

Centre for Policy Development
Transitions to Employment Initiative

ROUNDTABLES 3 & 4 | 10 JUNE 2020

People in contact with the criminal justice system
Vulnerable migrants and refugees

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ABOUT THIS ROUNDTABLE SERIES

About this roundtable series

This presentation has been put together as part of a roundtable series convened by CPD, focusing on boosting economic participation for the long-term unemployed and underemployed in Australia. The series of four roundtables brings together senior officials from multiple levels of government, employers, service providers, peak bodies and experts to identify reform opportunities and approaches that could be backed by business, philanthropy or government.

A series of roundtables

Trusted open conversations, to compare notes around what we do and don't know, what data we have available, what's working and what we can do together.

Objectives

- To identify a set of prioritised, supportable interventions
- To develop a framework for assessing those interventions and particularly how to assess the risky end of innovation
- To identify what more we need to know, to design and implement those interventions, and what the opportunities are for making data more openly available

Key question for the roundtable series

What interventions can the private sector, civil society and government pursue to tackle long-term unemployment and underemployment for the groups in our society facing the greatest disadvantage?



Navigating this deck

The first two roundtables in the series took place in April and focused on employment for:

- Long-term unemployed or underemployed
- People with disability

From these roundtables, five themes emerged as key components for building employment pathways for the groups facing disadvantage:



Where relevant, these themes are noted throughout the deck, using a colour coded 'sticky notes' in the top right corner of each slide.

Joining the roundtable via Zoom

This meeting will be conducted on Zoom video conferencing. For this meeting to run as smoothly as possible, we would prefer that all attendees join the Zoom call with video. If you are unable to join via video or have difficulties connecting on the day, please contact **Jeremy McEachern** at jeremy.mceachern@cpd.org.au or on 0420 883 468



Joining via laptop

Please join the call 5 minutes ahead of the start time

1. Start the call on your computer or tablet by clicking the following link:
<https://us02web.zoom.us/j/88132769504?pwd=T2N5di9XYW5RaDg1dzM1dIU5MldkQT09>
2. For those without Zoom installed please click “join from browser” at the bottom of the screen. For those with Zoom installed please click “open zoom.us”
3. If prompted, please enter your name
4. If prompted, please enter the meeting ID 881 3276 9504 and password 070761
5. Turn on your video and ensure your audio is connected



Joining via phone

1. Please join the call 5 minutes ahead of the start time
2. Join the call using one of the following numbers:
+61 861 193 900
+61 8 7150 1149
1. Use meeting ID 881 3276 9504
2. Use password 070761
3. Press # when asked for participant ID

During the discussion

1. When you would like to contribute to the conversation please click “Participants” at the bottom of the window, then click “Raise hand”
2. Please “mute” your microphone when you are not speaking
3. Use the of the “Chat” function will be available throughout the call to ask specific questions or provide feedback when required

Participant list for Roundtable 3: People in contact with the criminal justice system

Name	Position and affiliation
Adam Casley	Project Manager, Employment and Parity Initiative-Corporate Affairs, Wesfarmers
Annabel Brown	Program Director, Centre for Policy Development
Ben Gauntlett	Disability Discrimination Commissioner, Australian Human Rights Commission
Cameron Spence	Social and Economic Programs Lead, ArcBlue
Carly Stanley	Chief Executive Officer and Founder, Deadly Connections
Christine McAllister	Manager-Community Learning & Participation, Brimbank City Council, Victoria
Christine Ratnasingham	Head of Systems & Delivery-Programs, Paul Ramsay Foundation
Cindy Penrose	Chief Operating Officer, Paul Ramsay Foundation
Cliff Eberly	Manager-Social and Economic Inclusion, Wyndham City Council, Victoria
Daniel Hutt	Chief Operating Officer, User Voice
Darren Hooper	Chief Operating Officer, Max Solutions
David Clements	Deputy Secretary-Inclusion, Victorian Department of Jobs, Precincts and Regions
Dean Lloyd	Founder, Lloyd Consulting Co
Glyn Davis AC	Chief Executive Officer, Paul Ramsay Foundation
Ian Palmer	Chief Strategist-Employment, Victorian Association for the Care and Resettlement of Offenders (VACRO) , Emeritus Professor, RMIT University
Jacinta Pollard	Managing Director, Caraniche
Jeni Whalan	Chief Program Officer, Paul Ramsay Foundation
Jo Tabit	Senior Manager-Employment, Brotherhood of St. Laurence
Kathryn Greiner AO	Director, Paul Ramsay Foundation
Keenan Mundine	Co-Founder and Ambassador, Deadly Connections

Name	Position and affiliation
Krystal Lockwood	Lecturer-School of Criminology and Criminal Justice, Griffith University , Fellow, Centre for Policy Development
Leigh Hardingham	General Manager-Social Procurement and Inclusion, John Holland
Lill Healy	Deputy Secretary-Service Systems Reform, Victorian Department of Premier and Cabinet
Marius Smith	Chief Executive Officer, Victorian Association for the Care and Resettlement of Offenders (VACRO)
Marlene Morison	General Manager-Chisholm Road Prison Project, Victorian Department of Justice and Community Safety , former Commissioner- Queensland Corrections
Peter Severin	Commissioner, Corrective Services New South Wales
Rachel Elliott	Senior Manager-Government Relations and Industry Affairs, Woolworths
Robert Friedman	National Engagement Manager for Priority Populations, NBN
Robert McLean AM	Director, Paul Ramsay Foundation
Rod Marsh	Independent Consultant
Ryan Phillips	Deputy Secretary-Corrections and Justice Services, Victorian Department of Justice and Community Safety
Sandra McPhee AM	Chair, New South Wales Public Service Commission Advisory Board ; Chair, Australian Government, Expert Advisory Panel review of Employment Services
Shaun Braybrook	General Manager-Wulgunggo Ngalu Learning Place, Victorian Department of Justice and Community Safety
Susan Dennison	Professor-Deputy Head of School (Research), School of Criminology and Criminal Justice, Deputy Director-Griffith Criminology Institute, Griffith University
Tanya Hosch	General Manager-Inclusion and Social Policy, AFL
Travers McLeod	Chief Executive Officer, Centre for Policy Development

Draft Agenda — Roundtable 3: People in contact with the criminal justice system



Time



Duration



Agenda Item

Time	Duration	Agenda Item
11:30am	15 mins	Welcome and introductions
11:45am	30 mins	Key insights from selected participants
12:15pm	75 mins	Presentation and discussion of ideas to boost employment for people in contact with the criminal justice system
13:30pm	20 mins	Agreement on next steps
13:50pm	10 mins	Conclusion

UNEMPLOYMENT AND UNDEREMPLOYMENT IN AUSTRALIA

Impact of COVID-19 on the labour market

The decrease in labour demand being driven by the impact of COVID-19 is evident in four ways

1. Increase in official unemployment

E.g. Have actively looked for full-time or part-time work in the last four weeks; and be available for work.

2. Increase in employed persons who worked zero hours

E.g. A person had taken any kind of paid leave; were away from their job for any reason (e.g. they were stood down), and were paid for some part of the previous 4 weeks (which could include wages subsidised through the JobKeeper scheme); or were away from their job for four weeks or less for any reason, without pay, but believe they still have a job to go back to (e.g. they were stood down, with no pay)

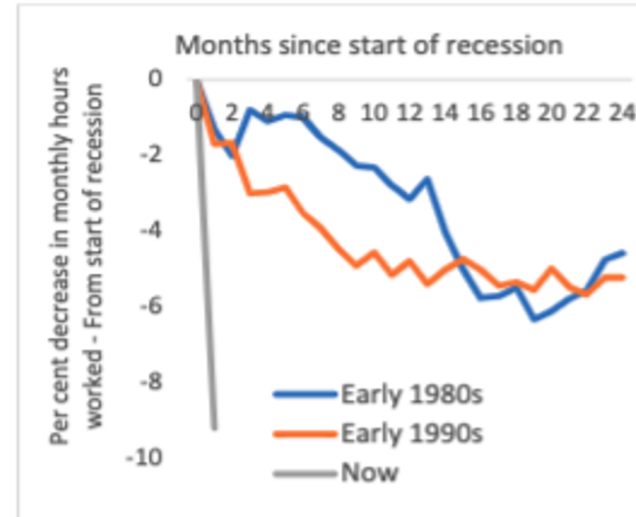
3. Increase in underemployment among employed persons

E.g. Part-time workers who indicate that they would prefer to work more hours, and full-time workers who did not work full-time hours in the reference period for economic reasons.

4. Withdrawal from the labour force

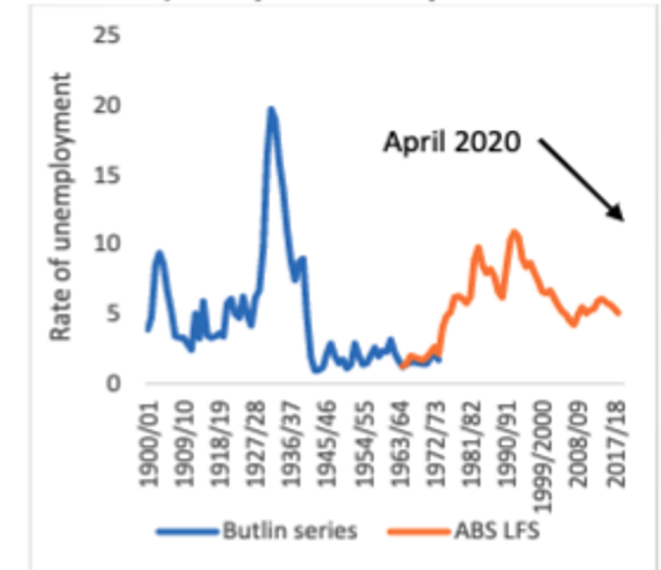
E.g. If a person is away from their job for four weeks or more without pay, or they believe they no longer have a job to be absent from, they are classified as not in the labour force.

Chart 1: How hours of work have fallen – Today and in the recessions of the 1980s and 1990s



After one month of data reflecting the impact of COVID-19, there has been a 9.2% decrease in hours worked

Chart 2: Rate of unemployment, Australia, 1900/01 to 2018/19

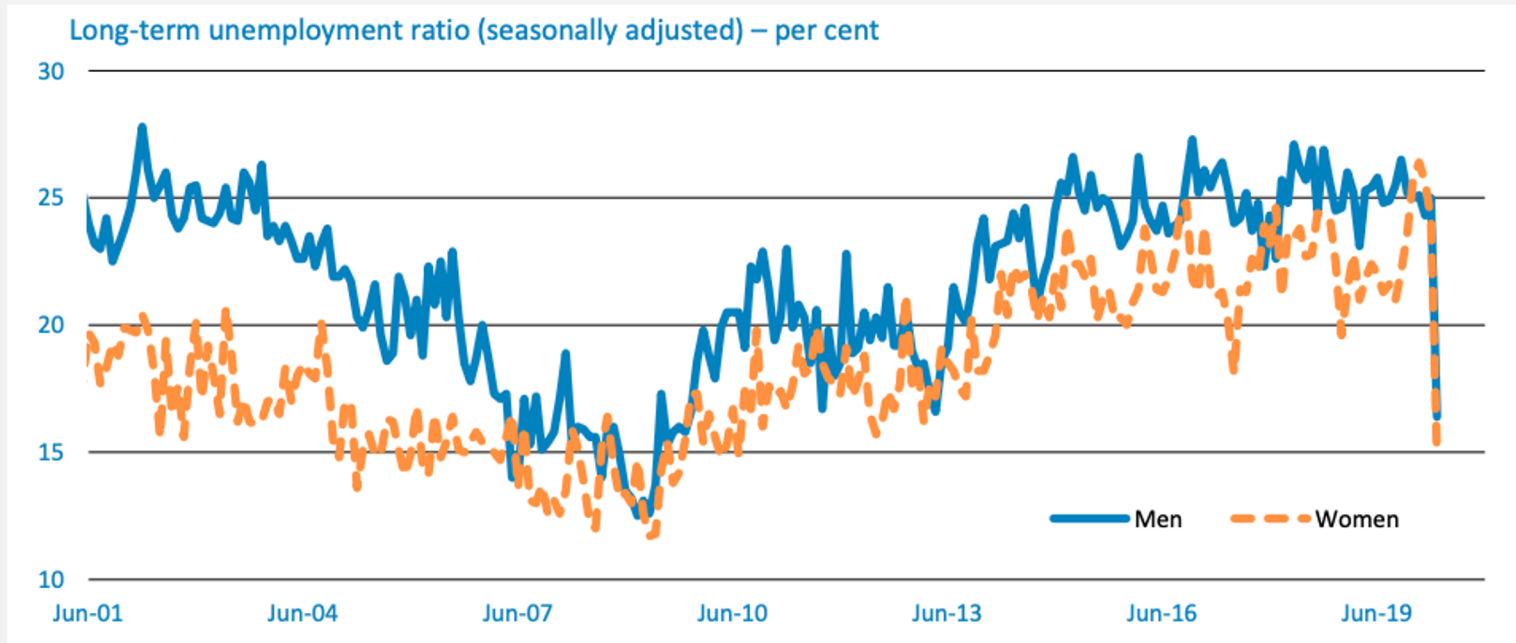


Between March and April 2020 “the official ABS rate of unemployment increased by only 1ppt. This apparent puzzle is resolved by the fact that zero hours workers receiving JobKeeper are counted as employed under official labour force definitions. In the absence of JobKeeper the rate of unemployment would likely have increased to around 11-12 ppts.”

