in other parts of Australia.**
- **Refugee entrepreneurs can also benefit from being connected to a network of other refugee entrepreneurs, who** have valuable experience and support to share in developing a business plan and implementing it.
- At a country-wide level, The Entrepreneurial Refugee Network (TERN) in the UK has created a network of refugee entrepreneurs.
- At state/local level, the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) connects prospective refugee entrepreneurs to local entrepreneurs of a similar background in western and south-western Sydney.
- **Refugee entrepreneurs would also benefit from structured help in connecting to potential customers and markets**, as TERN also provides.
- In the US, Big River Farms provides refugee/migrant farmers with a plot of land and access to farm infrastructure so that they are able to cultivate their own small, sustainable, commercial farms. Through its Community Supported Agriculture (CSA) programme it then provides a market for the farmers' produce. It also encourages participating farmers to develop their own value chains by selling through farmers' markets, wholesalers and restaurants.
- In the UK, Minority Supplier Development UK (MSDUK) is the leading non-profit membership organisation that drives inclusive procurement and supplier diversity. It encourages private businesses and public organisations to source supplies from businesses owned by people from a refugee/migrant background and connects them to each other. Research from the US shows that businesses that focus heavily on supplier diversity generate a 133% higher return on their buying operations. MSDUK is currently expanding in Europe and its business model could also be applied in Australia.

Capital

- **Lack of capital is a big reason why entrepreneurship rates are much lower during refugees' first six years in Australia;** they often need to work to accumulate savings in order to start a business. In the absence of credit ratings or collateral, obtaining a bank loan is generally not an option. A variety of approaches could be employed to overcome this challenge.
- **Interest-free charitable loans.** In the UK, Restart Refugee Support (RRS), a charity, provides interest-free loans to refugee entrepreneurs, including those graduating from TERN, with no requirements for collateral, equity or guarantors.
- **Loan guarantees.** In Sweden, the Ester program offers female refugees/migrants on their 18-month entrepreneurship programme that have approved business plans access to affordable microfinance products with reduced risks through a collaboration with Swedbank (a bank) and Johanterhjälpen (a charity) which guarantees 80% of the loan of each entrepreneur, with loans to be repaid within 3 years.
- **Character assessments.** Thrive relies on individual character assessments and business experts' assessment of borrowers' business plans. It looks very promising; so far it has 98-99% repayment rates, although its CEO cautions that it is still a new venture and default rates tend to rise over time. However, it is hamstrung by a lack of funding, which means it cannot meet existing demand or expand geographically. Having relied initially on an interest-free loan of \$2 million from Westpac, it is now seeking to raise funding on a commercial basis, but as a result the interest on its loans is to rise from 9.5% to 12.5%. Could a consortium of banks be persuaded to help Thrive expand? Could public money be tapped?
- **Crowdfunding.** Kiva, an international non-profit that is the world's largest crowdfunding platform for social good, has enabled people around the globe to lend \$1.2 billion to entrepreneurs in the US and more than 80 developing countries since 2005 through a network of field partners. In 2016 Kiva launched the World Refugee Fund (WRF) specifically for refugee entrepreneurs, facilitating \$3.5 million in lending in 2017. Since individuals lend as little as \$25 each, they are both tolerant of risks and compassionate.
- To mitigate risk, Kiva and its partners engage in group lending whereby each individual member guarantees the other individuals in the group. Refugees' repayment rate is 96.6%. "We are very much open to expanding to other developed countries that are hosts to large refugee populations," says WRF senior portfolio manager Lev Plaves.
- **Start-ups with high growth potential, notably in the tech sector, may be able to attract equity funding.**
- In Victoria, YGAP's First Gens accelerator, funded primarily by LaunchVic, provides \$25,000 of equity capital to the refugee/migrant entrepreneurs with the most promising social impact ventures to help them grow their businesses as well as opportunities to pitch to impact investors, philanthropists, entrepreneurs and industry leaders.

Enabling environment

- **Federal & state governments should seek to reduce legal and regulatory barriers that impede entrepreneurship by refugees and other disadvantaged groups.**
- For example, the recognition of foreign qualifications could be facilitated.
- The Kiva crowdfunding model whereby groups of borrowers guarantee each other would require a change in data protection laws.
- **Start-up visas could be created for refugees offshore who obtain business/financial sponsors in Australia**, potentially in partnership with Talent Beyond Boundaries

Specific support

- **Intensive, one-on-one, ongoing support is much more effective than short generic courses.** One way to keep costs down is to rely on a network of volunteers, as Ignite and Thrive do.
- **Support needs to be targeted at different stages of business development:** information/awareness raising (for those with entrepreneurial inclinations), pre-incubator (formulating and developing a business idea and plan), incubator (pre-launch and early stage) and accelerator (growth phase).
- **Female refugee entrepreneurs may need targeted support.** In Sweden the Ester programme attributes the success of their programme to the longer-term and intensive guidance that they provide to participants, tailored to their particular needs. Participants are divided into smaller groups of 5-10 women who meet each week for common training, individual studies, field trips and other activities which include practical training. A personal business adviser is also assigned to each participant; adviser and participants work together closely to develop a feasible business plan and then to implement it. Once participants have registered their new businesses, coaching and mentorship is provided to support the growth of the company.

Spotlighting success stories

- **Successful refugee entrepreneurs should be celebrated as role models, to inspire other refugees and to create a more positive narrative about refugees among Australians**
- One idea is to create a Refugee Entrepreneur of the Year award
- **In Germany, the Jumpp project seeks to make female refugee/migrant entrepreneurs visible as role models** by placing them at the forefront of their activities and communicating their success as entrepreneurs and role models through the media and at events.

Session 1: Local approaches

Session 2: Update on other work streams

Entrepreneurship

Language

Role of Employers

Session 3: Future employment services

Session 4: Exploration of gender based approaches

Appendix

Locally Connected Approach deep-dives

Entrepreneurship deep dive



Employer workstream deep dive

LGA profiles

Options space

Increase employability

- Language training
- Qualification/ skills verification & recognition
- Training/ bridging courses
- Job readiness coaching
- Volunteering/ work experience placement
- Role of age and gender

Facilitate employment

- Employer needs & refugee skills matching (urban & regional)
- Employer guidance¹
- Apprenticeships/ internships
- Employment bonuses²
- Positive signaling & preferential treatment³

□ Sustain employment

- Wage subsidies
- Employment adjustment/ personal support services⁴
- Mentoring/ coaching
- Upskilling/ pathways
- On-the-job vocational training

Who and How: Implementation of new approaches in Australia

- Potential actors: Government (federal, state or local), private sector, philanthropy, others?
- How: Ways to increase efficiency in recruitment and reduce the per person cost to employers

Comprehensive employment integration schemes

- IGU - 'integration basic education' scheme (Denmark)
- Joblinge (Germany)

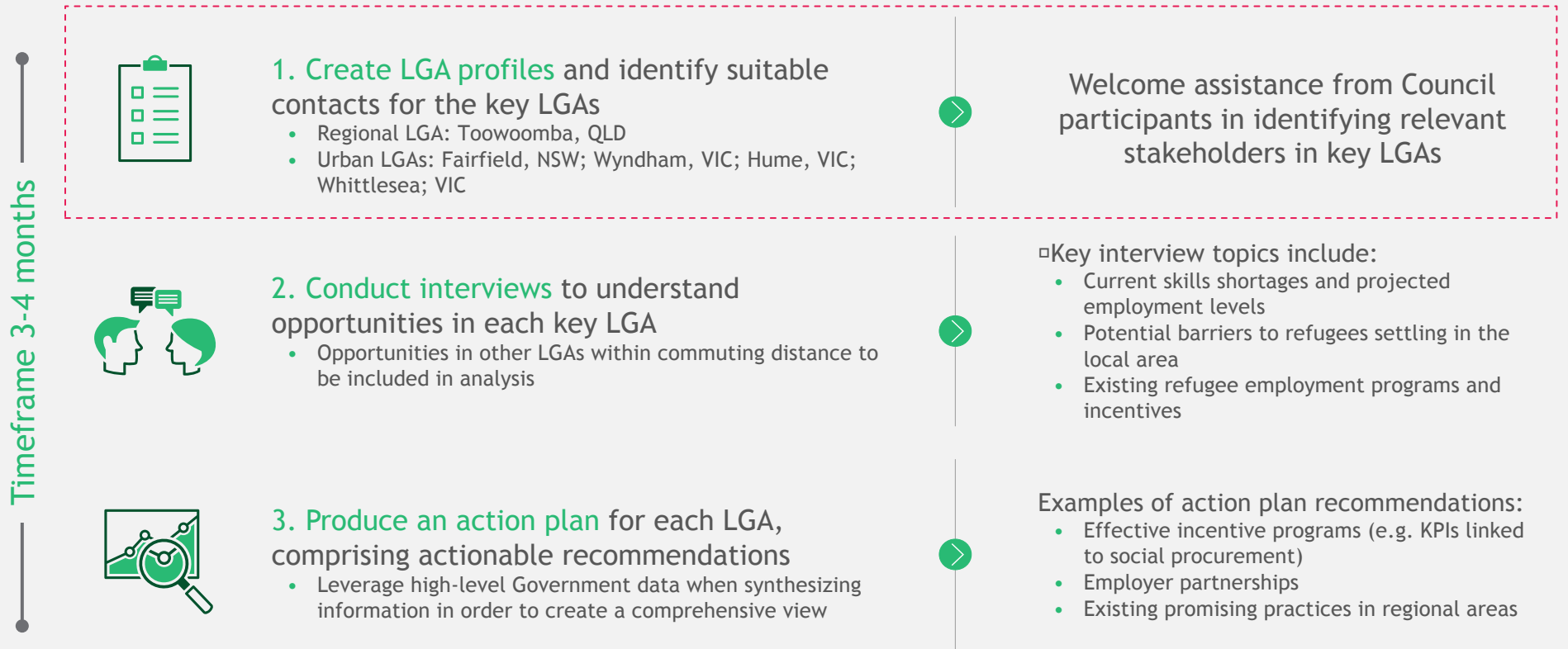
1. Tips to find the right candidate & provide the required support & adjustments 2. Bonuses paid upon employment of refugees 3. E.g., Advantaging refugee employers in public procurement 4. E.g., Finding shifts that work with refugees integration services, helping find accommodation & access public services