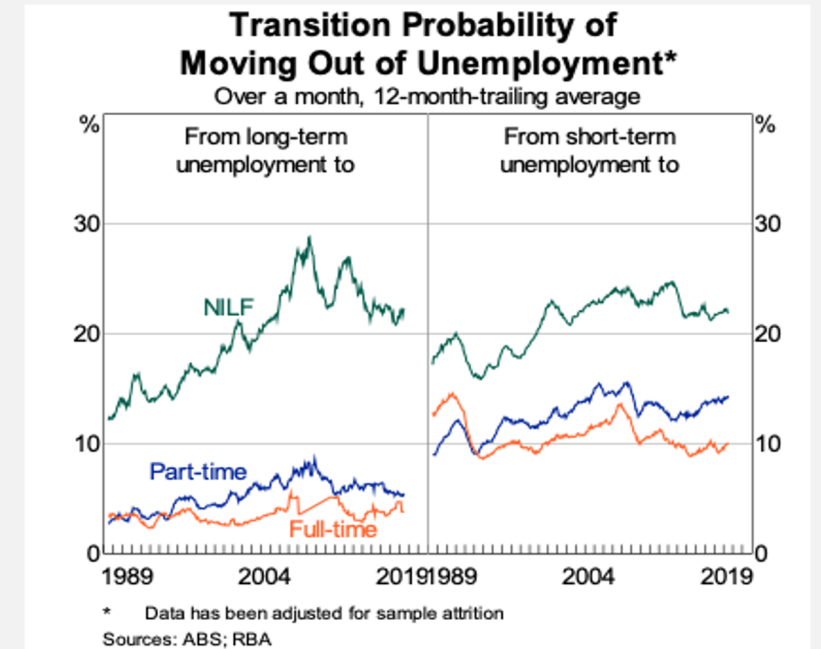
Long-term unemployment has been increasing

The long-term unemployment ratio doubled from ~12 to 24 in the decade leading up to the crisis

There has been a sustained structural increase in the percentage of long-term unemployment as a share of total unemployment over the past decade:



This is concerning because the longer someone is unemployed, the lower their probability in finding full- or part-time work

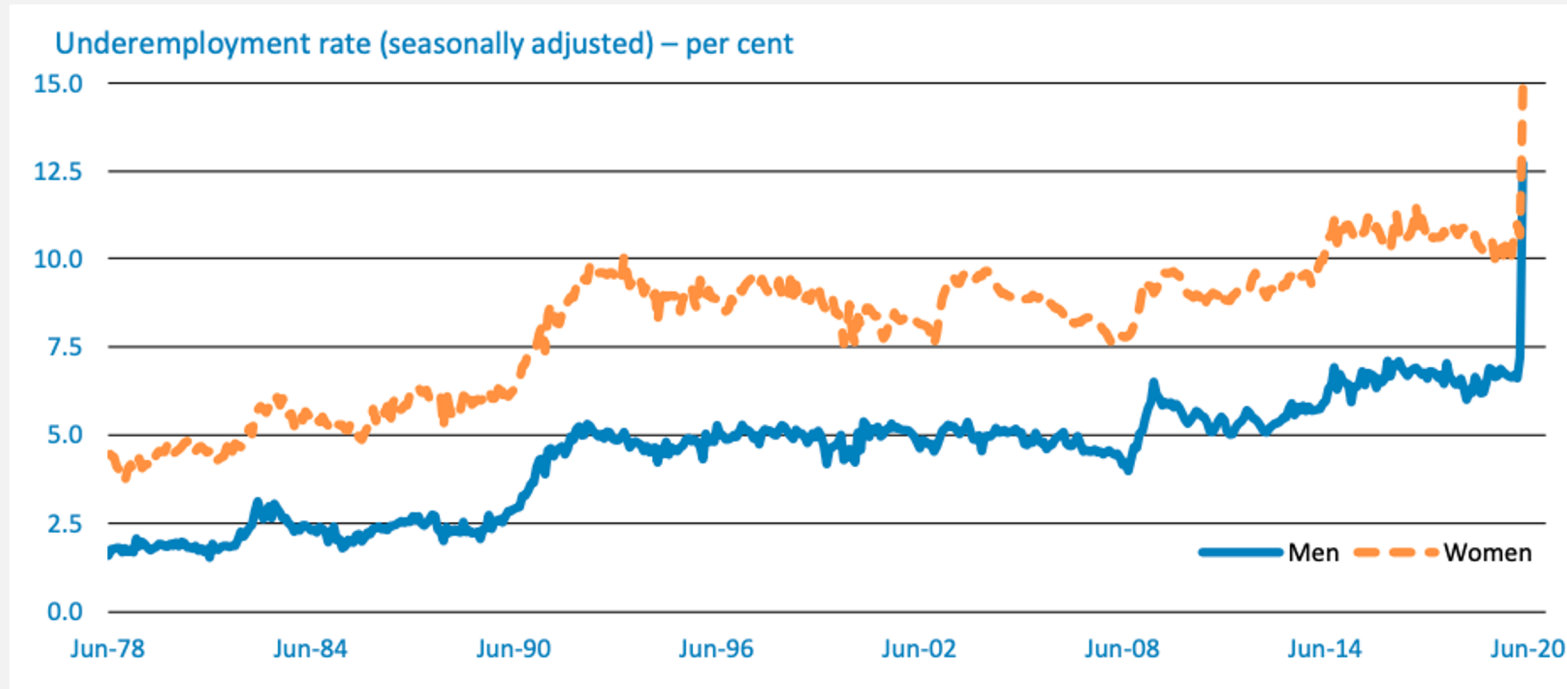


Simply getting a job isn't the end game, the challenge is getting a secure job that lasts. With so many people newly unemployed due to COVID-19, it will be important to keep them from falling into the long-term unemployed category, particularly those with a history of un- & underemployment.

Underemployment has also been increasing

COVID-19 has now exacerbated this trend

We have been seeing an increase in underemployment for some time (better part of a decade) and as with long-term unemployment, this seems likely to be a persistent feature of the recovery



Underemployment: key questions in the medium to long term:

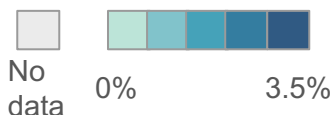
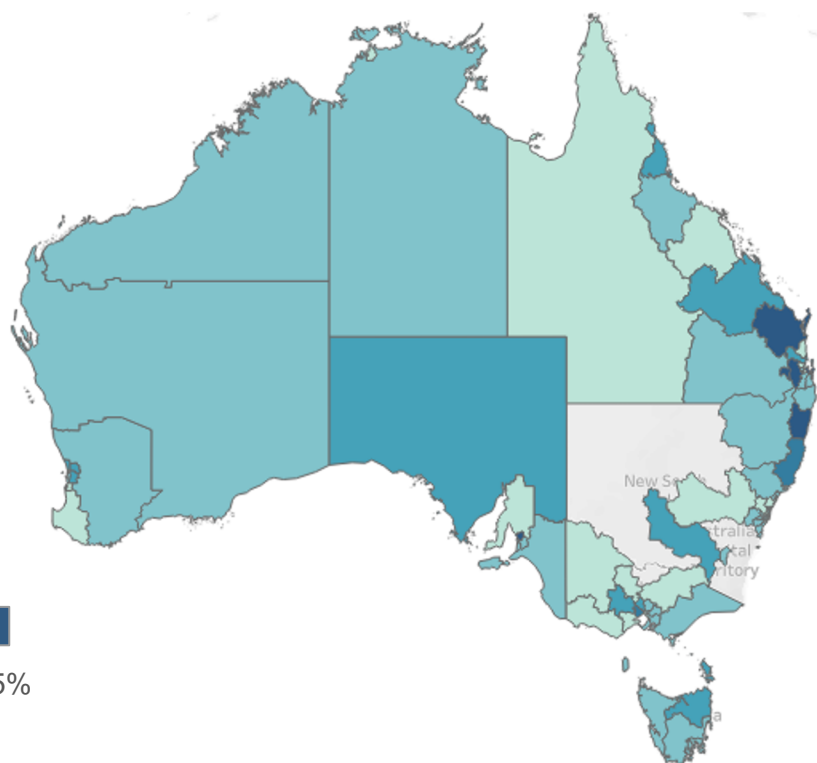
- What is the outlook for getting people back to something like normal hours?
- How 'sticky' is underemployment?
- What are the implications for most disadvantaged people? E.g. losing skills or losing opportunities to build new ones
- How to ensure disadvantaged job seekers can secure and sustain adequate employment?

** The ABS has suspended the Labour Force trend series from April 2020, until more certainty emerges in the underlying trend in labour market activity over the COVID-19 period. The underemployment rate expresses the number of underemployed people as a proportion of the labour force.

In the short-term, underemployment may be more desirable than unemployment during COVID-19. The benefit is that more people to stay in (less) work rather than more people losing work all together. People kept partly employed stay connected to labour market, with the possibility of skills development.

Regions with high long-term unemployment (unemployed over 12 months)

The *I Want to Work* Report identified certain groups who were more likely to face barriers to employment, including former offenders, refugees and culturally and linguistically diverse people, people with disability, Indigenous Australians, young and mature age people.



Top 10 regions for long-term unemployment

State	Region	Unemployment rate (>12mths)
NSW	Mid North Coast	4.7%
WA	Western Australia - Outback	3.8%
SA	Adelaide - North	3.5%
NSW	Coffs Harbour - Grafton	3.2%
QLD	Townsville	3.0%
QLD	Toowoomba	2.9%
SA	South Australia - Outback	2.9%
VIC	Hume	2.9%
NT	Northern Territory - Outback	2.9%
VIC	Warrnambool and South West	2.7%
TAS	Tasmania - West and North West	2.7%
QLD	Moreton Bay - North	2.6%
QLD	Ipswich	2.5%
QLD	Moreton Bay - South	2.4%
VIC	Melbourne - West	2.4%

● See next slide for more info

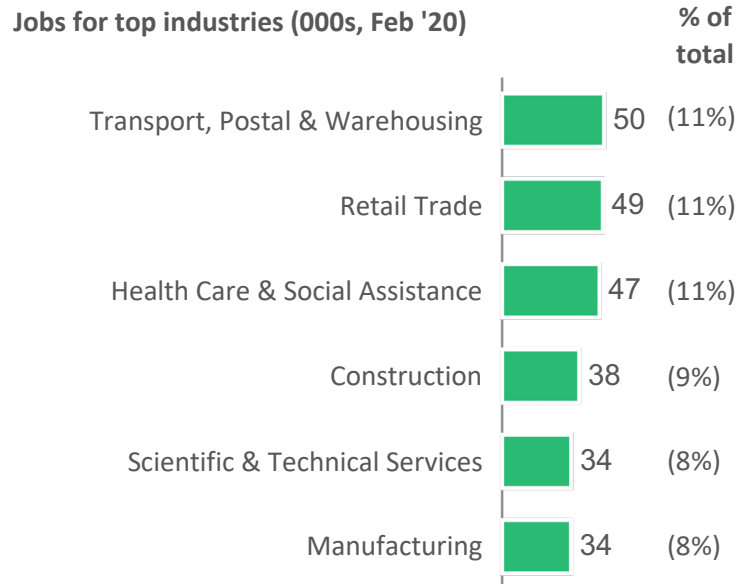
Note: Long-term unemployment rate = those unemployed for 52 weeks or more / those participating in the labour force
 Sources: ABS Labour Force data, available [here](#) (May 2020)

Long-term unemployment statistics in Melbourne West, Toowoomba & Mid-North Coast

Melbourne West

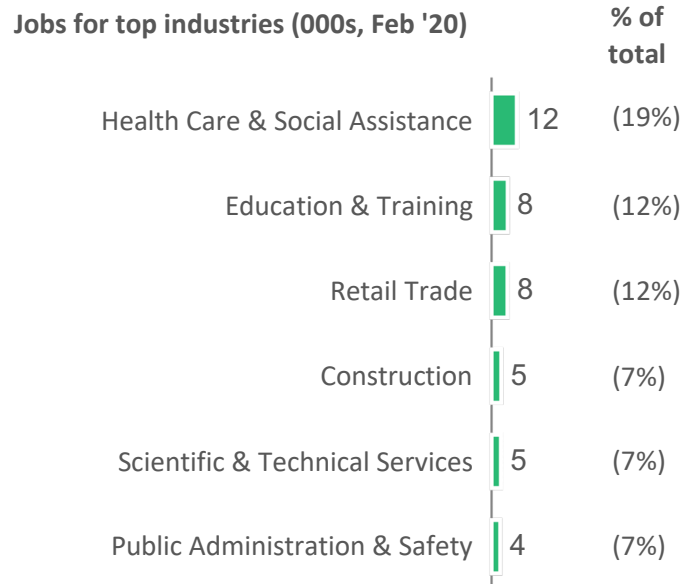
Constitutes 6% of total long-term unemployed in Australia, the largest of any SA4 region

Labour force (000s, May 2020): 462
 Employed persons (000s, May 2020): 434
 Unemployment rate (% , May 2020): 8.8%
 Long-term unemployment rate (% , May 2020): 2.4%
 Jobs lost during COVID period (%)¹: -6.9%



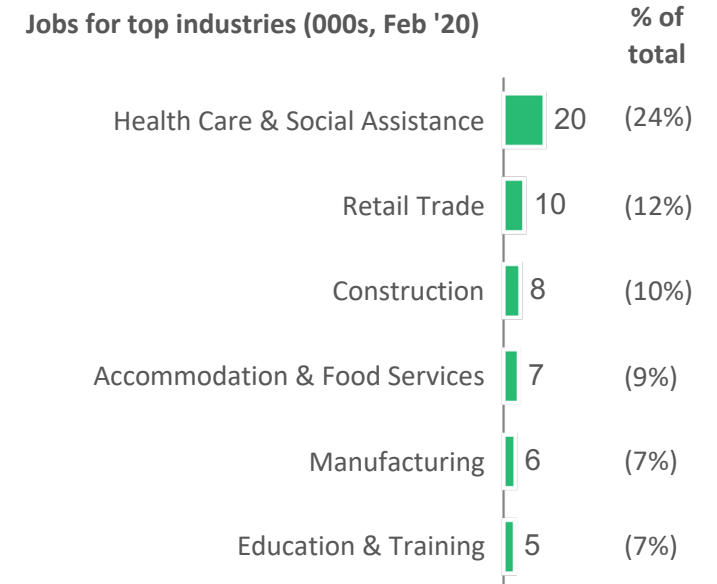
Toowoomba

Labour force (000s, May 2020): 75
 Employed persons (000s, May 2020): 64
 Unemployment rate (% , May 2020): 8.4%
 Long-term unemployment rate (% , May 2020): 2.9%
 Jobs lost during COVID period (%)¹: -6.6%



Mid-North Coast

Labour force (000s, May 2020): 94
 Employed persons (000s, May 2020): 84
 Unemployment rate (% , May 2020): 9.5%
 Long-term unemployment rate (% , May 2020): 4.7%
 Jobs lost during COVID period (%)¹: -11.8%



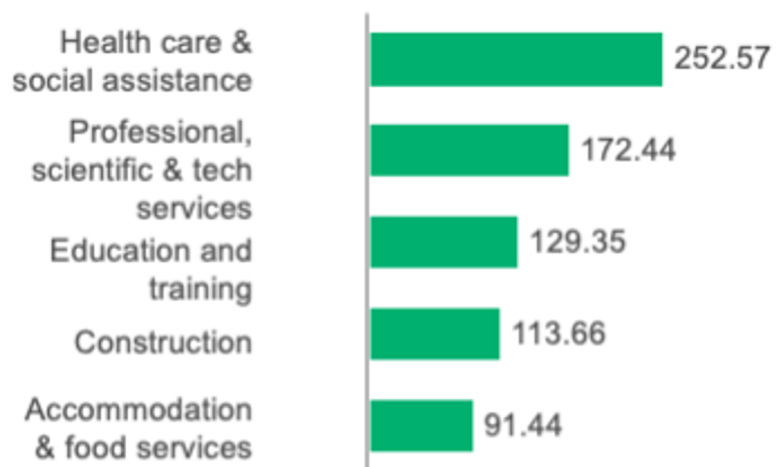
Source: ABS Labour Force data, available [here](#) (May 2020), Australian Government Labour Portal, 2019 update, available [here](#) (Feb 2020).

Industry growth, national and for key regions

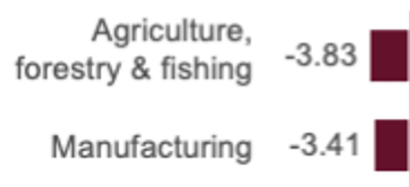
In regions with high long-term unemployment: health and social care assistance, construction and education represent the highest growth industries

Australia

Highest growth industries Job Growth ('000) by 2024

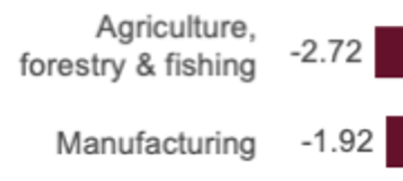
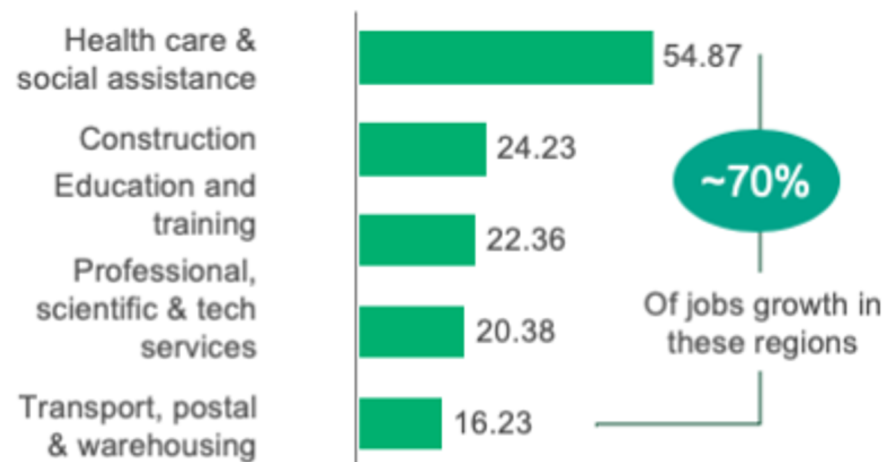


Negative growth industries



Regions with high-density of long-term unemployed¹

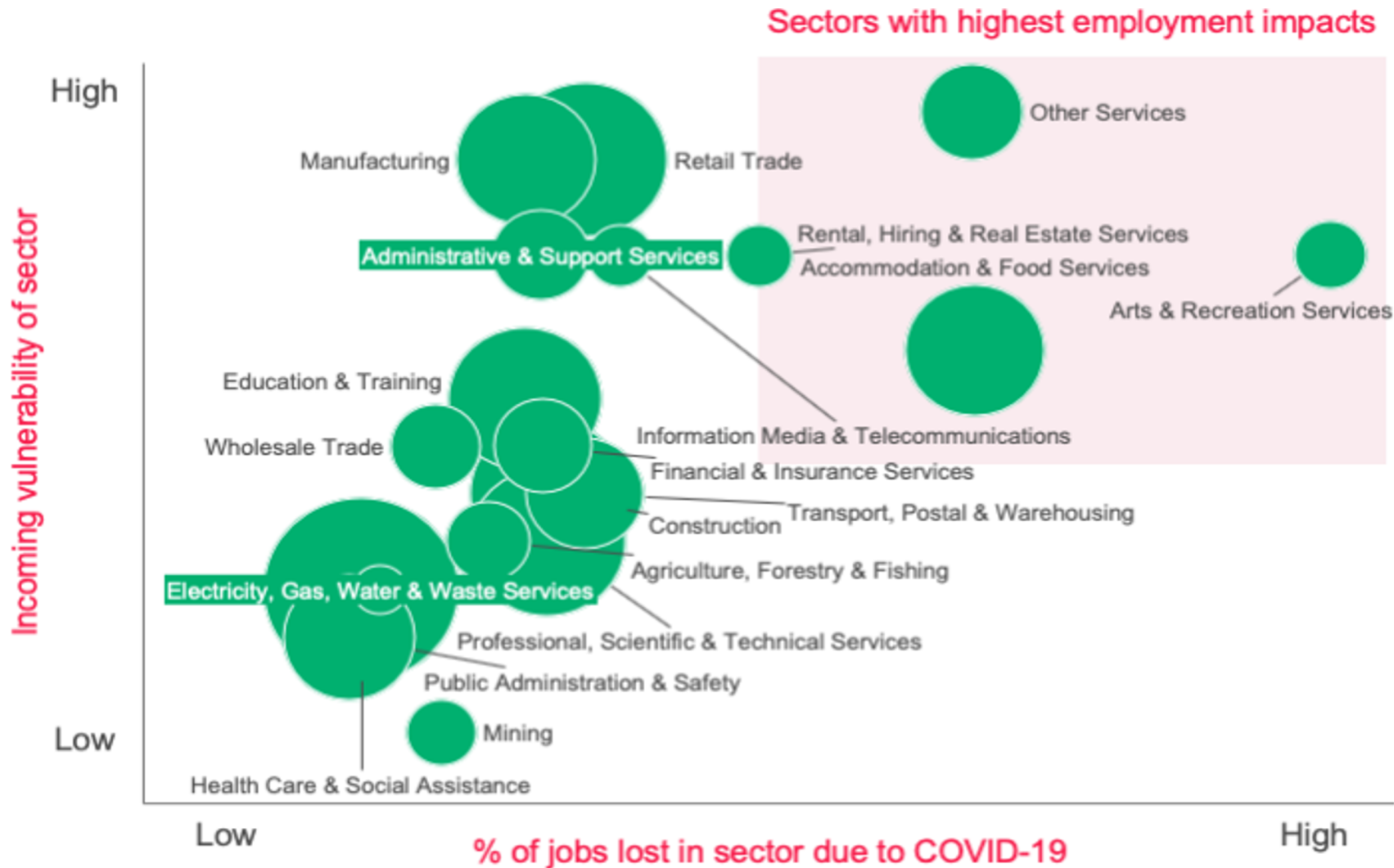
Job Growth ('000) by 2024



Source: 1. Labour force unemployed for >12 months Mid North Coast, WA - Outback, Adelaide - North, Toowoomba, Hume, Coffs Harbour - Grafton, Townsville, NT - Outback, SA - Outback, Moreton Bay - North, Warrnambool and South West, TAS - West and North west, Ipswich, Moreton Bay - South, Melbourne - West, Sydney - South West, Melbourne - North West, Sydney - Blacktown, Perth - North East, Wide Bay; Sources: Australian Government Labour Portal, 2019 update, available here, ABS Labour Force data, available here

Industry level analysis, forecasted employment impacts

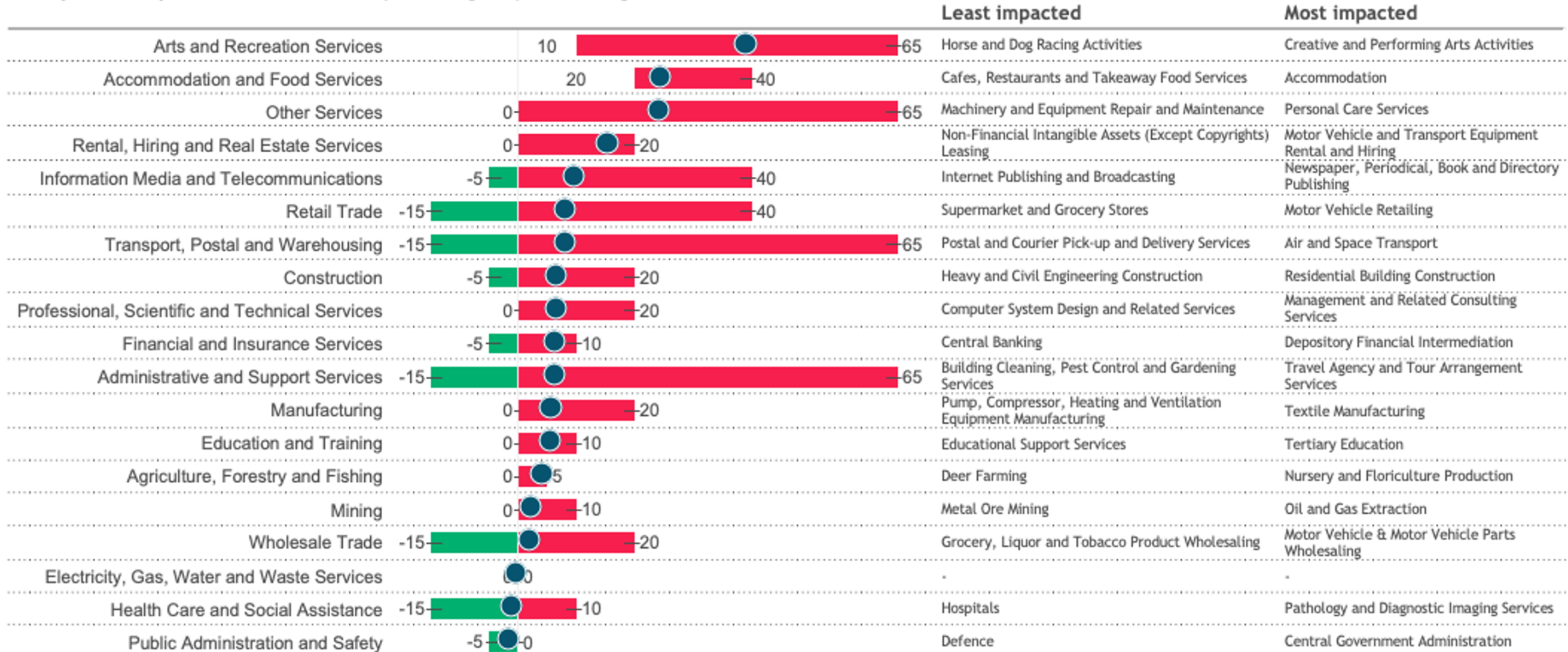
We expect the most impacted sectors to be: arts & recreation, accommodation & food, and 'other services'*



*Other services includes sub-sectors such as automotive repair and maintenance, personal care services and funeral, crematorium and cemetery services

Industry level analysis, ~200 sub-sectors will be impacted differently

% of jobs lost by sub-sectors at max impact; range represents highest & lowest sub-sectors



● Sector weighted % of jobs lost

Employment services were not providing effective support for unemployed people

Employment service system reform was always critical, but COVID-19 has raised the stakes. The system is likely to come under further strain supporting greater numbers of people during and after the pandemic.

The Expert Advisory Panel on future of employment services spoke to 1,400+ people, and released 2018 report *I Want To Work*.

The report found that the system wasn't providing the support required.

- This system is “geared toward throughput and volume”
- Average caseloads of 1:148
- Consultant turnover is 42%
- *jobactive* was “designed in a world without smartphones, Google or Seek”



The new *jobactive* system is set to take effect from 2022

It will be designed to meet the needs of disadvantaged job-seekers more effectively through three streams:

- Digital First — for “job ready and digitally literate job seekers who will self-service online
- Digital Plus — for job seekers who need extra support, who will access digital services and receive face-to-face support
- Enhanced Services — for the most disadvantaged job seekers



Recipient numbers and outstanding claims for Newstart Allowance, JobSeeker Payment and Youth Allowance (other) 28 February 2020 - 22 May 2020

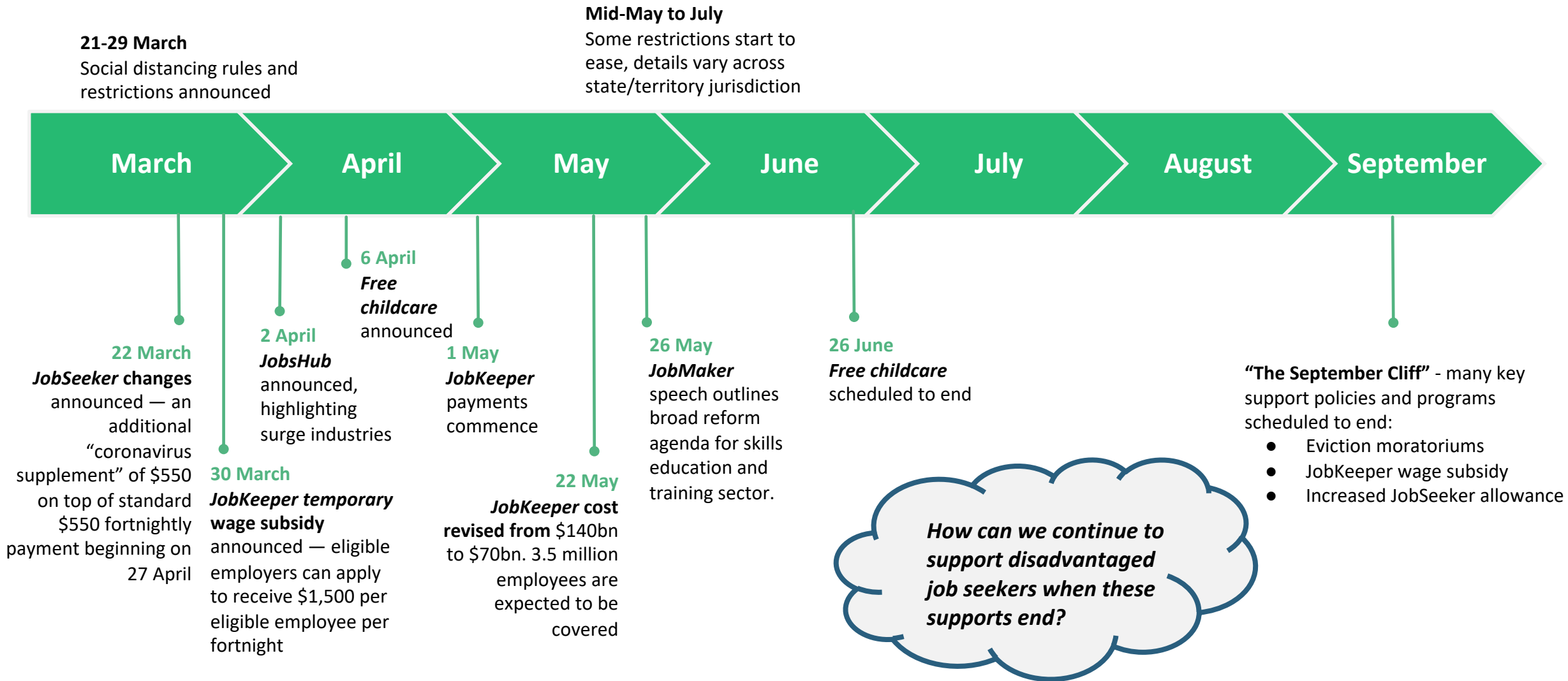
As at:	Newstart Allowance*		JobSeeker Payment*		Youth Allowance (other)		Total jobseekers
	Number of Recipients	Outstanding Claims [^]	Number of Recipients	Outstanding Claims	Number of Recipients	Outstanding Claims	Total number of recipients
28-Feb-20	730,136	16,293	n/a	n/a	85,736	4027	815,872
6-Mar-20	732,113	16,542	n/a	n/a	85,756	3945	817,869
13-Mar-20	727,890	20,017	n/a	n/a	84,884	4280	812,774
20-Mar-20	n/a	28,946	796,272	6,133	91,624	5,672	887,896
27-Mar-20	n/a	15,189	797,941	169,171	93,399	14,587	891,340
3-Apr-20	n/a	6,207	866,043	298,714	98,479	35,896	964,522
10-Apr-20	n/a	3,189	963,317	388,228	107,003	49,171	1,070,320
17-Apr-20	n/a	2,229	1,085,780	346,727	113,454	54,893	1,199,234
24-Apr-20	n/a	1,737	1,224,555	261,519	121,617	54,341	1,346,172
1-May-20	n/a	1,190	1,422,823	102,926	131,906	49,957	1,554,729
8-May-20	n/a	1,031	1,488,663	63,999	142,640	43,605	1,631,303
15-May-20	n/a	1,023	1,486,973	51,372	164,343	14,731	1,651,316
22-May-20	n/a	846	1,472,678	35,493	168,095	11,578	1,640,773

* Recipients of Newstart Allowance and JobSeeker Payment include recipients of Bereavement Allowance and Sickness Allowance as these payments have been subsumed into JobSeeker Payment. This allows for a better comparison between the recipient numbers.