Matching employer gaps to refugee talent

Occupation - level 1	Occupation - level 2	5 yr growth ('000) ¹ [Market size ('000)] ²	Refugee vs citizen participation (%) ³	Refugee skills matching ⁴	Hypothesis
Community & Personal Service Workers	Carers & Aides (e.g. Child Carers, Personal Carers)	138.5 [513.2]	Δ +10% (14% refugees)	n/a	Existing match between employer need and refugee skills; opportunity to partner with employers (e.g. NDIA)
Sales Workers	Sales Assistants & Salespersons	34.8 [726.1]	Δ +0% (6% refugees)	Approx. 4% have sales experience	Existing match between employer need and refugee skills; opportunity to partner with employers
Community & Personal Service Workers	Hospitality Workers (e.g. Bars, Cafes, Hotels, Restaurants)	32.8 [285.3]	Δ -1% (1% refugees)	n/a	Existing match between employer need and refugee skills; opportunity to partner with employers (e.g. WOW)
Technicians & Trades Workers	Construction Trades Workers (e.g. brick layer)	21.5 [396.2]	Δ +6% (9% refugees)	n/a	Existing match between employer need and refugee skills; opportunity for social procurement (e.g. Victorian & Queensland govts.)
Professionals	Healthcare Professionals (e.g. Medical Doctors, Nurses)	129.8 [608.6]	Δ -2% (3% refugees)	Approx. 5% have medicine qual.	Unrecognised skills match with growth potential; opportunity to recognise existing qualifications
Professionals	Business, Human Resource and Marketing (incl. Accountants)	58.8 [673.7]	Δ -4% (2% refugees)	Approx. 8% have business qual.	Unrecognised skills match with growth potential; opportunity to recognise existing qualifications
Professionals	Design & Engineering Professionals (incl. Architects)	42.1 [420.1]	Δ -3% (1% refugees)	Approx. 10% have engineering qual.	Unrecognised skills match with growth potential; opportunity to recognise existing qualifications
Technicians & Trades Workers	Engineering, ICT & Science Technicians	23.4 [245.9]	Δ -1% (1% refugees)	Approx. 10% have engineering qual.	Unrecognised skills match with growth potential; opportunity to recognise existing qualifications
Community & Personal Service Workers	Sports & Personal Service Workers (e.g. Physical Trainer)	39.1 [186.4]	Δ -1% (1% refugees)	Less than 1% with existing sports qual.	Skills mismatch with growth potential; opportunity to partner with education providers (e.g. AIS)
Professionals	ICT Professionals (e.g. Java Developer, Solutions Architect)	29.9 [242.9]	Δ -2% (1% refugees)	Approx. 2% with computer qual.	Skills mismatch with growth potential; opportunity to partner with education providers (e.g. Coursera, TAFE)

Source: ABS AEMID July 2016, Refugee Talent July 2016, ABS Census May 2016

Bottom-up approach planned to identify employment opportunities and skills gaps in priority LGAs



Data sources identified so far

Australian Census and Migrants Integrated Dataset (ACMID) - relates to people who have migrated to Australia under a permanent Skill, Family, Humanitarian or Other Permanent visa stream and arrived between 1 January 2000 and 9 August 2016 (<https://bit.ly/2wt4F3M>)

- Participation of humanitarian migrants by occupation / industry and gender, including split by state (2016)
- Qualifications of humanitarian migrants by occupation (2016)

Department of Jobs and Small Business - publicly available data from the Department of Jobs and Small Business website (<https://bit.ly/2PSCzrN>)

- Skills shortage reports, including split by state (2017)
- Participation of Australian citizens by occupation or industry, including split by state (2017)
- Projected five year job growth by occupation, including split by state (2017-2022)
- Projected five year job growth by industry, including split by region (2017-2022)

Refugee Talent - skills and qualifications recorded for ~2,000 humanitarian migrants that have made use of Refugee Talent's services

- Indicative percentage of humanitarian migrants with common qualifications / job experience (e.g. engineering, medical training, etc.)

▫ **Building a New Life in Australia: Longitudinal Study of Humanitarian migrants** - data collected from a recurring survey conducted over the last five years with the same group of refugees with questions focused on employment and settlement

Note, we have used **ANZSCO** (occupations) and **ANZIC** (industries) for classifications that are standard in jobs data

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Appendix

Locally Connected Approach deep-dives

Entrepreneurship deep dive

Employer workstream deep dive



LGA profiles



Deep dive: Profile of LGAs

Background for these profiles

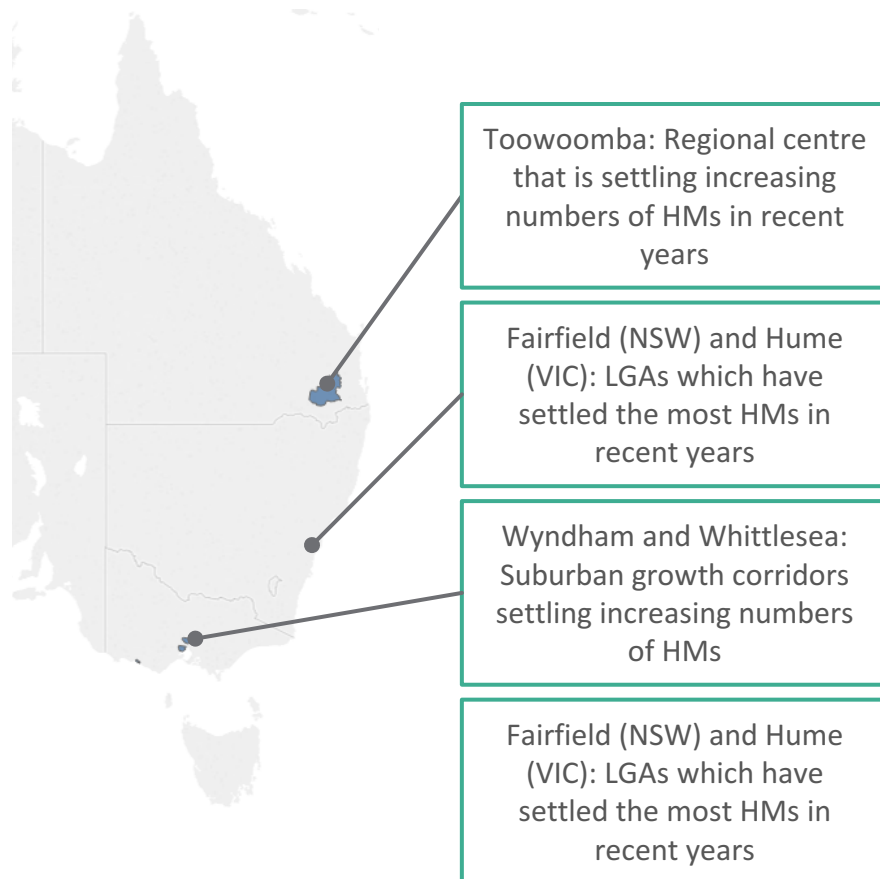
This appendix has detailed LGA profiles for Fairfield, Hume, Wyndham, Whittlesea and Toowoomba

These profiles provided a more detailed picture of selected Local Government Areas (LGAs), along with data on local job markets.

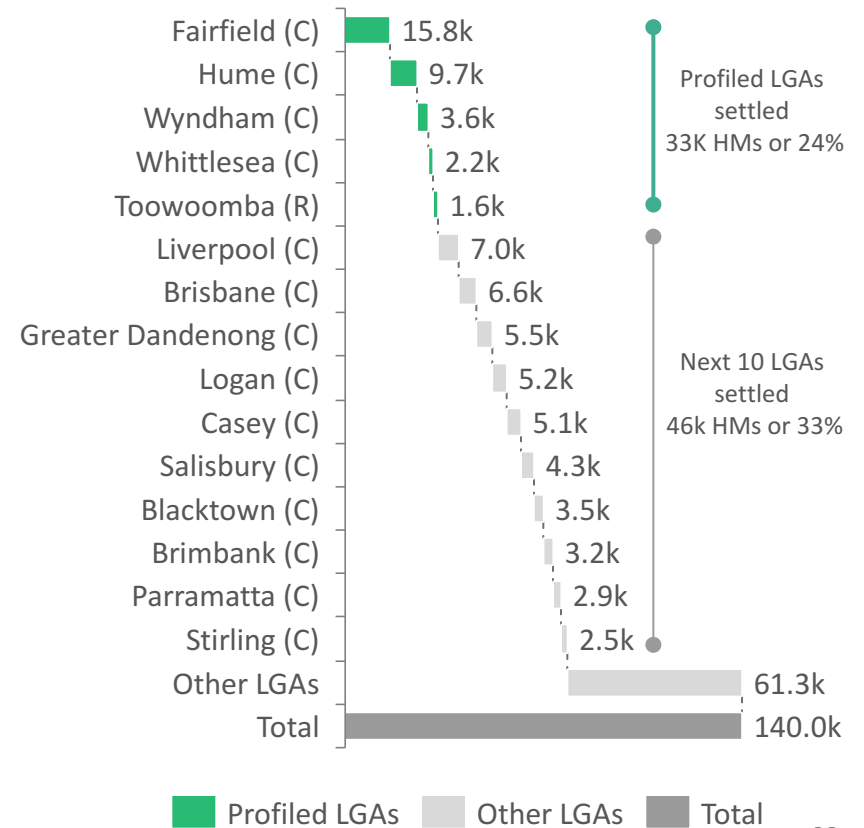
- Local labour market outcomes and projected jobs by industry
- Demographics of Humanitarian migrants settled in each LGA
- JobActive network and refugees served

This analysis can support the development of place based approaches to employment of humanitarian migrants

These profiles show more detailed refugee and labour market outcomes for a selection of Local Government Areas (LGAs) across NSW, VIC and QLD



These LGAs settled 33K humanitarian migrants from 2009-17, which is 24% of the national total