[^] Outstanding claims, includes legacy claims for Newstart Allowance, Bereavement Allowance and Sickness Allowance

COVID-19 crisis and labour market policy responses

The federal government introduced a raft of temporary economic measures to support people during the COVID-19 crisis



EMPLOYMENT FOR PEOPLE IN CONTACT WITH THE CRIMINAL JUSTICE SYSTEM

Unemployment and the criminal justice conveyor belt

The majority of people in contact with the criminal justice system have experienced disadvantage, including unemployment. People in contact with the system are not only those currently incarcerated, but also includes people who have been released, their partners, parents and children.

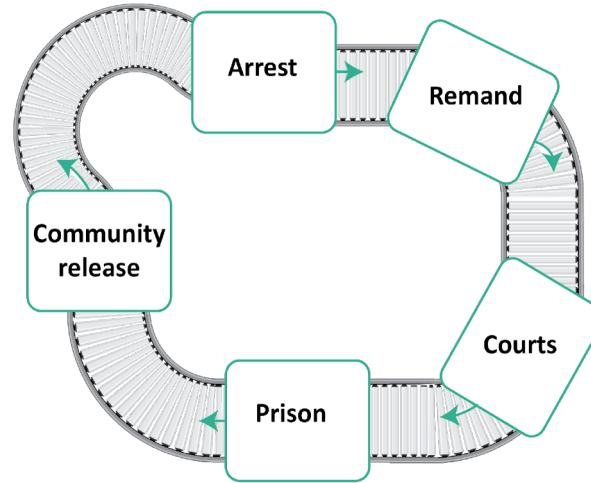
Employment is key

Contact with the criminal justice can become cyclical, particularly for those experiencing deep disadvantage. These people get directed into the “**criminal justice conveyor belt**” from which there are more “on-ramps” than “off-ramps”.

Over a quarter of released prisoners are reconvicted within three months of release and more than a third re-imprisoned within two years.

Employment is one of the most important tools for unlocking offender rehabilitation and boosting social reintegration. Engaging in meaningful work has been shown to reduce reoffending by ex-prisoners and there is widespread recognition that unemployment is related to reoffending and re-conviction.

Yet employment outcomes for those in contact with the fall short.



More than half (54%) of prison entrants reported they were unemployed during 30 days before entering prison

Only 22% of prison leavers reported they had paid employment organised to start within two weeks of release

Approximately 78% of people leaving prison rely on Centrelink payments

Over one third of prison entrants (38%) reported they have children dependent on them for their basic needs. Prison entrants have on average almost two children each

Parental imprisonment is a risk factor for future unemployment

Barriers to economic participation

Structural issues like poverty, discrimination and housing shortages are a barrier to economic participation for many people in contact with the criminal justice system. For example, 1 in 3 people report that they were homeless during the four weeks before prison, and over half expected to be homeless on discharge.

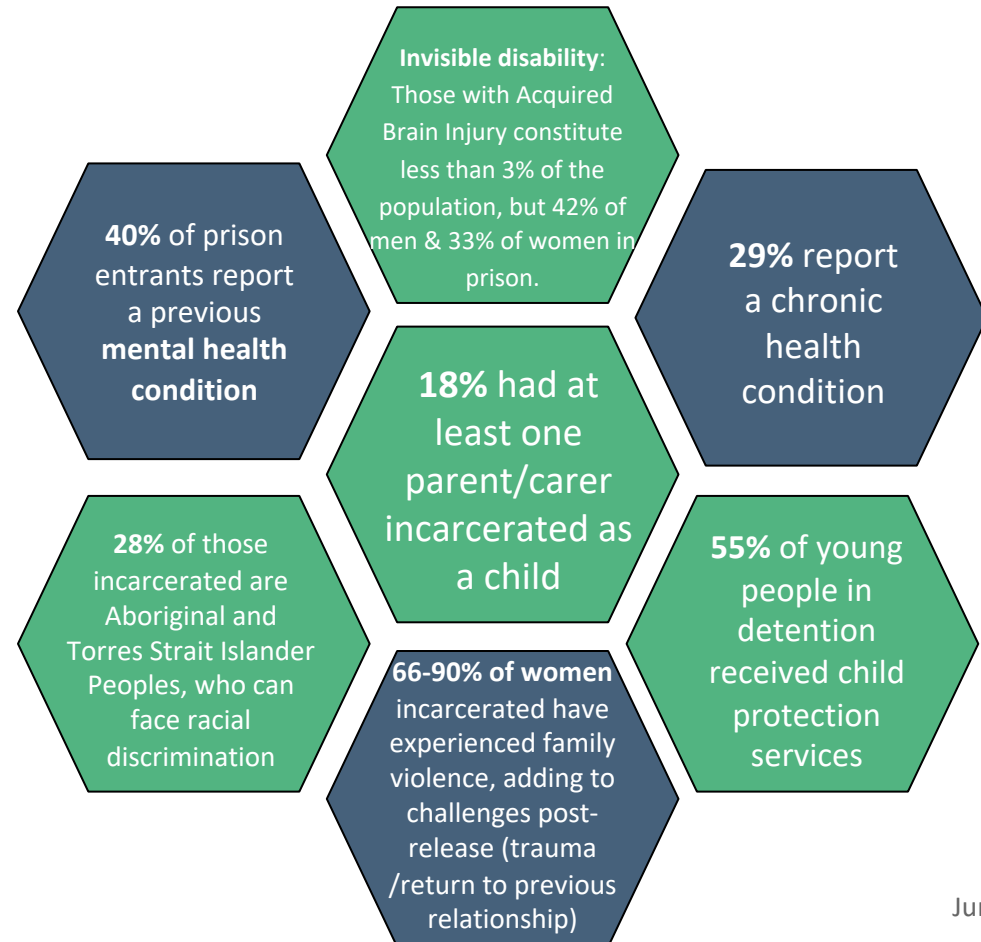
Many individuals in contact with the criminal justice system have existing barriers to employment, including:

- Low educational attainment/poor literacy and numeracy
- Lack of work experience and positive job histories
- Intellectual & cognitive disability
- Dysfunctional family relationships
- Drug & alcohol use/addiction
- Poor mental and/or physical health

These factors are compounded for an individual as they pass through prisons. When people are released, they may experience additional barriers to economic participation, including

- Legal requirements often associated with being released
- Low self-esteem
- Lack of positive social support or networks
- Parole requirements
- Debts/financial difficulties
- Lack of stable housing
- Stigma of criminal record - negative beliefs/attitudes from employers & community
- Service discontinuity - employment services and agency personnel
- Centrelink regulations and requirements
- Uncoordinated employment and other post-release supports
- Limited training and work experience opportunities while incarcerated (especially for those serving short sentences or on remand)

In addition to these barriers, disadvantaged groups within the prison population —such as women, people with disability, Aboriginal and Torres Strait Islander peoples and people with contact with the child protection system and parental incarceration are overrepresented in the criminal justice system and experience unique barriers to employment:

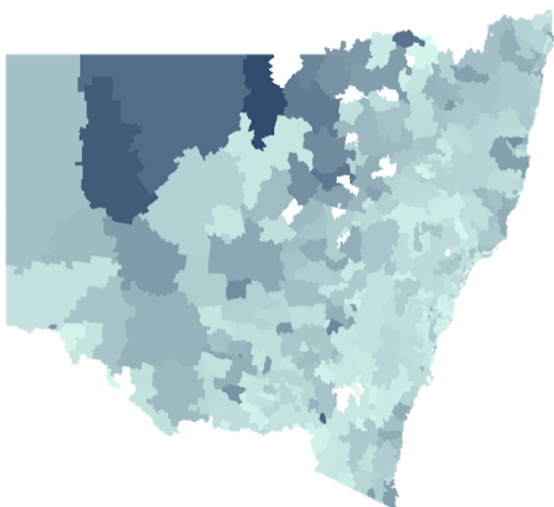


Geographic concentration

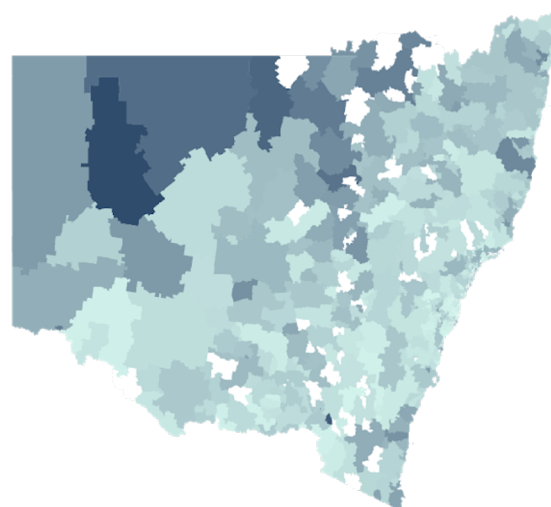
The maps below show that criminal convictions and incarceration are concentrated in areas of broader disadvantage. In this case, shown in New South Wales, although similar patterns are visible in other states and territories. For example, **50% of prisoners in Victoria come from 6% of postcodes.**

A national survey found that young people under youth justice supervision in 2018–19 most commonly lived in lower socioeconomic areas before entering supervision. More than 1 in 3 young people (35%) under supervision on an average day were from the lowest socioeconomic area, compared with only 6% from the highest socioeconomic area

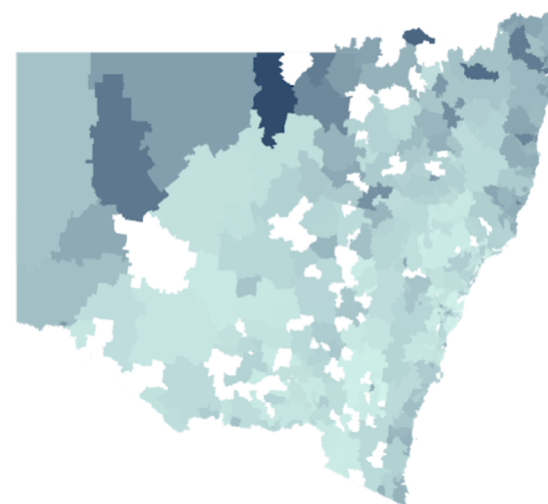
Criminal convictions



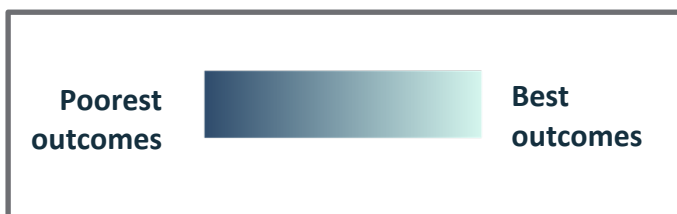
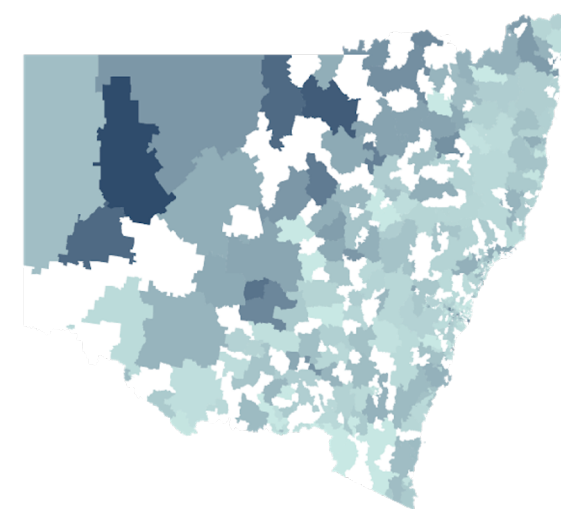
Prison admissions



Unemployment



Year 9 reading



Developed from Dropping of the Edge 2015 (DOTE) social indicator data.¹ Publicly-available DOTE data only provide a rank order of postcodes by state. This obscures the underlying distribution of disadvantage for each indicator. These choropleth maps use a log10 transformation of the colour scale to highlight concentrations of disadvantage, for illustrative purposes, which may not accurately represent the actual distributions. White polygons represent postcodes for which no data are available for the relevant indicator.

Employer perceptions

In the 2018 Survey of Employers' Recruitment Experiences by (then) Department of Jobs and Small Business, a subset of employers were asked about their experiences hiring job seekers with a criminal record (ex-offenders) and offered suggestions for how they could improve their employment prospects. Key findings reported from the survey include:

Businesses in the **manufacturing, construction and agriculture industries** were most likely to have knowingly employed an ex-offender, the survey showed

78% of employers who had knowingly hired an ex-offender reported positive outcomes, stating that the ex-offender had successfully integrated into the business because they were:

- Hardworking and a team player
- Liked by their colleagues and customers
- Appreciative of the opportunity
- Able to demonstrate they had the right skills for the job

Healthcare is Australia's largest employing industry.

While it is projected to make the largest contribution to employment growth in the coming years, ex-offenders will find it more difficult to take advantage of these opportunities due to the significant number of employers requiring police checks.

Of the surveyed employers in the Healthcare industry:

- 82% said they require police checks for all or some jobs
- Only 5% had knowingly hired someone with a criminal record, most likely in roles like maintenance, trades and food preparation

Employment services for people leaving prison

National Survey of Employment Services

A Future Beyond the Wall: Improving Post-release Employment

Outcomes for People Leaving Prison explains the results. Those most likely to provide services/supports for (ex-)prisoners/offenders were surveyed, including 136 Disability Employment Services (DES), 44 *jobactive* service providers and 57 Group Training Providers.

The survey highlighted four key issues:

- **Former prisoners** frequently have multiple and complex needs, such as social and educational disadvantage, lack of employability skills, lack of job opportunities and lack of stable housing.
- **Service providers** recognised the complex needs of ex-prisoners, but most used the same approach as with non-offender job seekers — no incentives to provide individual, flexible and tailored services. There was a perception that providers (to keep funding) place ex-prisoners into any jobs, regardless of how appropriate the job is.
- **Employers and wider society** associated fear and mistrust with ex-prisoners, remaining a significant barrier to employment
- **Employment service funding model** did not provide unique needs classification system/special contracts to address broad employment related-support needs, and the eligibility for DES Employment Support Services and the DES Disability Management Services were not clear. The model “prioritises speed over quality of placement”.

Some recommendations from *A Future Beyond the Wall*

Flexible employment services system

A flexible employment services system would recognise the multiple disadvantages of job seekers with a criminal history. It would promote specialist knowledge of disadvantaged job seekers and reward workers with a wide range of case management skills.

Engaging Communities

Communities have an important role to play in the social reintegration of ex-prisoners. Employer partnerships increase job opportunities for ex-prisoners.

Coordinated services

Employment support for prisoners post release is provided by a range of service agencies are not necessarily coordinated with correctional services, justice departments or other community-based post-release services, which leads to inconsistencies in methods of delivery and in the range of services provided. Ex-prisoners would benefit from continuity of support workers and wrap around services in a throughcare approach.

Covid-19 context

Immediate health response to COVID-19

Policy responses to COVID-19 at present have focused on maintaining the health and safety of prisoners. These responses are crucial, given prison populations tend to have more complex health needs and many prisoners live in overcrowded and potentially unsanitary conditions. Almost a third of participants in a prison survey said they have at least one chronic health condition

- Some inmates have been released on bail, having their vulnerability to COVID-19 considered in their bail applications
- But no states/territories have released inmates early, despite passing legislation which would allow this
- Inmates continue to be released during the pandemic, with secure housing is a key concern. In Melbourne's West a former detention center is being converted into temporary housing for prison leavers



Estimated medium-term economic crisis

Inmates are leaving prisons in difficult economic conditions. Already with significant barriers to employment, these are compounded by the current economic context and rapidly changing labour market conditions

What is required to support prison leavers in the COVID-19 context to find and sustain employment?

- How to prevent this group becoming long-term unemployed and further disadvantaged?
- How to make the most of COVID-19 to identify and match with employment opportunities?
- What supports and services are required?

Some examples of existing initiatives/levers to boost employment outcomes (1/2)



Place-based employment support

Connecting people in contact with the criminal justice system to employment opportunities supported with other wrap-around supports to address complex needs. This is done by engaging in key places, including communities and prisons

Second Chance Jobs, VACRO

Linking 1000 people a year with a “job at the prison gate”, linking a prison leaver to a willing employment and providing 1 year pre-release and 1 year post-release holistic wrap-around support

Transition 2 Success (T2S),

Queensland government supports young people in the youth justice system — or considered at risk of entering it — through engagement with education, training and employment in local community settings



Specialist employment services and providers

Supporting people transition from custody to employment, through specialised employment services grounded in a deep understanding of the cohort, and the challenges they face

Working Chance, UK

A specialist recruitment service providing 1-1 support for women leaving prison, guiding them through the employment process, directing them to additional support services where needed and engaging employers

Time to Work, DESE

A national voluntary in-prison employment service for Aboriginal and Torres Strait Islander peoples



Social procurement

Contractual agreements/commitments between government and business to provide employment opportunities for ex-offenders

Victorian Social Procurement Framework, Victorian

government— for high value tenders, a business can be expected to achieve an additional social/ environmental benefit, including provision of employment opportunities for disadvantaged groups

Some examples of existing initiatives/levers to boost employment outcomes (2/2)



Data linkages and exchanges

Collaboration between different organisations, through different mechanisms to share data to boost outcomes

Data Exchange, Social Wellbeing Agency NZ

The Data exchange transmits housing availability data from multiple providers to Corrections in near real-time, enabling planning for efficient and safe housing of people in the community, from placement to providing progress updates from providers. This is important as access to stable and suitable accommodation improves health, employment and education outcomes and reduces the likelihood of re-offending



Industry-specific and public-private collaboration

Public, private and not-for-profit sector organisations across industries collaborate to place disadvantaged job seekers into employment

“In For Ex” — European Union

Training providers work with entrepreneurs and businesses to design a practical training program designed around a role specifically to meet the needs of low qualified adult ex-prisoners and ex-offenders

Krami Program, Sweden — A

national agreement between the National Employment Service, the National Probation Service and municipalities to help young offenders rebuild their lives through a subsidised work program with support for employers



Social enterprise

Set up to provide employment opportunities for people at risk of entering, or leaving, the criminal justice system




BackTrack Works, BackTrack

Employs supervisors and trainees to deliver sub-contracting and labour hire services to local councils, businesses and other organisations, with wrap-around services and mentoring



Second Chance Coffee, VACRO

Offering training and work experience to offenders on community corrections orders, parolees and prisoners of day release

What next?

Theme	Challenge	Why address this challenge?	Collaboration	Some possible next steps
	<p>Lack of a deep ‘data picture’ on how supply-side and demand-side datasets interact and intersect on emerging job opportunities: the supply-side data on location and type of jobs which might be redistributed (particularly for key employers) in the post-COVID labour market, the skills required and the most effective way of delivering those, and the interaction with the demand-side data for employment services</p>	<p>COVID-19 is changing the distribution of jobs provided by big employers across cities and regions (e.g. what is on-shored, offshored, automated, non-automated, able to be done from home, in the office etc). This changing distribution will impact the scaling of professions too (health and telehealth, carers, carbon transition etc). Both developments could bring into scope more opportunities for the job seekers we are focusing on</p>	<p>Between federal government, state government, service providers, industry and business</p>	<ul style="list-style-type: none"> ● Alliance of employers, potentially facilitated by the BCA or AIG, working together to forecast the likely changes in employment distribution as a result of COVID-19 — particularly the regional and local dimensions — and how these opportunities might be connected to employment services reform targeted at vulnerable job seekers (including those in contact with the criminal justice system)
	<p>Employment services are restricted in their ability to respond adequately to the complex needs of people in contact with the criminal justice system</p>	<p>To accelerate the national employment services reform agenda and ensure that a new system is accommodates people in contact with the criminal justice system</p>	<p>Between federal government, state government, employers and service providers</p>	<ul style="list-style-type: none"> ● Joint initiative by organisations driving place-based reform (e.g. ACOSS, BSL, CPD, PRF etc) to identify how regional and local approaches to boosting economic participation are more compatible with new national employment services system
	<p>People in contact with the criminal justice system who are unemployed may not have the skills to take advantage of emerging job opportunities, and if they do, often face systemic barriers to gaining employment</p>	<p>To enable employers to hire confidently from this cohort into a suitable role, and to break down systemic barriers to employment for people in contact with the criminal justice system to access these opportunities</p>	<p>Between federal, state government, business, industry and service providers</p>	<ul style="list-style-type: none"> ● Alliance of employers — both private (interested employers, industry) and public (e.g. JobsBank) to identify specific job opportunities and to co-design roles, requirements, microcredentials and supports required for people in contact with the criminal justice system to gain and sustain employment for those roles ● Double down on initiatives enabling employment transitions for those in contact with the criminal justice system (e.g. Out for Good, Second Chance Jobs) — including support from business and philanthropy — and identify how similar approaches can be supported elsewhere

What next?

Theme	Challenge	Why address this challenge?	Collaboration	Some possible next steps
	<p>People in contact with the criminal justice system are concentrated in certain geographic areas where there is also high unemployment, yet employment related supports are siloed, and it can be difficult to access the right services — they are often neither coordinated nor tailored</p>	<p>People in contact through the criminal justice system can be approached at a place level through geographically specific responses that are more holistic in their approach to boosting employment with wrap-around services. This is important to avoid creating siloed responses</p>	<p>Between employers, industry, federal, state and local government, across different government agencies at (e.g. crime prevention and human services)</p>	<ul style="list-style-type: none"> Scaling existing work and expanding the focus, with the potential of joining together two neighbouring employment trials (Wyndham and Brimbank) — each with local, state and federal funding — to respond to the needs of people in contact with the criminal justice system
	<p>People leaving prison have complex needs and face multiple structural, individual and systemic barriers to employment. They often do not receive the required supports — employment & skills, health & human services and housing — to unlock employment and enable broader reintegration. During COVID, people leaving prison will face ever more challenging economic conditions, compounding the difficulties to gain and sustain employment</p>	<p>To support people leaving prison to successfully overcome barriers to employment, and to gain suitable and sustainable employment. COVID-19 has provided some prison leavers with accomodation, opening a window of opportunity to connect them with employers, coordinated and wrap-around employment-related supports (e.g. training and skills) as well as human and health services to support employment transitions</p>	<p>Between employers, industry, federal, state and local government, (e.g. corrections, human services) service providers and NGOs</p>	<ul style="list-style-type: none"> Bring together a coalition of specialist service providers, willing employers, government and existing employment initiatives to design holistic employment pathways for people leaving the CJS, starting in the residential facilities for prison leavers and parolees during COVID-19 (e.g. Maribyrnong)

Opportunity: Data

HOW COULD THIS BE DONE?

Case study: Alliance of employers working together to forecast the likely changes in employment distribution as a result of COVID-19

What?

We lack a deep ‘data picture’ on how supply-side and demand-side datasets interact and intersect on emerging job opportunities: the supply-side data on location and type of jobs which might be redistributed (particularly for key employers) in the post-COVID labour market, the skills required to meet that demand and the most effective way of delivering supports; and the interaction with the demand-side data relating to people in the criminal justice system and interaction with employment services

There could be an opportunity to bring together an alliance of employers to explore the data

Why?

COVID-19 is changing the distribution of jobs provided by big employers across cities and regions (e.g. what is on-shored, offshored, automated, non-automated, able to be done from home, in the office etc). This changing distribution will impact the scaling professions too (health and telehealth, carers, carbon transition etc). Both developments could bring into scope more opportunities for the job seekers we are focusing on

How?

Alliance of employers, potentially facilitated by the BCA or AIG, working together to forecast the likely changes in employment distribution as a result of COVID-19 — particularly the regional and local dimensions — and how these opportunities might be connected to employment services reform targeted at vulnerable job seekers (including those in contact with the criminal justice system)



Opportunity: Employment services reform agenda

HOW COULD THIS BE DONE?

Case study: Joint initiative by organisations driving place-based reform (e.g. ACOSS, BSL, CPD, PRF etc) to identify how regional and local approaches to boosting economic participation fit within a new national system

What?

The new *jobactive* system is set to take effect from 2022. It will be designed to meet the needs of disadvantaged job seekers more effectively through three streams: Digital First, Digital Plus and Enhanced Services.

‘Enhanced Services’ is the third pillar of the national enhanced employment service model, currently being the trailed in South Australia and New South Wales. They are designed to better respond to the more complex needs of disadvantaged job seekers. They take a more responsive approach to the places in which they are delivered.

To best meet the needs of disadvantaged job seekers, there is an opportunity to:

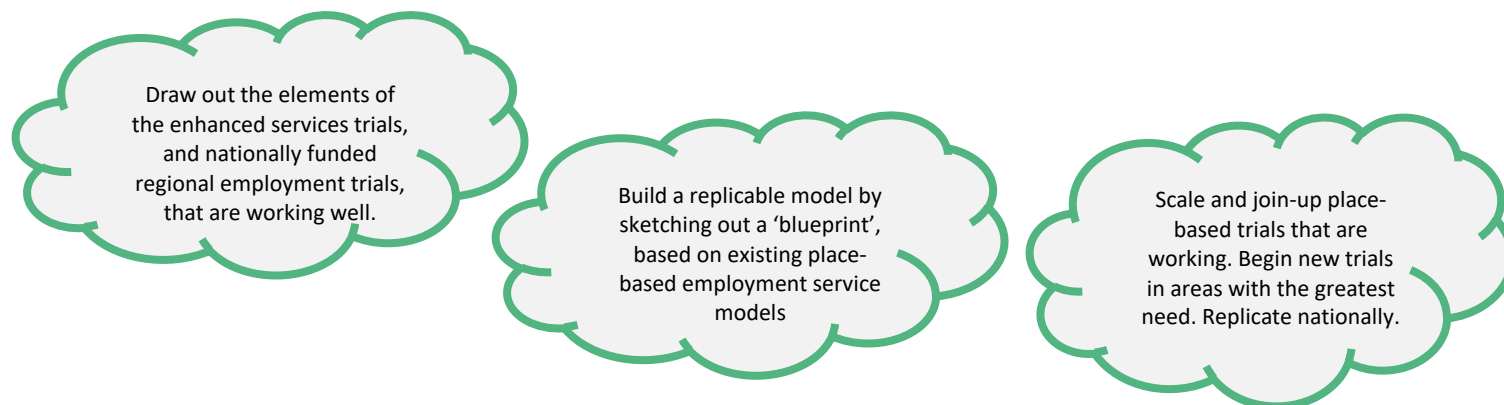
- think about how best to bring together state and federal employment services in key states and
- through combined providers, to scale up the delivery of ‘Enhanced Services’ to the most disadvantaged job seekers

Why?

To accelerate the national employment services reform agenda and ensure that a new system is accommodates people in contact with the criminal justice system

How?

Joint initiative by organisations driving place-based reform (e.g. ACOSS, BSL, CPD, PRF etc) to identify how regional and local approaches to boosting economic participation fit within a new national system



Opportunity: Public-private job opportunities

HOW COULD THIS BE DONE?

Case study: Double down on support for initiatives connecting disadvantaged job seekers with employers and related services

What is working?

Out for Good helping up to 50 young people find work on major transport and infrastructure projects to help keep them out of the justice system. The initiative is the first demonstration project of JobsBank, and is an alliance between government, private sector and community organisations to support young people aged 17-26 with previous interaction with the justice system get a job in the construction industry.

JobsBank launched in October 2019 and works with business, government and the community sector to generate more employment opportunities for Victorians. Jobsbank aims to help employers navigate the system, facilitate connections and provide the advice and resources required to find the right people and keep them.

Second Chance Jobs (VACRO) is a new project which will link 1000 people a year with a “job at the prison gate”. The program will work with people in the year before their release, connect them to a supportive and willing employer and walk alongside them for a year post-release.