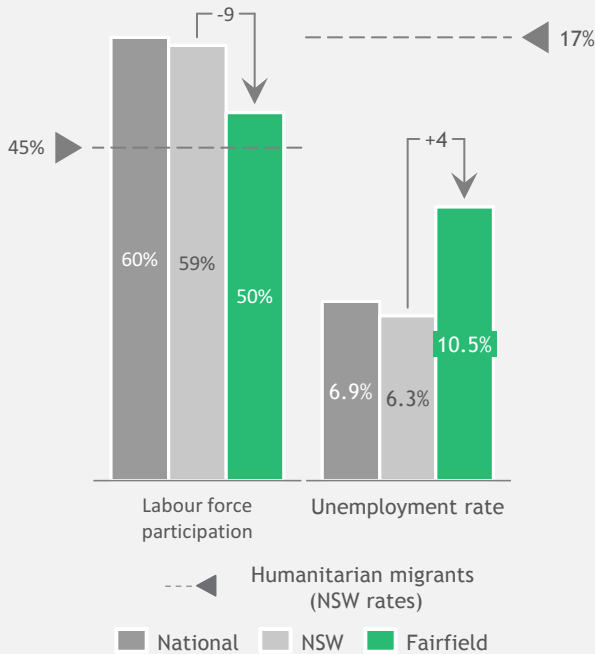


Fairfield has lower participation and higher unemployment rates than NSW

Most employment is in manufacturing, retail and construction

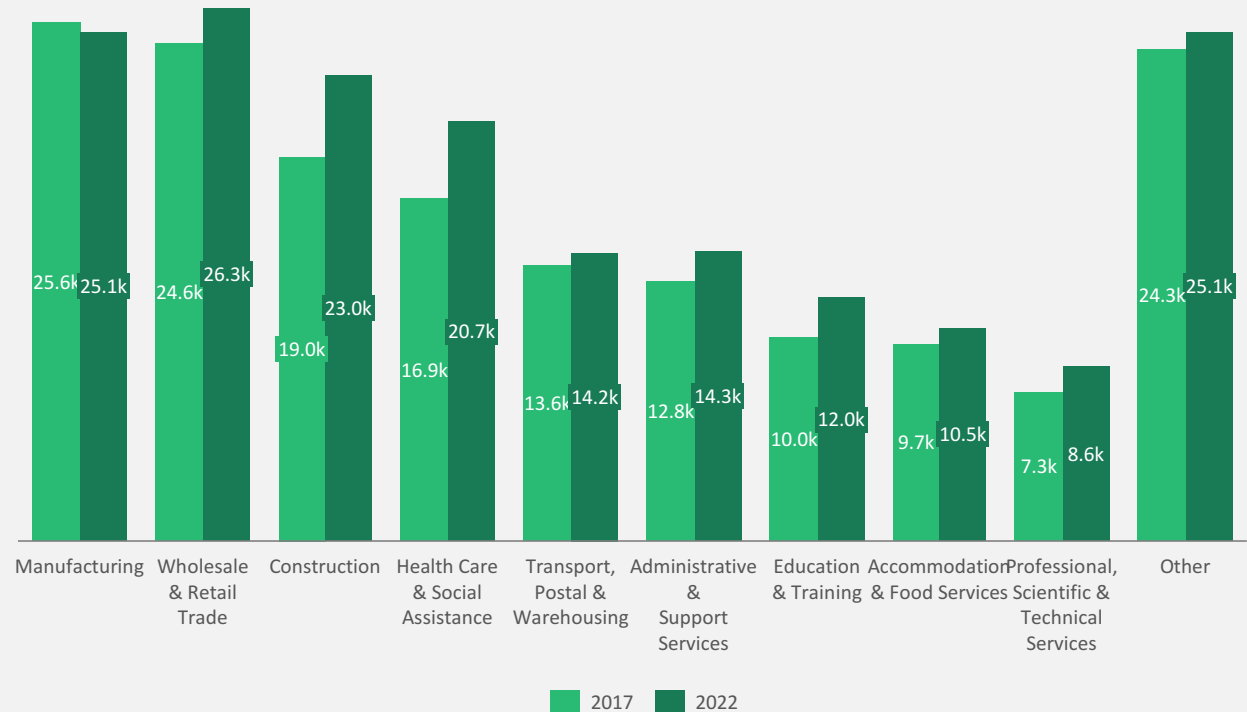
Fairfield has participation of 50% and unemployment of 10.5%

Fairfield labour market outcomes



Fairfield is in the South West Sydney employment area, where jobs are in manufacturing, retail and construction

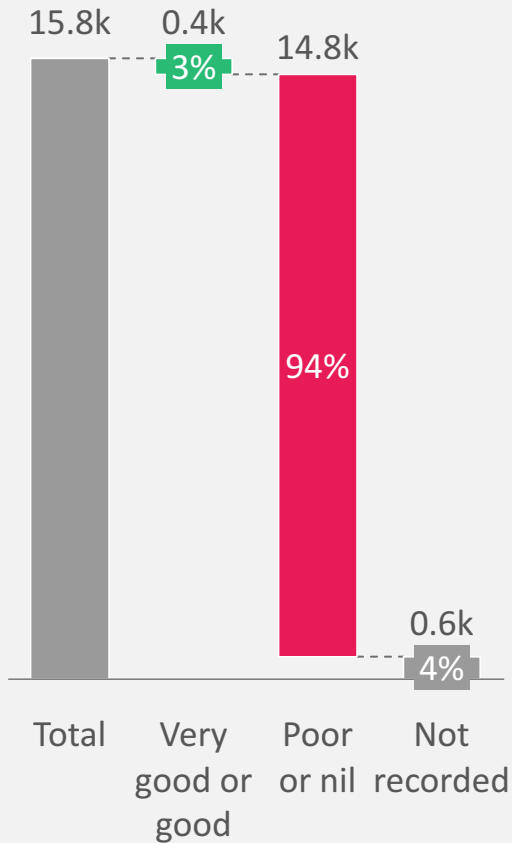
Jobs by industry in South West Sydney, 2017 and 2022 (DJSB 5 year growth projection)



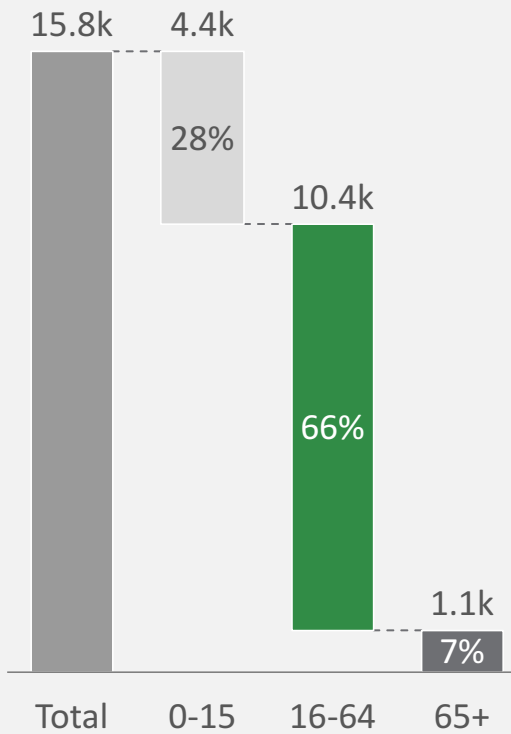
1. Industry projections used as a proxy for occupation job growth
Source: ABS ACMID and 2016 Census, DJSB Labour Market projections

Fairfield has settled 15.8K humanitarian migrants since 2009

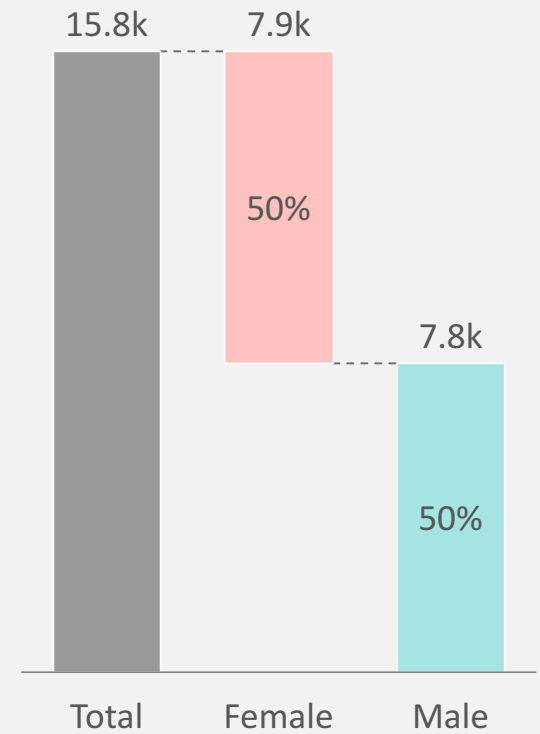
94% have poor or nil English proficiency at settlement



66% are working age at settlement



50% are female

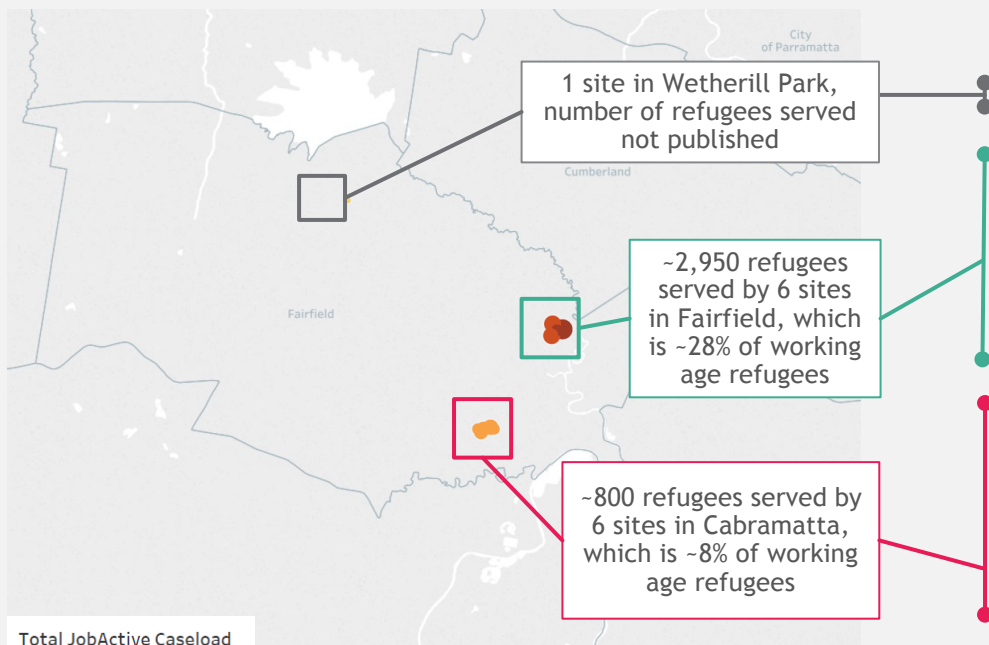


Source: DSS Settlement Database of humanitarian migrants who arrived between 01/01/2009 to 31/12/2017

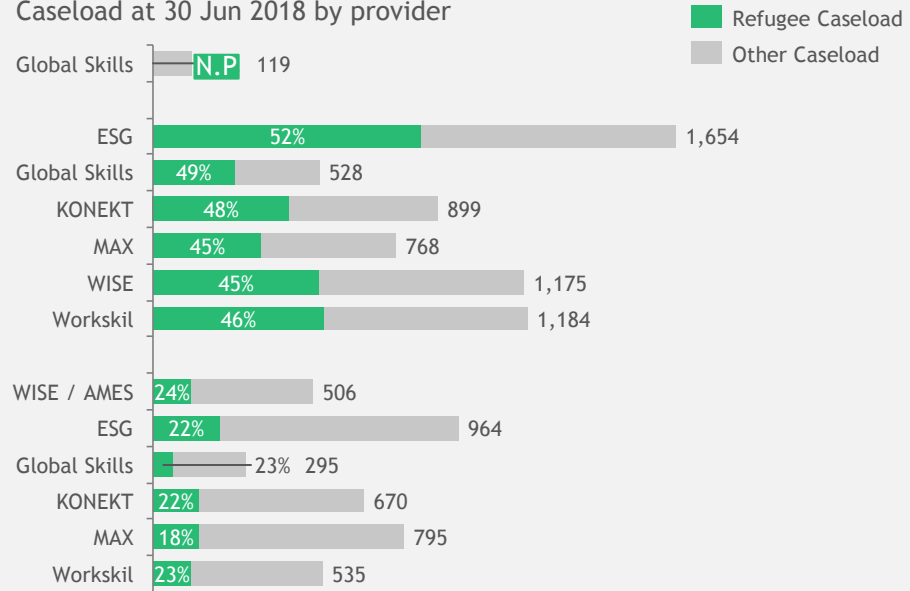
Fairfield serves 36% of adult refugees in this area through the JobActive network, of which 1% is through AMES

JobActive sites are in Cabramatta, Fairfield and Wetherill Park

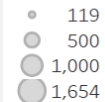
These sites serve ~3,750 Refugees which is ~37% of their total case load



Caseload at 30 Jun 2018 by provider



Total JobActive Caseload



% Refugees



Other employment services provided in Fairfield LGA:

- Humanitarian Settlement Program: CORE Community Services
- Adult Migrant English Program: Navitas English, TAFE NSW
- Skills for Ed and Employment: MTC Australia, Navitas English
- NEIS: MTC Australia