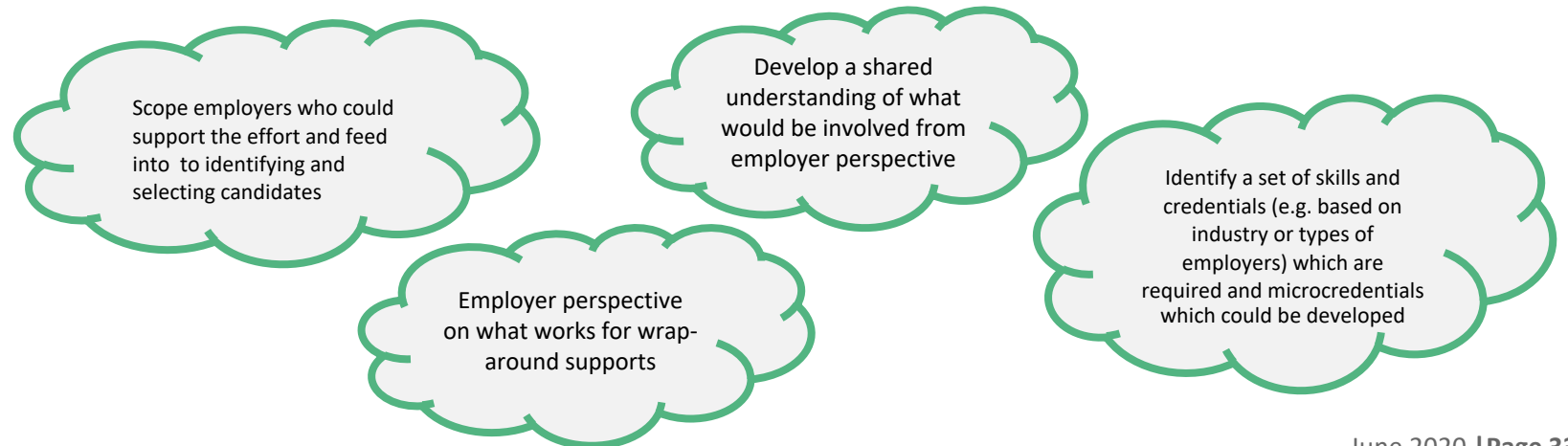
Why double down on support?

The program can make the most of:

- The rise of values-driven employers
- Victorian Government’s Social Procurement Framework
- It help society as a whole: approximately 78% of people leaving prison rely on Centrelink payments, and approximately 44% return to custody within two years, costing in excess of \$170,000 per year in imprisonment costs

How?

Bring together an alliance of employers — both private (interested employers, industry) and public (e.g. JobsBank) to identify specific job opportunities and to co-design roles, requirements, microcredentials and supports required for people in contact with the criminal justice system to gain and sustain employment for those roles



Opportunity: Regional/local employment trials

HOW COULD THIS BE DONE?

Case study: Scaling existing work and expanding the focus, with the potential of joining together Wyndham and Brimbank Employment Trials

What?

Wyndham and Brimbank (Victoria) are both currently hosting employment trials, with state and federal funding.

City of Wyndham, Wyndham Employment Trial - focuses on people with refugee backgrounds. Involves strategic employer engagement, coordinated employment service delivery and training/skills development, linked to real opportunities

City of Brimbank, BrIMPACT - focused on young people in the cycle of intergenerational disadvantage. Takes a social procurement approach, and is about future jobs

Both Councils have broader social and economic inclusion agendas and strategies.

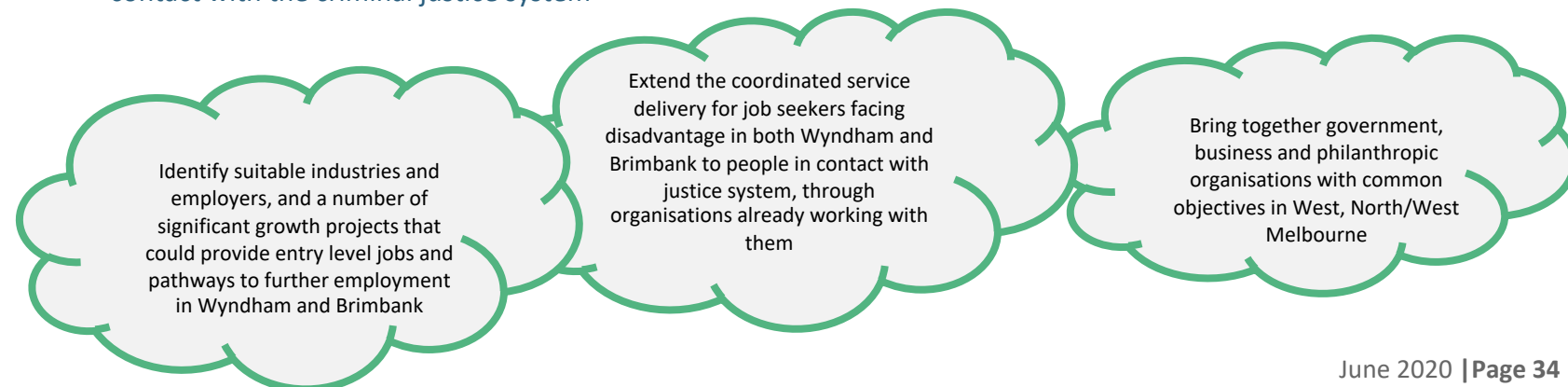
There could be an opportunity to scale up the activities in both trials with a focus on industry/employer opportunities for people in contact with the criminal justice system, and the potential of joining up the work.

Why consider expanding the trial?

- Double down on an approach we know has been working, whilst also working as part of the national agenda for jobs with skills underpinning it
- Both are funded by state, local and federal government — there is existing architecture for cross-government collaboration
- Capacity-building — sharing learnings from and building on the challenges and successes of trials in both locations
- Wyndham and Brimbank are in a growth corridor of Victoria with large scale development slated in the coming years. A trial could capitalise on these opportunities and the Victorian Government's Social Procurement Framework
- Leverages and builds on existing initiatives and services in both locations e.g. Jobs Bank, Working for Victoria, Working Together in Place, North West Melbourne City Deal, West of Melbourne Economic Development Alliance

How?

Scale existing work and expand the focus, with the potential of joining together two neighbouring employment trials (Wyndham and Brimbank) — each with local, state and federal funding — to respond to the needs of people in contact with the criminal justice system



Opportunity: Making the most of COVID-19 emergency accommodation

HOW COULD THIS BE DONE?

Case study: Bring together a coalition to design holistic employment pathways for people leaving the criminal justice system during COVID

What?

People leaving prison have complex needs and face multiple structural, individual and systemic barriers to employment. During COVID-19, prison leavers face additional structural challenges, re-integrating into a “new normal” with additional health and economic challenges.

As part of the Victorian government’s COVID response, the former Maribyrnong Immigration Detention Centre is currently being converted into a temporary community residential facility, to provide short-term, last resort, accommodation for men exiting the prison system. The residential facility will accommodate up to 44 people, including those who have just been released and who are on parole.

This offers the opportunity to connect housing with employment pathways and skill development, as well as other holistic supports.

Why?

- Prison leavers often do not receive the required supports — employment & skills, health & human services and housing — to unlock employment and enable broader reintegration and avoid desistance from offending
- During COVID, people leaving prison will face health and economic challenges, compounding the difficulties to gain and sustain employment

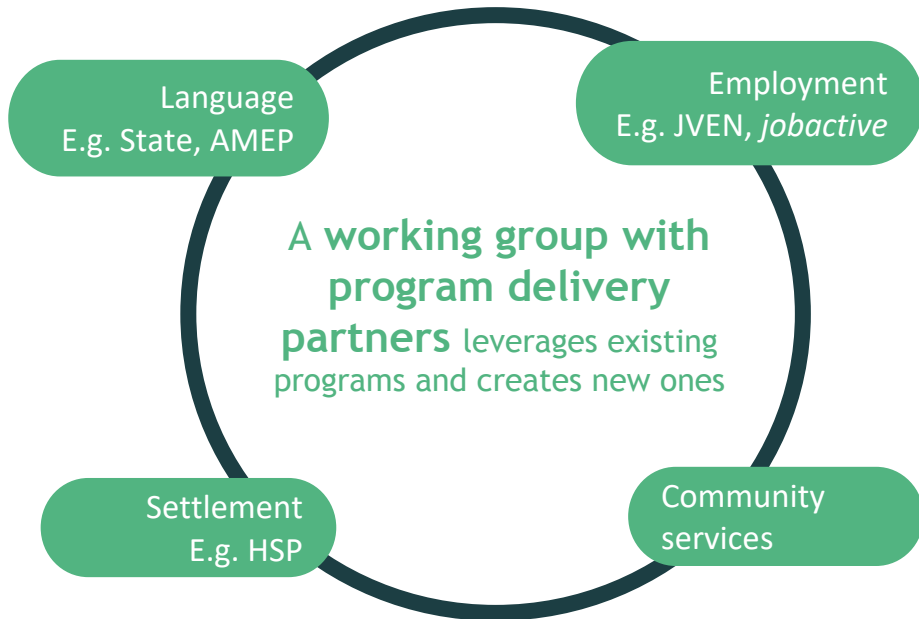
How?

Bring together a coalition of specialist service providers, willing employers, government and existing employment initiatives to design holistic employment pathways for people leaving the CJS, starting in the residential facilities for prison leavers and parolees during COVID-19 (e.g. Maribyrnong)



Wyndham Employment Trial

Wyndham is a growing municipality on the urban fringe of Melbourne and home to a diverse community, including many refugees and other migrants. Wyndham City Council and local partners have developed the Wyndham Employment Trial to boost economic participation for refugees. The trial is based on the Community Deals model and commenced in mid-2019. CPD worked alongside Wyndham City Council and local partners to establish the trial. As of 30 June 2019 there were 768 refugee on the Werribee *jobactive* regional caseload. These people were on the *jobactive* caseload for an average of 80 weeks.



As of 1 April 2020:

94 refugees were placed in employment as a result of collaboration enabled by the trial

18 employers are involved, providing information on vacancies and actively recruiting

What are Community Deals?

Community Deals are a place-based model aiming to boost economic and social participation for people facing disadvantage.

They are a genuine partnership between government, business and community that allow a consortia of local actors to adapt programming locally to achieve concrete outcomes for their community.

Community Deals feature holistic, tailored services wrapped around a family and individual, and strategic engagement of employers and local industry.

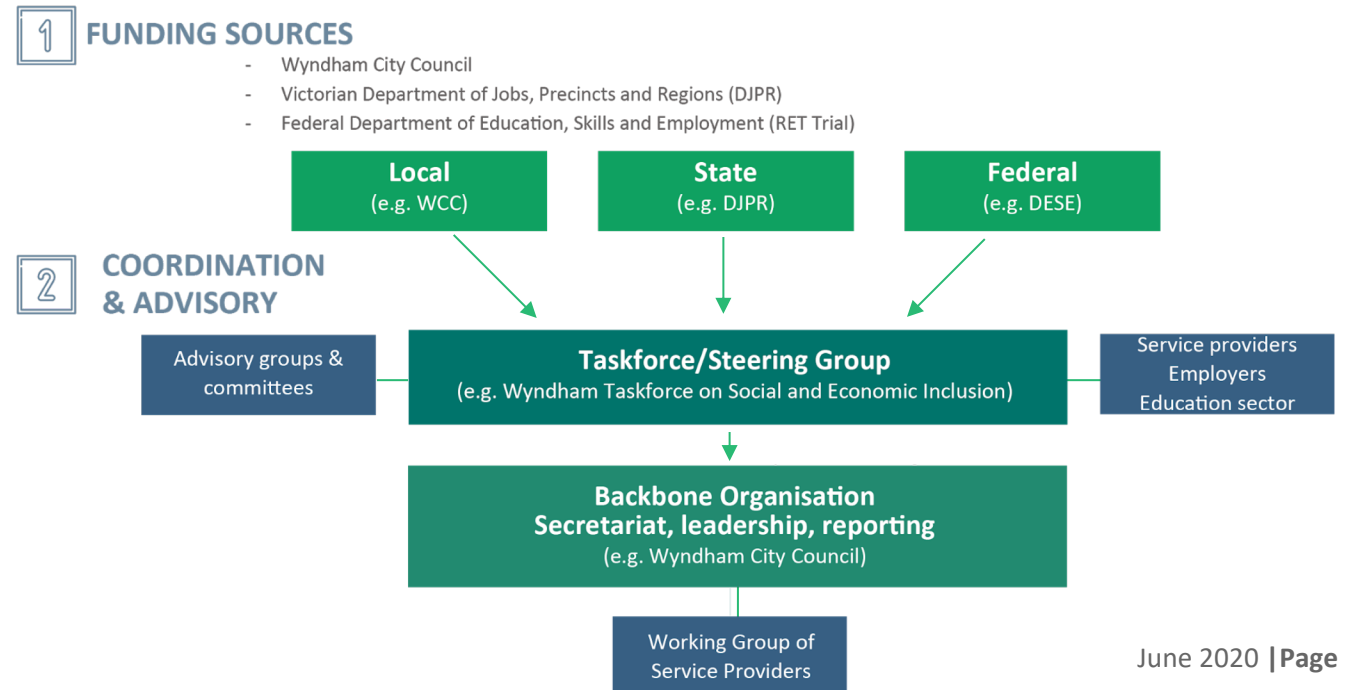
They harness sustained support from local, state and federal government, as well as non-government and philanthropic resources. They are distinct in that they are vertically integrated into national and state service systems.

They use a 'tight-loose-tight' framework (tight on objectives, loose on method of implementation and tight around evaluation) that gives confidence to funders and partners to invest in an ongoing and sustainable way.



Wrap-around services are provided by NGOs and providers, both for people experiencing disadvantage and for employers, designed to overcome barriers to appropriate and sustainable employment faced by disadvantaged job seekers.

Community Deals model: Wyndham Employment Trial



Centre for Policy Development
Transitions to Employment

Roundtable Four: Vulnerable migrants and refugees

10 June 2020, 2:30pm-5:00pm

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Employment for vulnerable migrants and refugees

Who and where are vulnerable migrants and refugees?

Role of employment and outcomes

Occupations for refugees and humanitarian migrants

Barriers to employment

Employment services

COVID-19 context

Examples of existing initiatives to boost employment outcomes

Participant list for Roundtable 4: Vulnerable Migrants and Refugees

<u>Name</u>	<u>Position and affiliation</u>
Alison Larkins	Commonwealth Coordinator-General for Migrant Services, Commonwealth Department of Home Affairs
Andrew Asten	Project Leader, Boston Consulting Group
Andrew Keast	Chief Storyteller, Refugee Talent
Annabel Brown	Program Director, Centre for Policy Development
Ben Gauntlett	Disability Discrimination Commissioner, Australian Human Rights Commission
Betina Szkudlarek	Associate Professor, University of Sydney
Carolina Gotardo	Director, Jesuit Refugee Services
Cliff Eberly	Manager Social and Economic Inclusion, Wyndham City Council, Victoria
David Clements	Deputy Secretary - Inclusion, Victorian Department of Jobs, Precincts and Regions
Eve Lester	Independent Researcher and Consultant
Glyn Davis AC	Chief Executive Officer, Paul Ramsay Foundation
Huy Truong	Co-Founder and Deputy Chair, Thrive Refugee Enterprise ; Council Member, Refugee and Migrant Settlement Advisory Council
Jeni Whalan	Chief Program Officer, Paul Ramsay Foundation
Joseph La Posta	Chief Executive Officer, Multicultural NSW
Katrina Currie	Executive Director-Employment, Victorian Department of Jobs, Precincts and Regions
Kerrin Benson	Former Chief Executive Officer, Multicultural Australia
Leigh Hardingham	General Manager-Social Procurement and Inclusion, John Holland

<u>Name</u>	<u>Position and affiliation</u>
Lill Healy	Deputy Secretary-Service Systems Reform, Victorian Department of Premier and Cabinet
Lynley Dumble	Acting Director Community Wellbeing, Brimbank City Council, Victoria
Maria Mupanemunda	Research Officer, Brotherhood of St. Laurence
Mark Watters	Partner and Managing Director, Boston Consulting Group
Mary Wood	Head-Social Policy and Partnerships, Business Council of Australia (BCA)
Paris Aristotle AO	Chief Executive Officer, Foundation House , Chair, Refugee and Migrant Settlement Advisory Council
Pat O'Sullivan	Council Member, Refugee and Migrant Settlement Advisory Council
Rachel Mead	Head of Diversity and Inclusion, Woolworths
Robyn Shannon	First Assistant Secretary, Commonwealth Department of Education, Skills & Employment
Ryan Williams	Head of National Stakeholder Relations, NBN
Sandra McPhee AM	Chair, New South Wales Public Service Commission Advisory Board ; Chair, Australian Government, Expert Advisory Panel review of Employment Services
Selena Choo	Founder, Humans Like Us
Shyla Vohra	Migration Director, Regional Australia Institute
Travers McLeod	Chief Executive Officer, Centre for Policy Development

Draft Agenda — Vulnerable Migrants and Refugees



Time

Duration

Agenda Item

14:30pm

15 mins

Welcome and introductions

14:45pm

30 mins

Key insights from selected participants

15:15pm

75 mins

Presentation and discussion of ideas to boost employment for vulnerable migrants and refugees

16:30pm

20 mins

Agreement on next steps

16:50pm

10 mins

Conclusion

EMPLOYMENT FOR VULNERABLE MIGRANTS AND REFUGEES

Who are vulnerable migrants and refugees?