Hume has similar participation but higher unemployment than Victoria generally

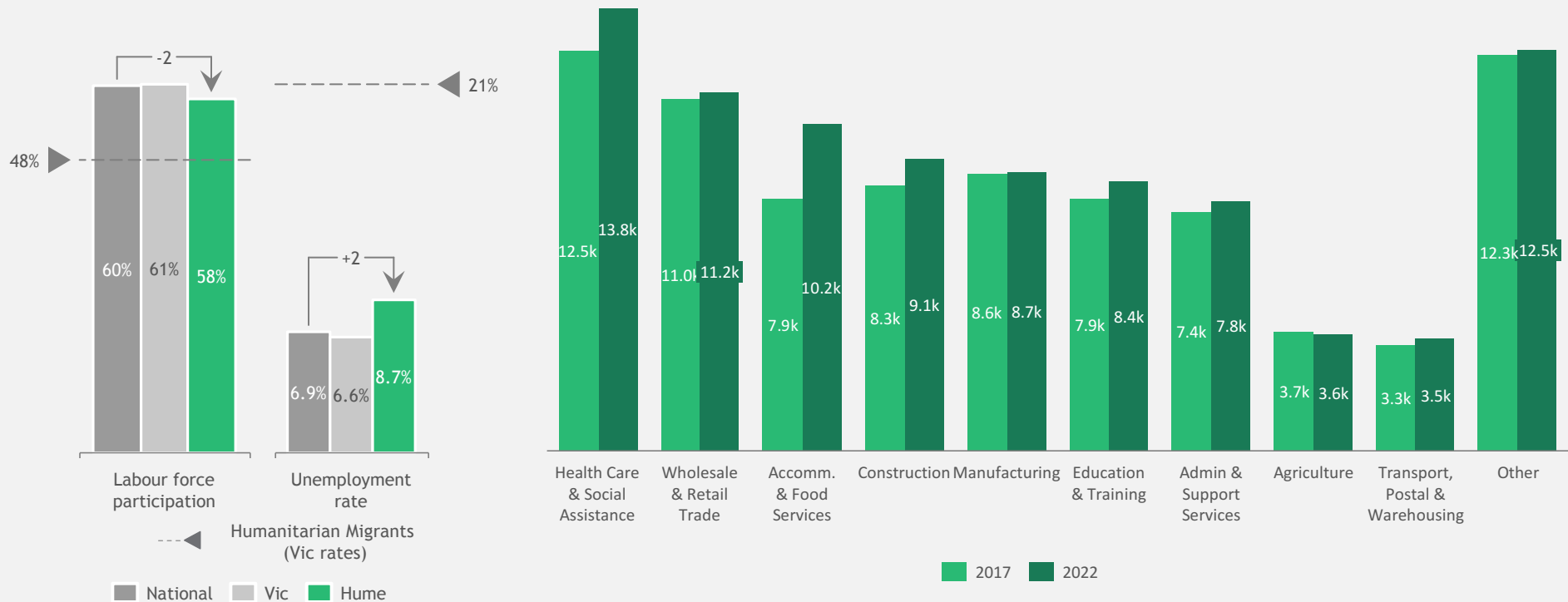
Most employment is in health care, retail and accommodation & food services

Hume has participation of 58% and unemployment of 8.7%

Hume labour market outcomes

Hume is located in North West Melbourne, where jobs are relatively well spread across health care, retail, accommodation / food services, construction, manufacturing, etc.

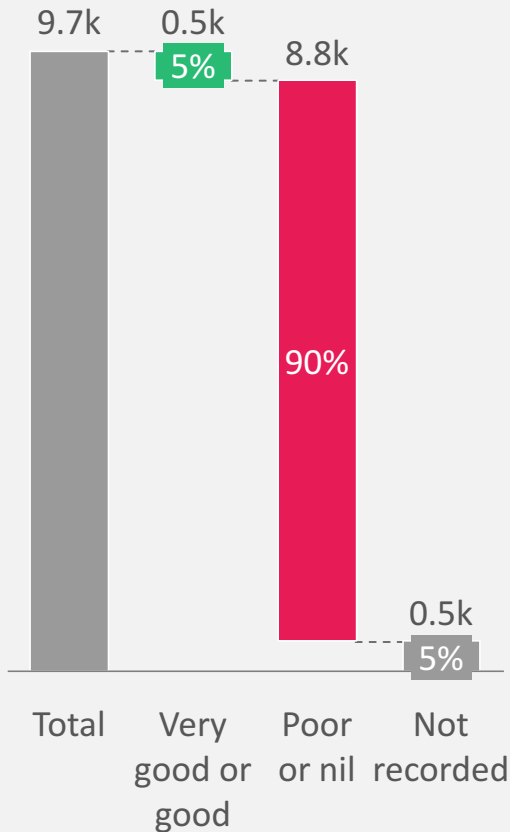
Jobs by industry in Hume, 2017 and 2022 (DJSB 5 year growth projection)



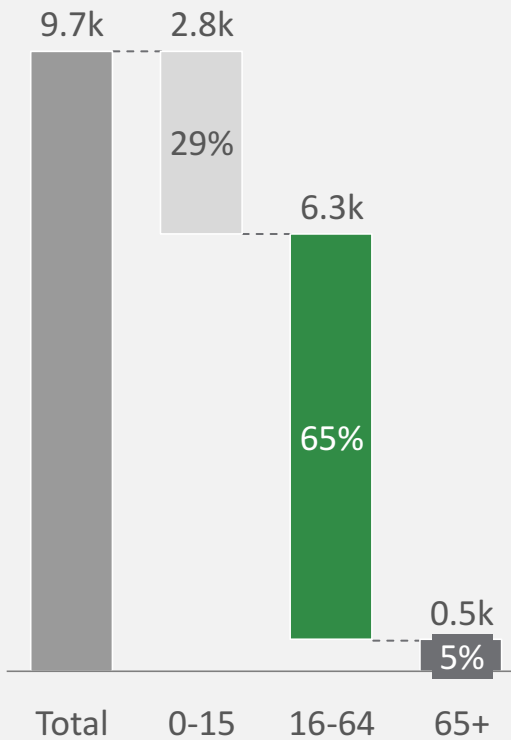
1. Industry projections used as a proxy for occupation job growth
Source: ABS ACMID and 2016 Census, DJSB Labour Market projections

Hume has settled 9.7K humanitarian migrants since 2009

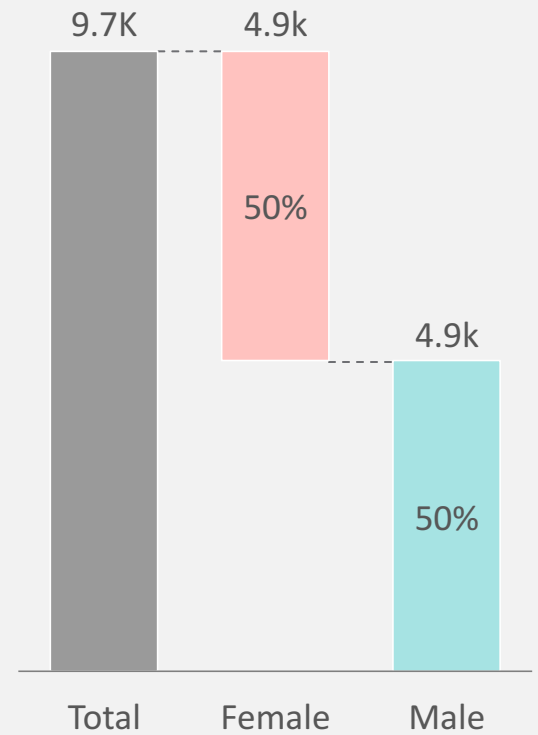
90% have poor or nil English proficiency



65% are working age at settlement



50% are female

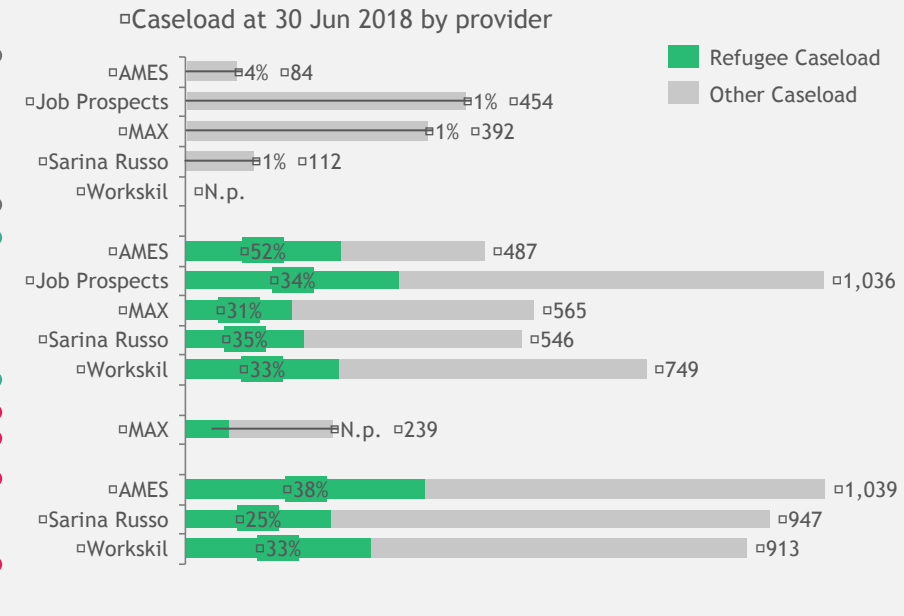
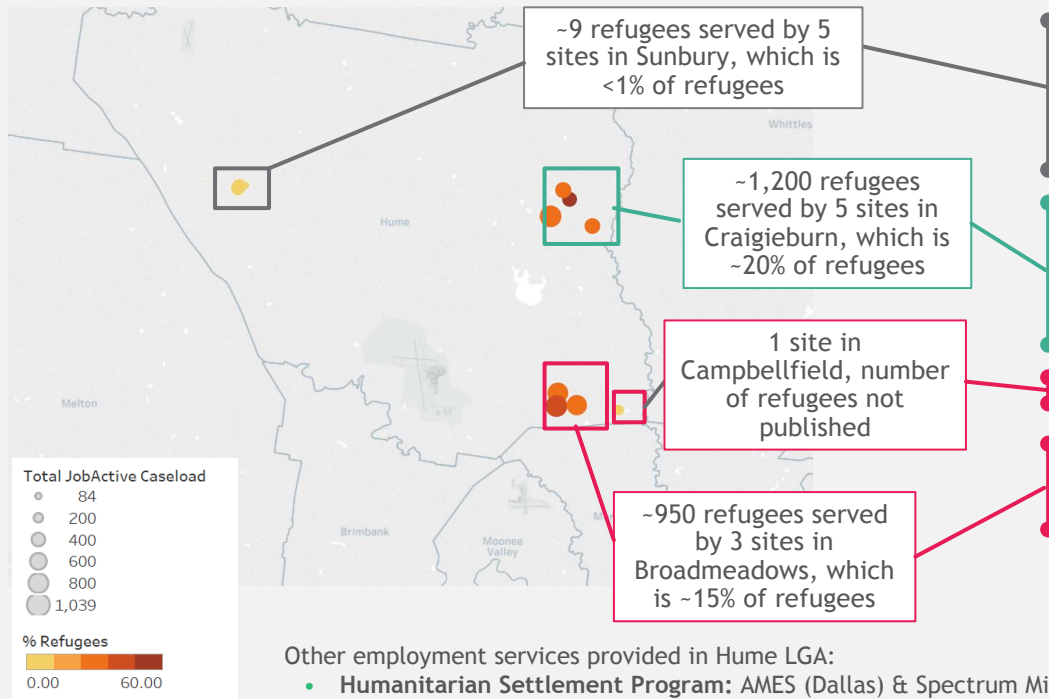


Source: DSS Settlement Database of humanitarian migrants who arrived between 01/01/2009 to 31/12/2017

Hume serves 34% of adult refugees in this area through the JobActive network, of which 11% is through AMES

JobActive sites are located in Sunbury, Craigieburn, Campbellfield and Broadmeadows

These sites serve ~2,150 Refugees, which is ~28% of their total case load



Other employment services provided in Hume LGA:

- **Humanitarian Settlement Program:** AMES (Dallas) & Spectrum Migrant Resource Centre (Dallas)
- **Adult Migrant English Program:** Melbourne AMEP (2 locations in Craigieburn & 2 locations in Broadmeadows)
- **Skills for Ed and Employment:** Learning for Employment
- **JVEN:** McAuley Community Services for Women, Choice Career Services, MatchWorks, Banksia Gardens Community Services, Orygen, White Lion Inc., Social Ventures Australia, Jesuit Social Services, NORTH Link & CVGT

Wyndham has higher participation but higher unemployment than Victoria generally

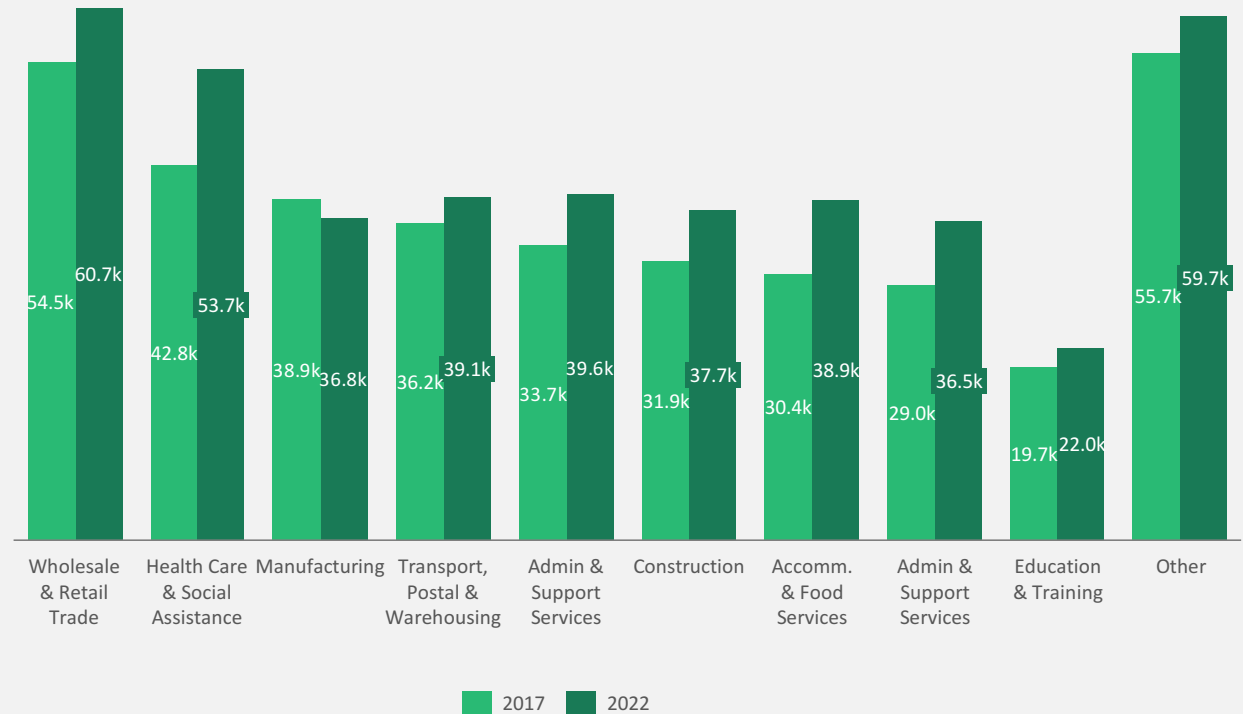
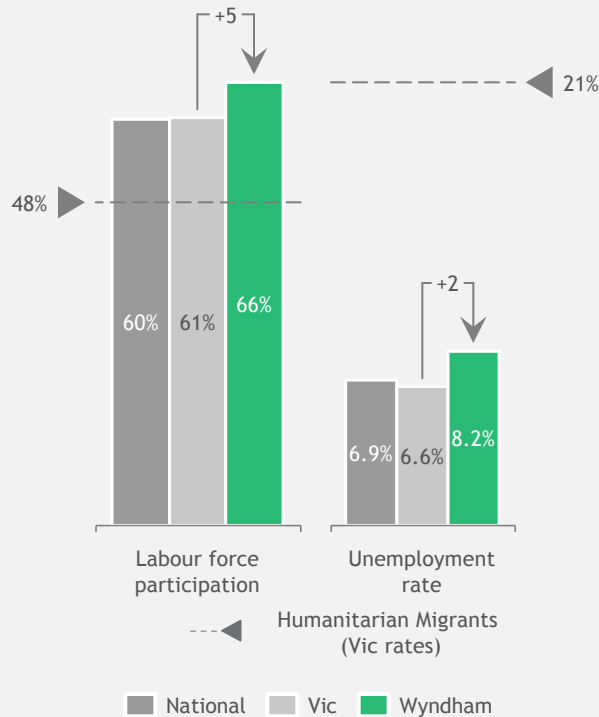
Most employment is in retail, health care, manufacturing and transport / logistics

Wyndham has participation of 66% and unemployment of 8.2%

Wyndham labour market outcomes

Wyndham is located in Greater West Melbourne, where jobs are in retail, health care, manufacturing and transport / logistics

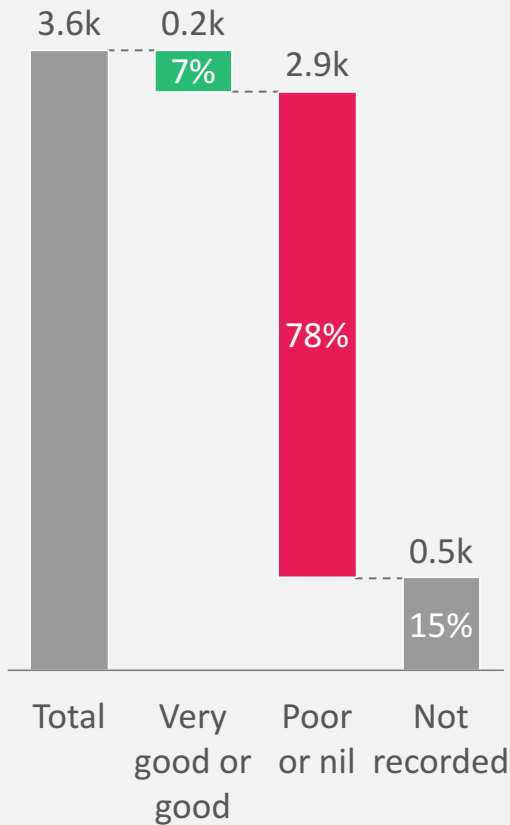
Jobs by industry in West Melbourne, 2017 and 2022 (DJSB 5 year growth projection)



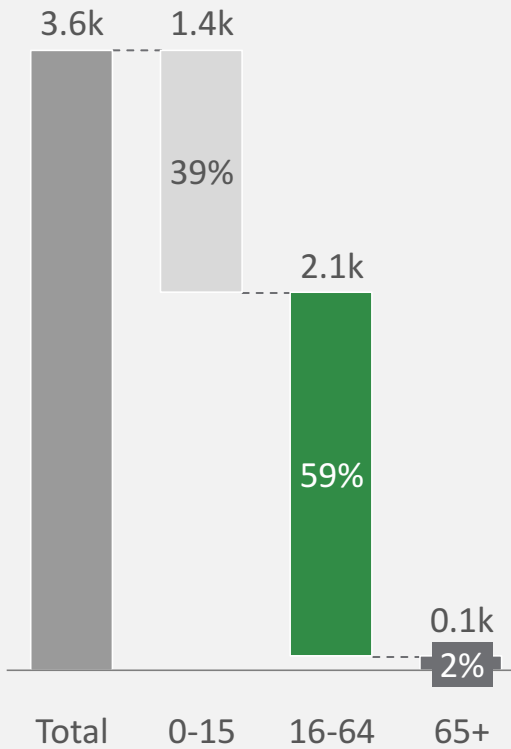
1. Industry projections used as a proxy for occupation job growth
Source: ABS ACMID and 2016 Census, DJSB Labour Market projections

Wyndham has settled 3.6k humanitarian migrants since 2009

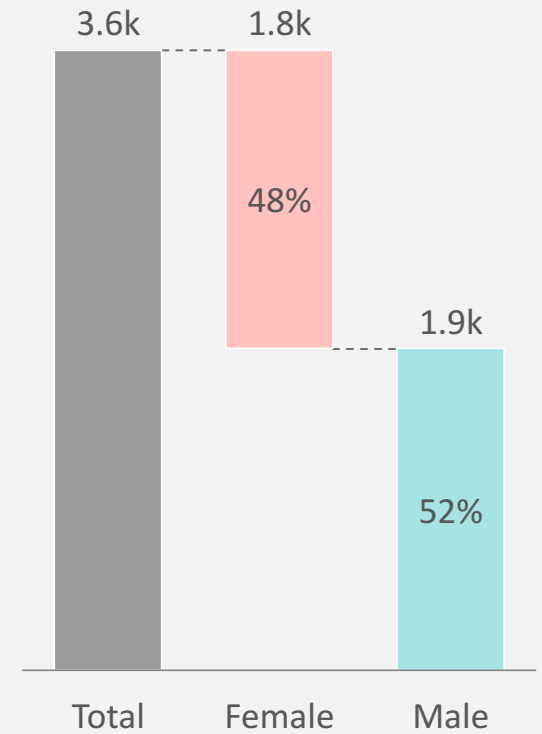
78% have poor or nil English proficiency