The COVID-19 pandemic has highlighted the vulnerabilities of many migrants living in Australia

Facts and figures

In 2018–19, annual **permanent migration** to Australia stood at 179,085, made up of approximately:

- 109,713 visas (or 62%) in the skilled stream
- 47,247 visas (or 27%) in the family stream
- 18,762 visas (or 11%) in the humanitarian stream, which includes refugees

Australia also issues a high number of **temporary visas**, comprising 2.17 million people on 4 April 2020.*

This number includes approximately:

- 672,000 New Zealanders - *allowed to live and work in Australia indefinitely*
- 565,000 international students - *generally limited to working 40 hours a fortnight, with some exceptions*
- 203,000 international tourists - *no work rights*
- 118,000 people on working holiday visas - *limited work rights, often filling gaps in seasonal labour or in regional and remote areas*
- 139,000 temporary skilled visa holders - *filling identified labour market gaps*
- 90,000 people on temporary graduate visas - *with work rights, issued to international students who have recently graduated in fields with identified skills gaps.*
- 280,000 people on bridging visas - *generally have the same work rights as the visa held before their bridging visa application (includes asylum seekers, those awaiting permanent residency application outcomes etc)*

The government estimates that 300,000 people on temporary visas have left Australia since the start of the pandemic.

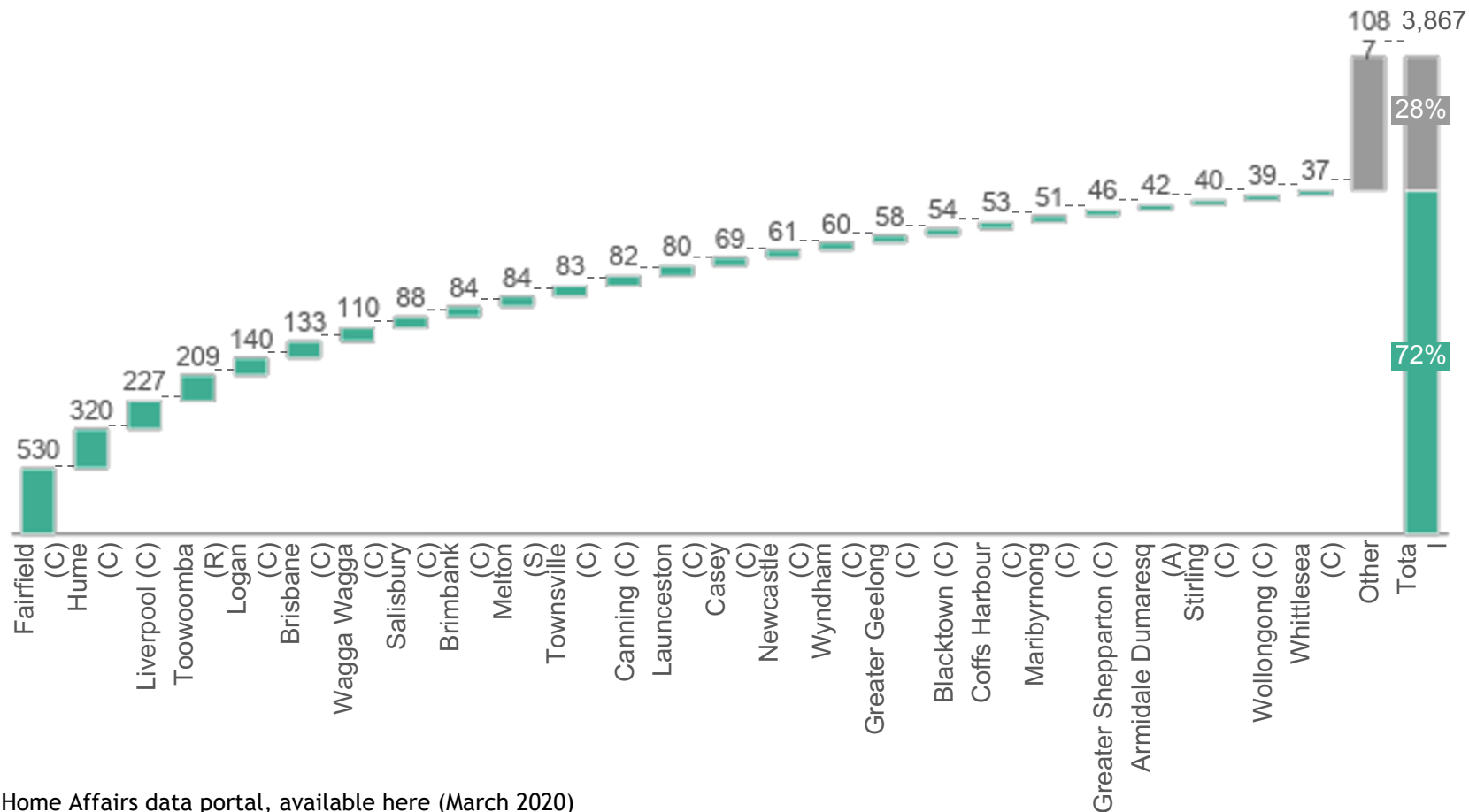
*This does not take into account the estimated 50,000 to 100,000 people living in Australia without a visa.

Question for consideration: What groups of migrants have been rendered or exposed as vulnerable by COVID-19 and what supports are available to them?

Geographic distribution of humanitarian migrant settlement

Humanitarian migrants overwhelmingly settle in certain areas:

25 LGAs make up > 70% of humanitarian migrant settlement



Identifying the areas with high numbers of refugees and vulnerable migrants helps to target employment and other supports in those areas

Role of employment and outcomes for migrants

Employment is an important part of the settlement journey for most migrants

Settling Better found that there is overwhelming evidence that **employment provides the bedrock for successful settlement** and that the best way to help refugees to build flourishing lives is to help them find work.

Economic participation assists refugees and migrants in vulnerable situations attain economic security, social connections and a sense of positive identity in their new country.

However many new migrants including refugees face barriers to employment in Australia. High levels of unemployment, low participation rates and low average incomes persist.

With the onset of COVID-19, those already in precarious or vulnerable work situations are at risk of becoming more disadvantaged.

Refugees have 2.9 times higher unemployment (25%) and only 0.8 times the participation rate (48%) than the overall population

These challenges are much worse for recent arrivals – the BNLA longitudinal dataset found that after 36 months in Australia, just 21% of refugees are in paid work*

Female refugees have only 0.6 times the participation rate, and 1.3 times the unemployment rate as males

Entrepreneurship, not just employment:

Seven Steps to Success found that despite the huge challenges they face, refugees are the most entrepreneurial migrants in Australia and nearly twice as likely to be entrepreneurs as Australian taxpayers in general.

Yet refugee entrepreneurship hardly features in public debate and receives little policy support.

Data gaps: employment outcomes

To date, we have good data on employment outcomes and the geographical location of refugees and vulnerable migrants, but we are **lacking data on the effectiveness of interventions** for this cohort

There may also be a need to collect, consolidate and analyse data on the characteristics, location and suitable supports for other vulnerable migrants.

*The BNLA dataset comprises 2,399 people who have recently arrived in the humanitarian stream

Supporting entrepreneurship, not just employment

CPD and OPEN’s 2019 report *Seven Steps to SUCCESS* found that despite the huge challenges they face, **refugees are the most entrepreneurial migrants in Australia** and nearly twice as likely to be entrepreneurs as Australian taxpayers as a whole. The report also found that:

- Contrary to popular belief, **female refugees** are more likely to report income from their own business than men.
- While some **promising ventures supporting refugee entrepreneurship exist**, these are largely confined to Melbourne and Sydney, and are limited in scale and funding. **Australia is only scratching the surface** of what refugee entrepreneurs could achieve with appropriate investment and support.
- An ambitious but achievable target of launching 1,000 new refugee-run businesses each year could yield \$98 million in annual economic and fiscal gains. **Within ten years, the boost to the economy could be nearly \$1 billion a year.** The social benefits would also be significant.
- The report recommended that **all public-funded initiatives that help refugees to become economically active should present entrepreneurship as a viable option**, about which suitable refugees can make informed choices.

The report identified the some specific recommendations within the broad ‘seven steps to success’, such as:

- Integrate self-employment and business formation pathways into the economic participation strategies of refugee settlement and employment services.
- Include a strategy that addresses refugee entrepreneurs’ particular needs and challenges in existing programs to encourage entrepreneurship.
- Provide targeted and timely support for prospective refugee entrepreneurs, notably through an early assessment of their entrepreneurial potential.
- Provide access to capital through partnerships with financial providers as a component of support programs for refugee entrepreneurs.
- Provide loan guarantees backed by federal and state governments to enable refugee entrepreneurs to obtain low-cost loans from commercial banks, together with partners such as Thrive.
- Lower federal and state regulatory barriers that impede entrepreneurship by refugees and other disadvantaged groups.
- Continue providing government welfare support to refugee entrepreneurs for the first year after their business launch



Existing services to support refugee entrepreneurship

New Business Assistance with NEIS

Thrive Refugee Enterprises

LaunchVIC, Victoria’s start-up agency

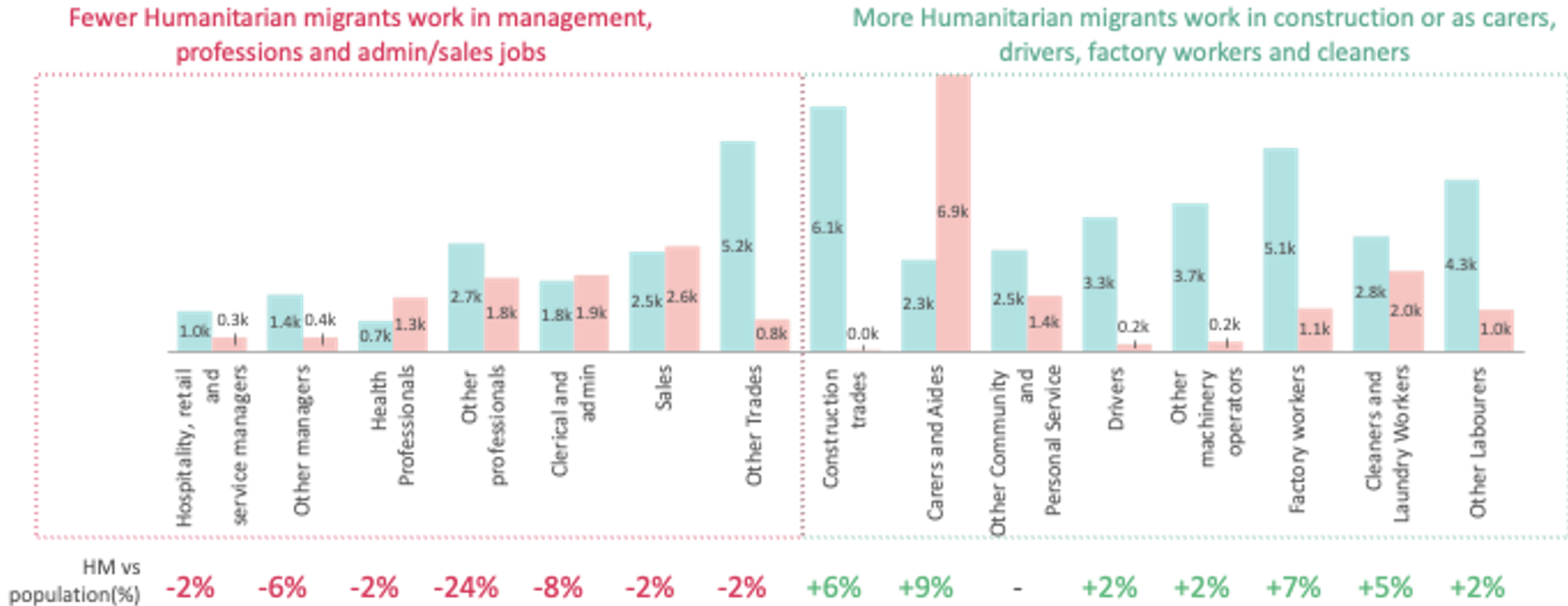
Stepping Stones to Small Business (BSL)

Ignite Small Business Start-up, (Settlement Services International)

CareerSeekers

Refugees disproportionately work in low-skill occupations

Refugee taxpayers are commonly employed as: Labourers (27%); Community and Personal Service Workers (14%); and Technicians and Trades Workers (11%).

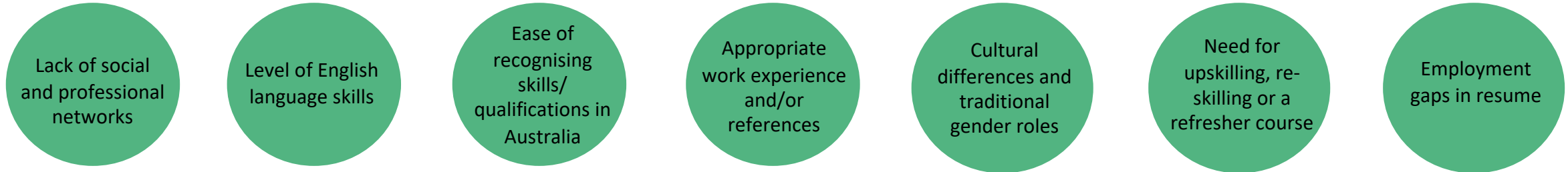


Their vulnerability will likely only be exacerbated by the pandemic

Early data has found that immigrants who have been in Australia for less than 5 years have had a decrease in their employment-to-population ratio of 7.9 ppts, compared with immigrants here for over 5 years and Australian-born residents at 2.5 ppts, since the onset of COVID-19.