59% are working age at settlement



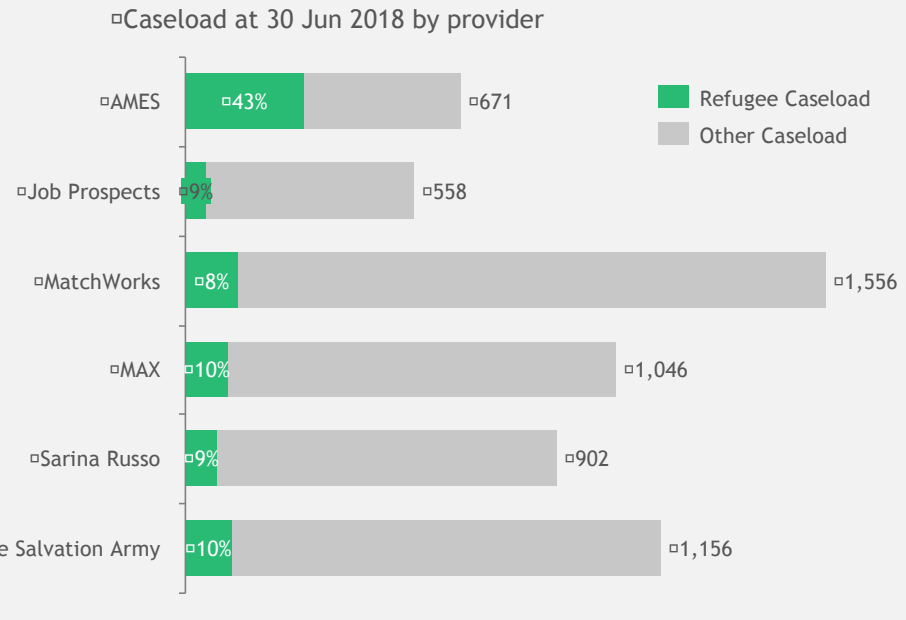
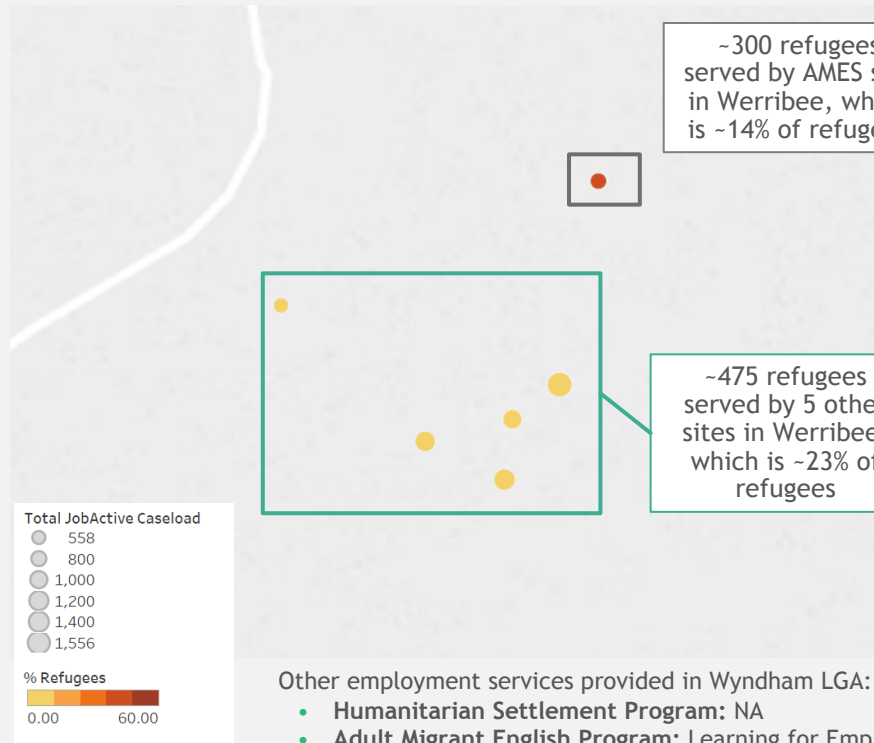
52% are male



Wyndham serves 36% of adult refugees in this area through the JobActive network, of which 14% is through AMES

JobActive sites are in Werribee

These sites serve ~750 Refugees, which is ~13% of their total case load



Other employment services provided in Wyndham LGA:

- **Humanitarian Settlement Program:** NA
- **Adult Migrant English Program:** Learning for Employment (3 locations in Werribee, 1 in Hoppers Crossing, 3 in Laverton & 1 in Tarneit)
- **Skills for Ed and Employment:** Learning for Employment
- **JVEN:** McAuley Community Services for Women, Choice Career Services, White Lion Inc., Social Ventures Australia, Jesuit Social Services, CVGT Australia

Whittlesea has similar participation and similar unemployment than Victoria generally

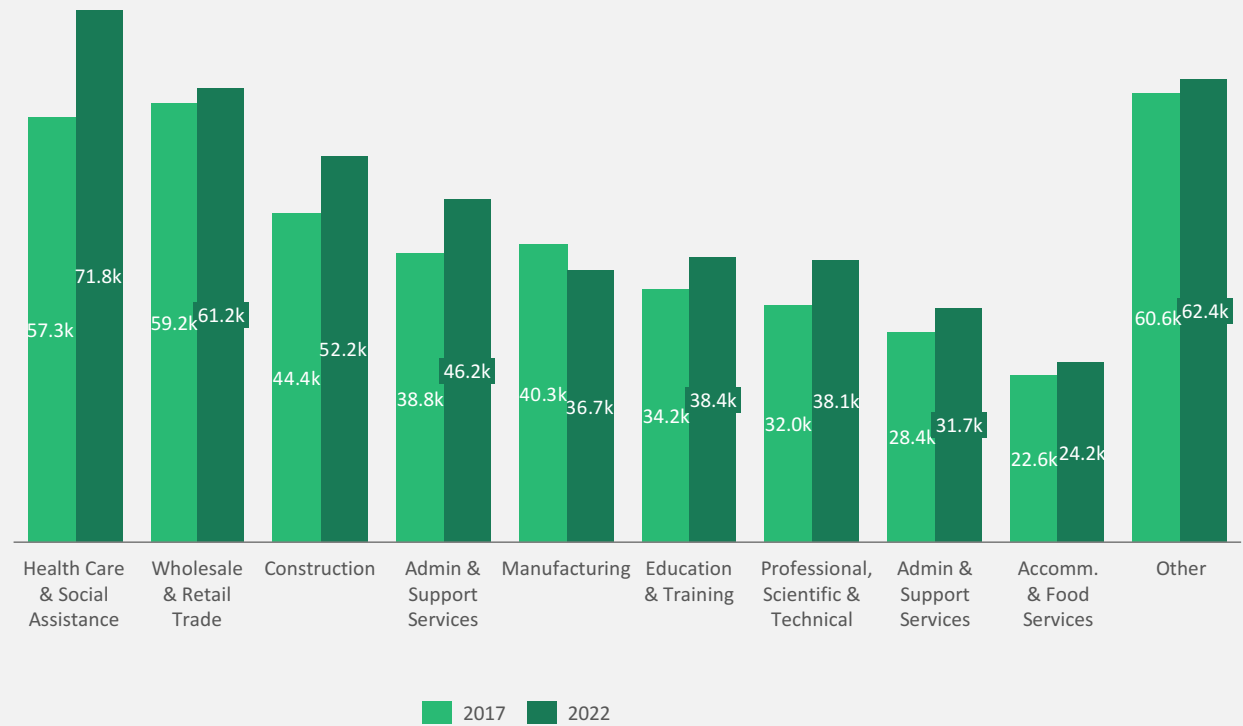
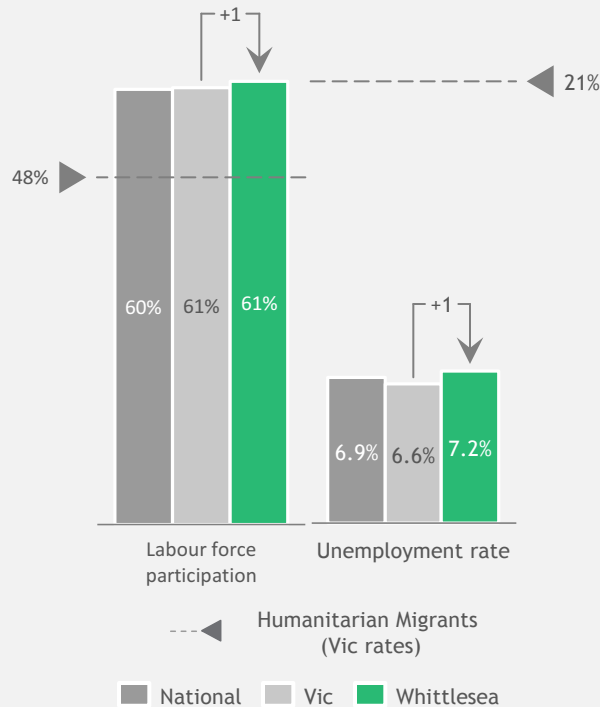
Most employment is in health care, retail and construction

Whittlesea has participation of 61% and unemployment of 7.2%

Whittlesea labour market outcomes

Whittlesea is located in Greater North Melbourne, where jobs are in health care, retail and construction

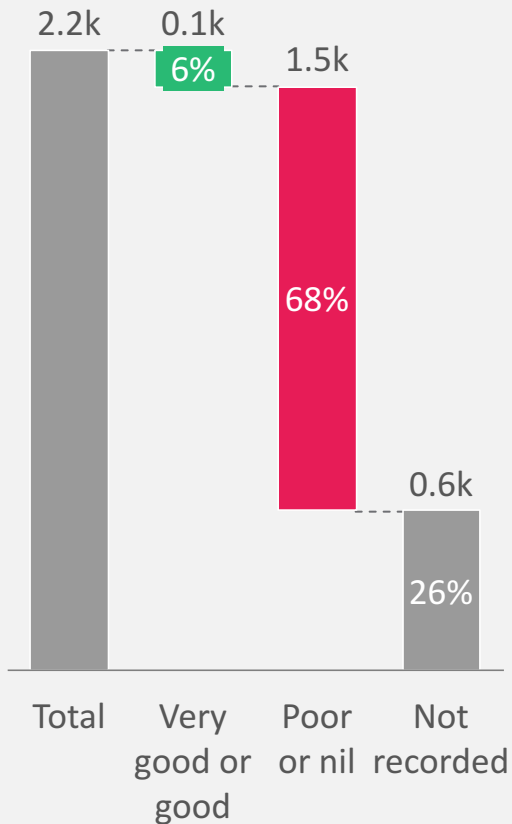
Jobs by industry in North East and North West Melbourne, 2017 and 2022 (DJSB 5 year growth projection)



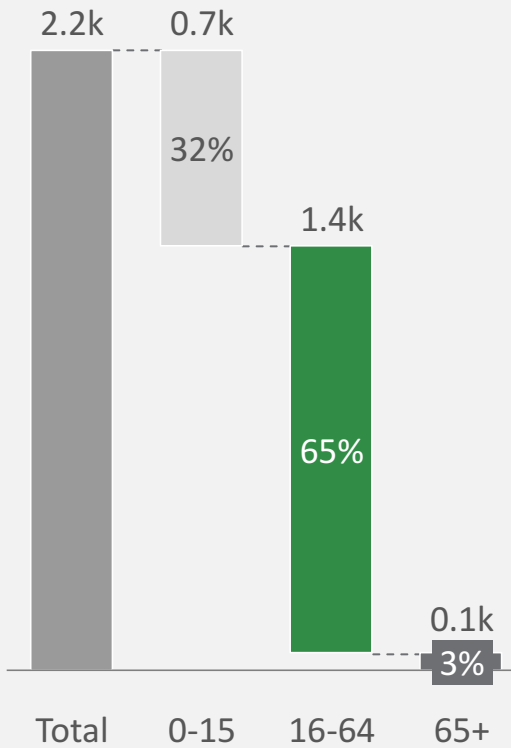
1. Industry projections used as a proxy for occupation job growth
Source: ABS ACMID and 2016 Census, DJSB Labour Market projections

Whittlesea has settled 2.2k humanitarian migrants since 2009

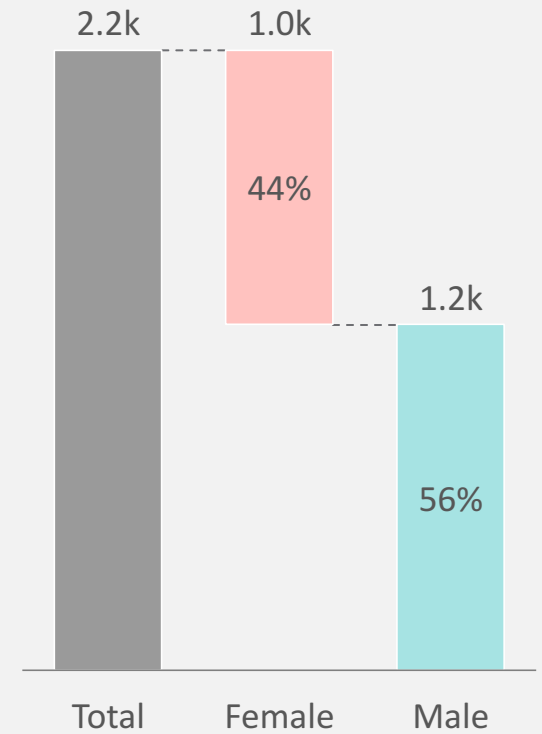
68% have poor or nil English proficiency



65% are working age at settlement



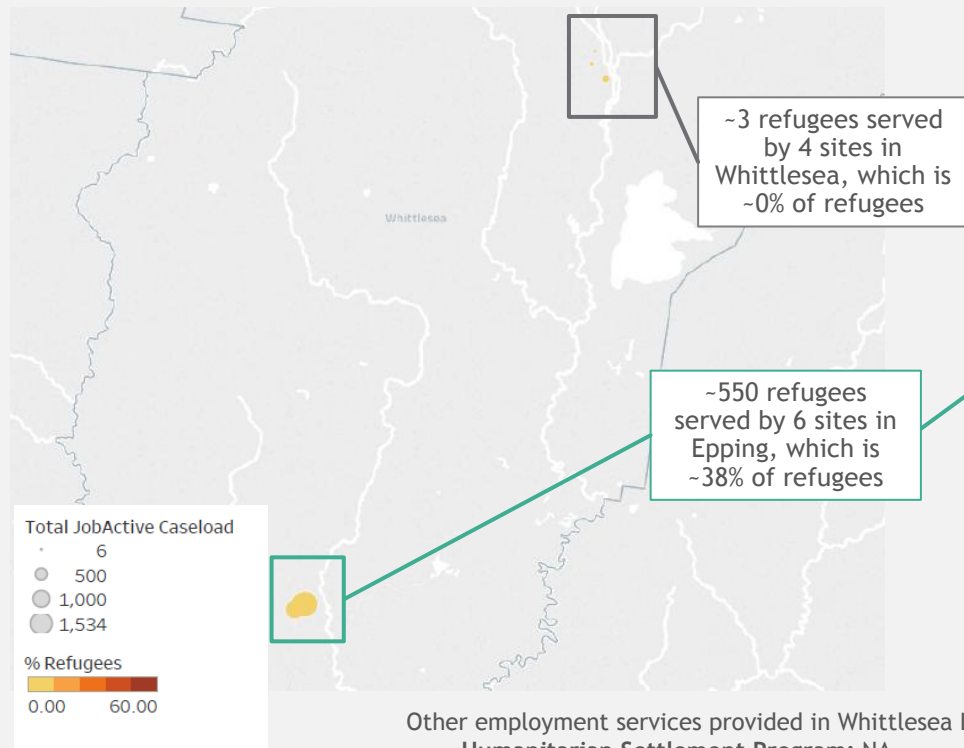
56% are male



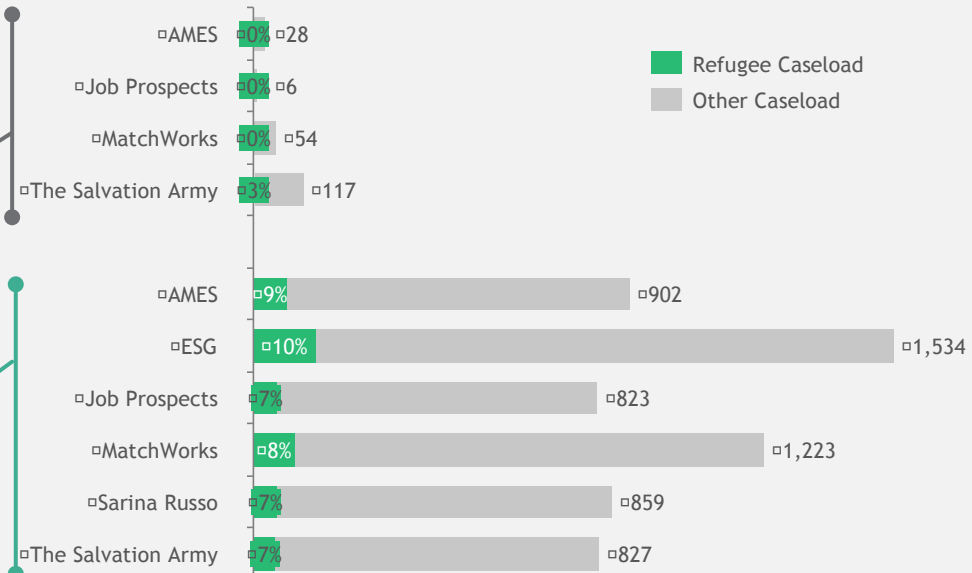
Whittlesea serves 38% of adult refugees in this area through the JobActive network, of which 10% is through AMES

JobActive sites are in Whittlesea and Epping

These sites serve ~550 Refugees, which is ~9% of their total case load



Caseload at 30 Jun 2018 by provider



Other employment services provided in Whittlesea LGA:

- **Humanitarian Settlement Program:** NA
- **Adult Migrant English Program:** Melbourne AMEP (2 locations in Epping)
- **Skills for Ed and Employment:** Melbourne Polytechnic, Swinburne University of Technology, MAX Solutions
- **JVEN:** McAuley Community Services for Women, Choice Career Services, MatchWorks, Banksia Gardens Community Services, Orygen, White Lion Inc., Social Ventures Australia, Jesuit Social Services, NORTH Link & CVGT Australia

Toowoomba has similar participation and lower unemployment than Queensland generally

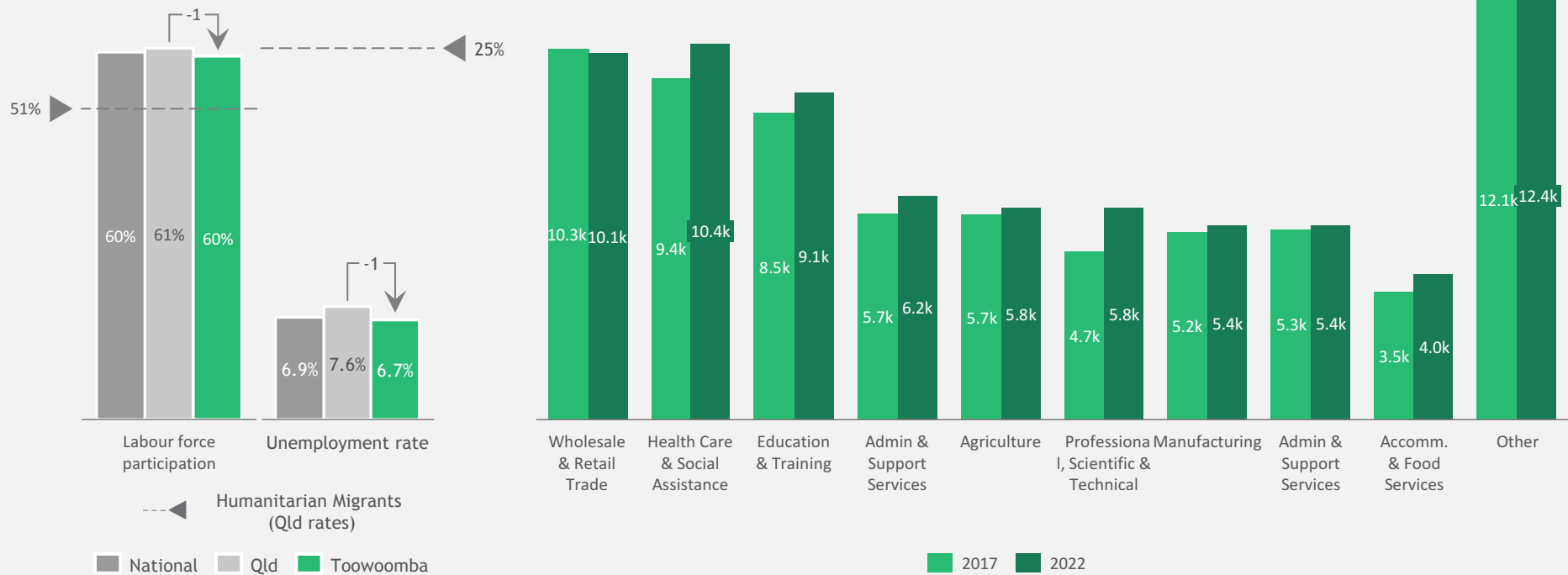
Most employment is in retail, health care and education / training

Toowoomba has participation of 60% and unemployment of 6.7%

Toowoomba labour market outcomes

Toowoomba is located in Queensland, where jobs are in retail, health care and education / training

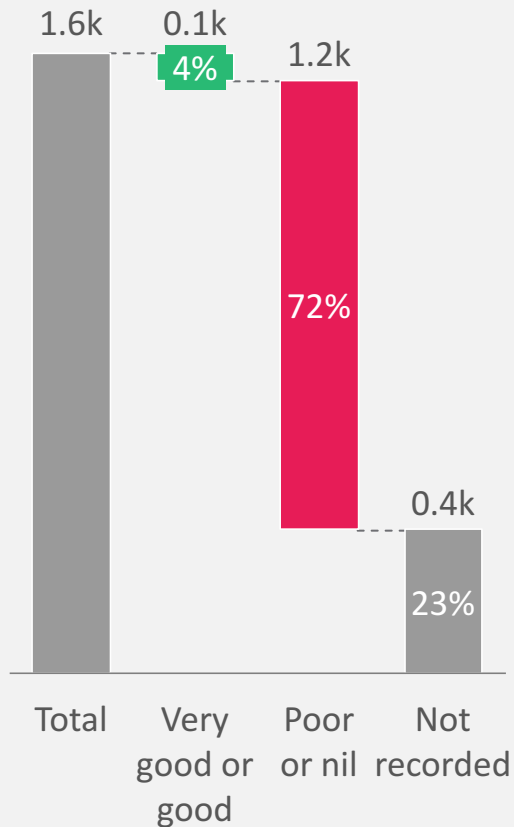
Jobs by industry in Toowoomba, 2017 and 2022 (DJSB 5 year growth projection)



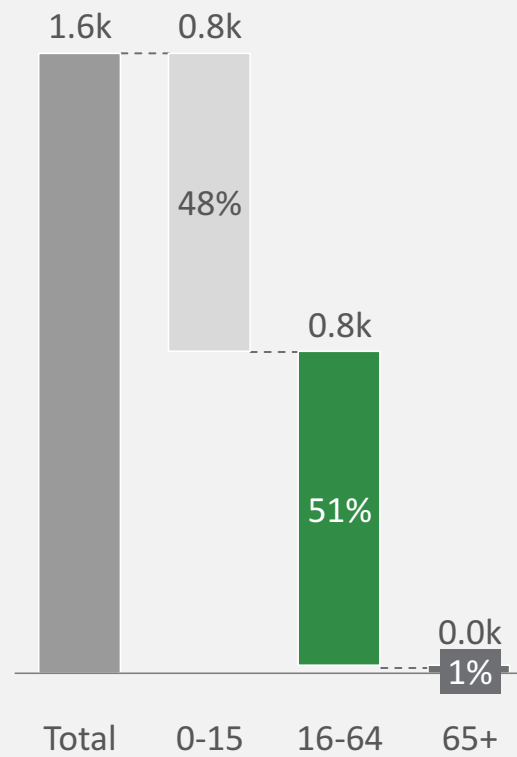
1. Industry projections used as a proxy for occupation job growth
 Source: ABS ACMID and 2016 Census, DJSB Labour Market projections

Toowoomba has settled 1.6k humanitarian migrants since 2009

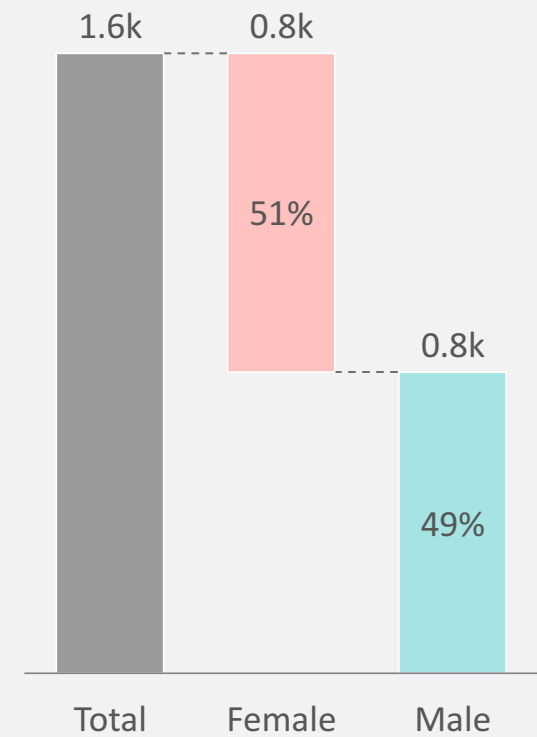
72% have poor or nil English proficiency at settlement



51% are working age at settlement



51% are female

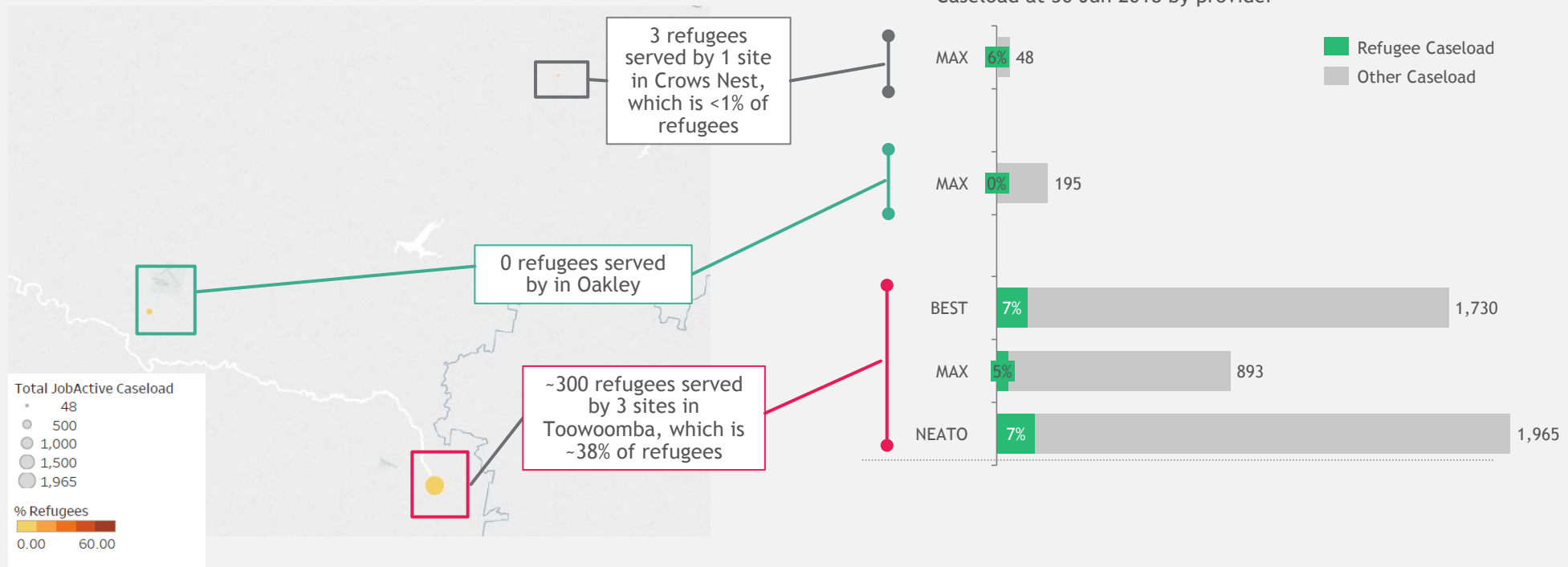


Source: DSS Settlement Database of humanitarian migrants who arrived between 01/01/2009 to 31/12/2017

Toowoomba serves 38% of adult refugees in this area through the JobActive network, none of which is through AMES

JobActive sites are in Crows Nest, Oakley and Toowoomba

These sites serve ~300 Refugees, which is ~6% of their total case load



Other employment services provided in Toowoomba LGA:

- **Humanitarian Settlement Program:** Multicultural Development Australia (Toowoomba)
- **Adult Migrant English Program:** TAFE Queensland South
- **Skills for Ed and Employment:** MAX Solutions, TAFE Queensland



About the data sources

About the data sources used to understand humanitarian migrants

DSS Settlement Database records information about Humanitarian migrants at the time of settlement

- Covers all Humanitarian migrants for 2009-17
- Information recorded at date of settlement
- Good for demographics and characteristics as at the date of settlement, and is available at LGA level
- Doesn't record current information, e.g., current employment and English ability

Australian Census and Migrants Integrated Database (ACMID) records more detailed data about migrants on census night

- Covers 2016 census responses that could be matched to Humanitarian Migrant records
- Information recorded as at census night
- Good for a current snapshot of all humanitarian migrants, particularly employment outcomes
- Not targeted at recent migrants, includes those who arrived many years ago
- Not available at LGA level, but available at state level

Focus of this analysis

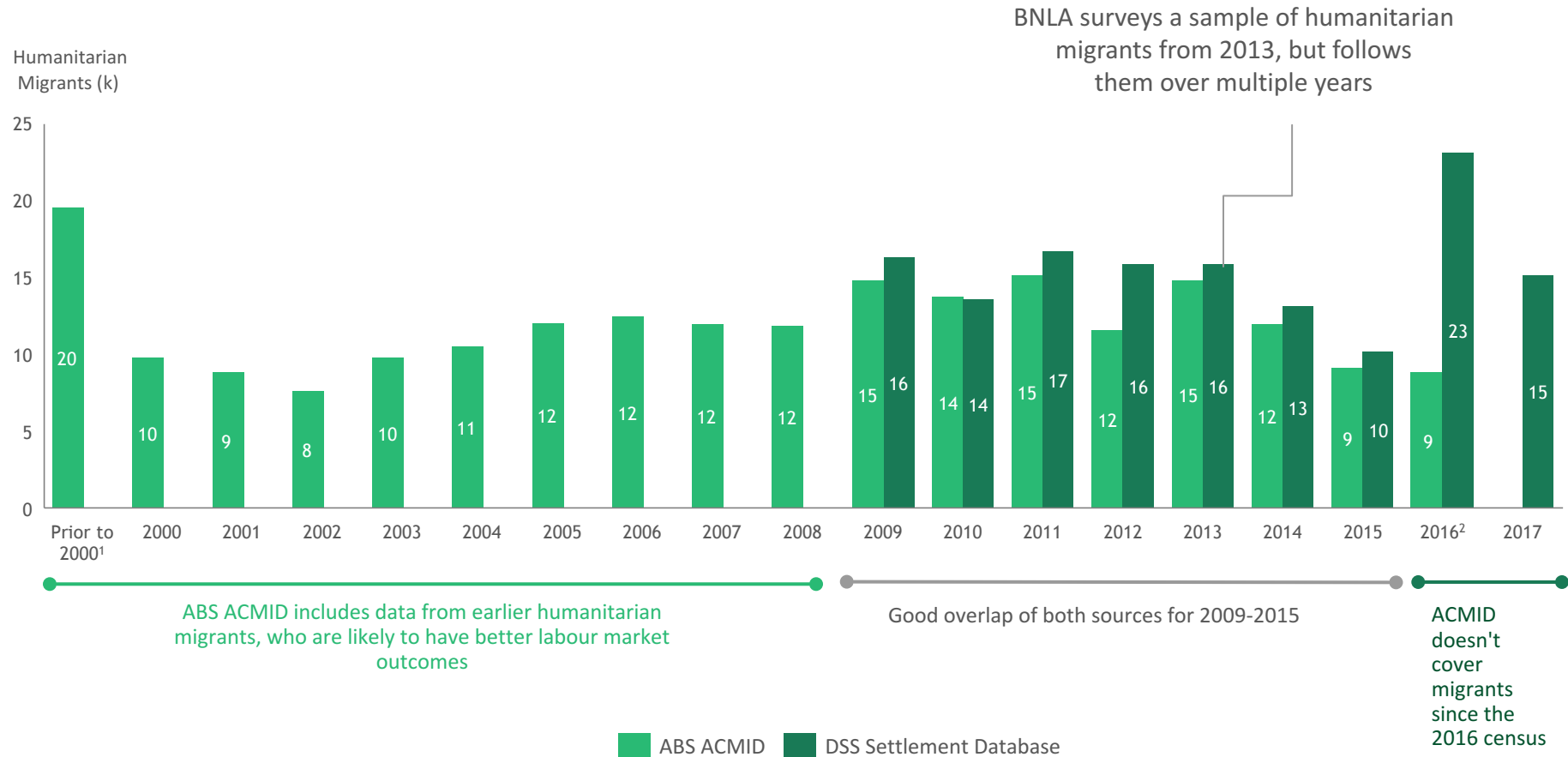
DSS Building a New Life in Australia (BNLA) tracks a cohort of Humanitarian migrants in the years since their arrival

- Annually tracks a cohort of ~2400 Humanitarian migrants who arrived in 2013-14 by surveying them annually
- Good for longitudinal questions showing the journey of humanitarian migrants over time
- Only covers a small sample of humanitarian migrants, and only those who arrived at a particular time
- Not location specific to LGA (location data expected in wave four)

Previously analysed for CPD
Wave four update will be available in late 2018

Technical note: ACMID and DSS covers different time periods of settlement

ACMID is likely to report better outcomes on english and employment, as it includes those settled for many years



1. Includes unknown arrival year 2. 1 Jan to 16 Aug 2016 for ACMID, full year for DSS
Source: ABS ACMID based on 2016 Census, DSS Settlement Database