Barriers to economic participation and the employer's perspective

Individual barriers to employment differ depending on the background of refugees, but can include:

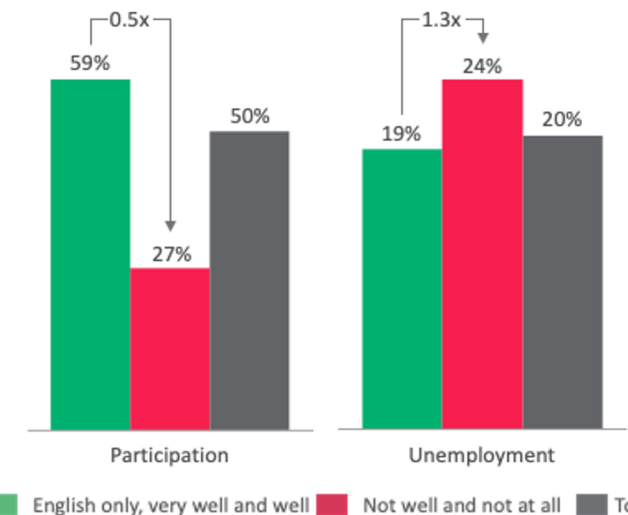


The employer perspective on what works:

Findings from CPD/Sydney Uni research into employer perceptions of what works in hiring refugees:

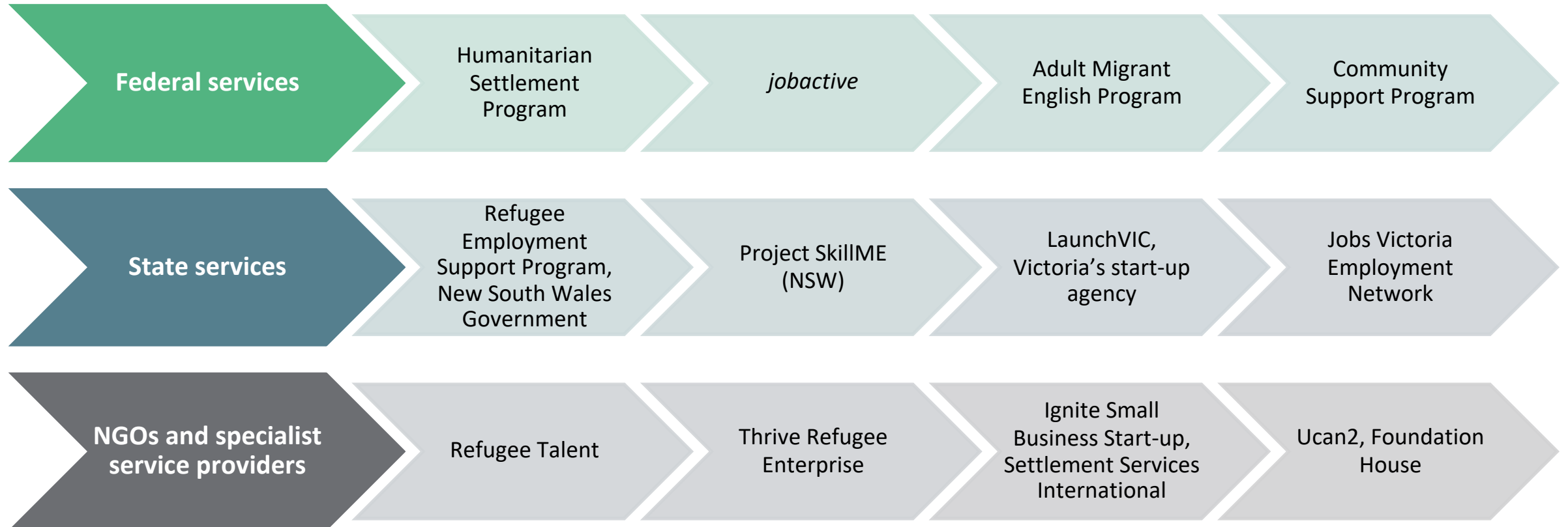
- Common reasons for not hiring refugees are:
 - the idea not coming up (39%),
 - not seeking to hire from particular backgrounds (36%)
 - not knowing how to access or recruit refugees (22%)
- The two dominant reasons that companies seek to hire refugees are corporate social responsibility (86%) and views of an influential staff member (78%).
- 46% of companies are motivated by the business case; they are likely to hire more refugees and downplay the refugee status of job seekers
- Companies that have not hired refugees rate almost all challenges to be significantly more difficult than companies that have hired refugees – e.g. 77% of employers who have not hired refugees expect regulatory hurdles to be challenging compared to only 23% of employers who have hired refugees citing it as a challenge
- Only 9% of respondents who have sought to hire refugees cited government incentives as a key benefit:
 - Wage subsidies were not a motivating factor for most employers surveyed.
 - Social procurement was perceived as more relevant in certain industries than others (especially infrastructure/construction)
- Specialist service providers play a “significant and positive role”

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



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

Some examples of supports and services



For full program descriptions and services provided under each of these programs, see source list

Some examples of existing initiatives/levers to boost employment outcomes (1)



Place-based employment support

Connecting refugees and vulnerable migrants to employment opportunities through wrap-around supports addressing complex needs. This is done by engaging in key places with known large migrant populations

Wyndham Employment Trial, Victoria

Run by Wyndham City Council and its partners to boost economic participation for refugees. As of mid-April 18 employers are recruiting and 94 refugees have been employed



Specialist employment services and providers

Supporting refugees and migrants to transition to employment, through specialised employment services, with a deep understanding of the cohort and their challenges

Given the Chance

Partners with businesses across different industries to support disadvantaged job seekers into employment, including refugees and asylum seekers. Success in Victoria has led to the initiative being extended to select sites nationally

Jesuit Refugee Service, Empowered To Work

—supports refugees and people seeking asylum find pathways to employment through obtaining prerequisite certifications, and pre-employment supports. It also enables partnerships with potential employers



Social procurement

Contractual agreements/commitments between government and business to provide employment opportunities for refugees and/or vulnerable migrants

Victorian Social Procurement Framework, Victorian government

— for high value tenders, a business can be expected to achieve an additional social/environmental benefit, including provision of employment opportunities for disadvantaged groups

Birmingham City Council Public Procurement Framework for Jobs and Skills

Applies to all government contracts worth over £200,000 e.g. in 2010 a new city library was built creating 306 jobs and 82 apprenticeships, with 54% of these opportunities reserved for people from disadvantaged communities

Some examples of existing initiatives/levers to boost employment outcomes (2)



Data linkages and exchanges

Collaborations to share data and boost collaboration in order to improve outcomes for job seekers

Stativ, Sweden
One of the few global initiatives to collect data, and make it publicly available, on refugee and asylum seekers' qualifications and skills collects information about all residents in Sweden, including refugees to facilitate refugee economic inclusion into the labour market similar example is Denmark's Integrated Database for Labour Market Integration



Industry-specific and public-private collaboration

Public, private and not-for-profit organisations collaborate to place refugee and migrant job seekers into employment

Fast Track Program, Sweden
Industry-led skills & qualification recognition to help refugees in Sweden access the labour market.
Government, trade unions and employers work together to create employment pathways and specialised training for people with existing experience.



Social enterprise

Set up to provide employment opportunities for vulnerable migrants and refugees

Outlook Environmental
Using social enterprise to create and sustain employment opportunities for disadvantaged groups. 70% identify as being from a priority employment group including refugees, asylum seekers and long-term unemployed

Bread and Butter Project
Australia's first social enterprise bakery, employing refugees and people seeking asylum provides 6-8 week training (including English language & job readiness support and TAFE certification), with 100% of profits supporting training

What next?

Theme	Challenge	Why address this challenge?	Collaboration	Some possible next steps
DATA	Lack of a deep ‘data picture’ on how supply-side and demand-side datasets interact and intersect on emerging job opportunities: the supply-side data on where jobs might be redistributed (particularly for key employers) in the post-COVID labour market, the skills required and the most effective way of delivering those, and the interaction with the demand-side data for employment services	COVID-19 is changing the distribution of jobs provided by big employers across cities and regions (e.g. what is onshored, offshored, automated, non-automated, able to be done from home, in the office etc). This changing distribution will impact the scaling professions too (health and telehealth, carers, carbon transition etc). Both developments could bring into scope more opportunities for the job seekers we are focusing on	Between federal government, state government and service providers	<ul style="list-style-type: none"> Alliance of parties, potentially led by the BCA or AIG, working together to understand the likely changes in the distribution of employment as a result of COVID-19 — particularly the regional and local dimensions — and how these opportunities might be connected to employment services reform targeted at vulnerable job seekers (including vulnerable migrants and refugees) Gather better data (including by geography) on the impact of COVID-19 on the job security and employment prospects of refugees and vulnerable migrants, including the effectiveness of service/employer responses
EMPLOYMENT SERVICE REFORM	Federal employment services do not sufficiently respond to the needs of individuals and families, particularly those facing disadvantage, nor to employer needs and local labour markets. An abundance of programs	Reforms underway need to be accelerated in the wake of the large scale unemployment and underemployment cause by the COVID-19 pandemic. Employment services in key states are flexible and innovative and can be built upon to respond quickly to the new situation.	Between all levels of government, service providers and civil society partners with experience in place-based models.	<ul style="list-style-type: none"> Joint initiative by organisations driving place-based reform (e.g. ACOSS, BSL, CPD, PRF etc) to identify how regional and local approaches to boosting economic participation fit within a new national system
PUBLIC-PRIVATE JOBS	Vulnerable migrants and refugees who are unemployed may not have the exact skill match to take advantage of emerging opportunities in the post-COVID labour market, and if they do, often face barriers to securing employment	To enable employers to hire confidently from this cohort into a suitable role, and to break down barriers to employment for vulnerable migrants and refugees	Between federal, state government, business and industry	<ul style="list-style-type: none"> Alliance of employers — both private (interested employers, industry) and public (e.g. JobsBank) to identify specific job opportunities and to co-design roles, microcredentials and supports required for vulnerable migrants and refugees to gain and sustain employment for those roles
REGIONAL/LOCAL TRIALS	Vulnerable migrants and refugees are concentrated in certain geographic areas where there is also high unemployment yet employment-related supports are difficult to access, as they are often neither coordinated nor tailored	To boost employment outcomes and related supports, so that employment can be obtained and sustained in places where vulnerable migrants and refugees struggle to find work	Between employers, industry, federal government, state government, local government and service providers	<ul style="list-style-type: none"> Collaboration between interested employers, government and providers to double down on support for existing place-based trials (e.g. Wyndham, Armidale) and replicate the approach by developing additional potential trial sites

Opportunity: Data

HOW COULD THIS BE DONE?

Case study: Alliance of employers working together to forecast the likely changes in employment distribution as a result of COVID

What?

We lack a deep ‘data picture’ on how supply-side and demand-side datasets interact and intersect on emerging job opportunities: the supply-side data on location and type of jobs which might be redistributed (particularly for key employers) in the post-COVID labour market, the skills required to meet that demand and the most effective way of delivering supports; and the interaction with the demand-side data relating to vulnerable migrants and refugees and interaction with employment services

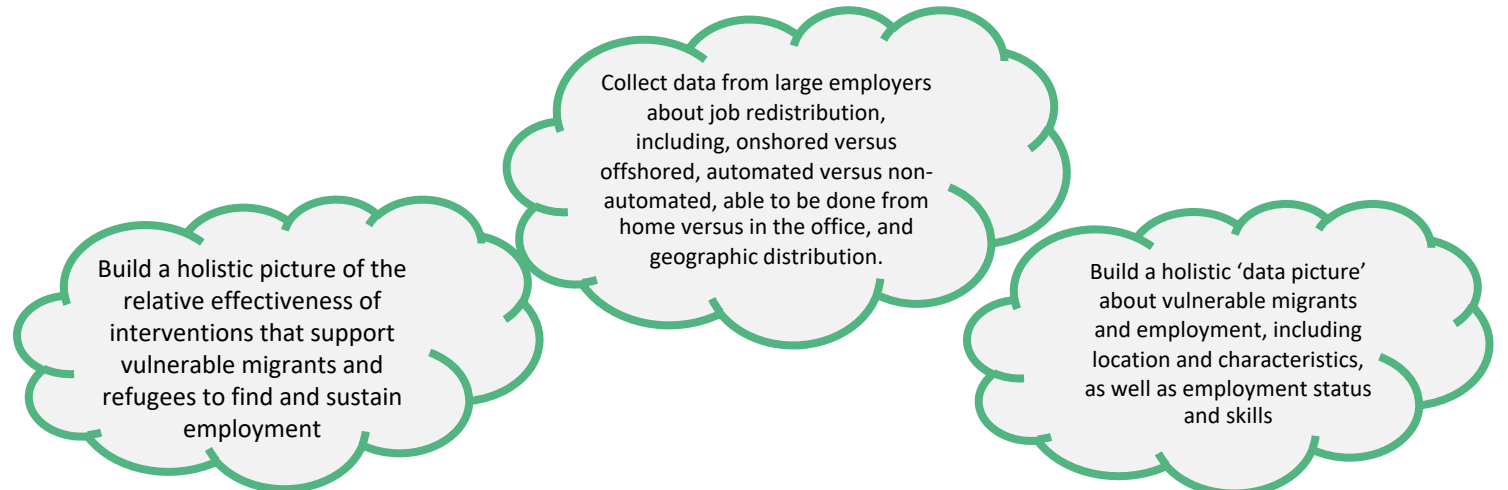
There could be an opportunity to bring together an alliance of employers to explore the data

Why?

COVID-19 is changing the distribution of jobs provided by big employers across cities and regions (e.g. what is on-shored, offshored, automated, non-automated, able to be done from home, in the office etc). This changing distribution will impact the scaling professions too (health and telehealth, carers, carbon transition etc). Both developments could bring into scope more opportunities for the job seekers we are focusing on

How?

Alliance of employers, potentially facilitated by the BCA or AIG, working together to forecast the likely changes in employment distribution as a result of COVID-19 — particularly the regional and local dimensions — and how these opportunities might be connected to employment services reform targeted at vulnerable job seekers (including people in contact with the criminal justice system)



Opportunity: Employment services reform agenda

HOW COULD THIS BE DONE?

Case study: Joint initiative by organisations driving place-based reform (e.g. ACOSS, BSL, CPD, PRF etc) to identify how regional and local approaches to boosting economic participation fit within a new national system

What?

The new *jobactive* system is set to take effect from 2022. It will be designed to meet the needs of disadvantaged job seekers more effectively through three streams: Digital First, Digital Plus and Enhanced Services. See slide 17 for more detail.

‘Enhanced services’ is the third pillar of the national enhanced employment service model, currently being trailed in South Australia and New South Wales. They are designed to better respond to the more complex needs of disadvantaged job seekers. They take a more responsive approach to the places in which they are delivered.

To best meet the needs of disadvantaged job seekers, there is an opportunity to:

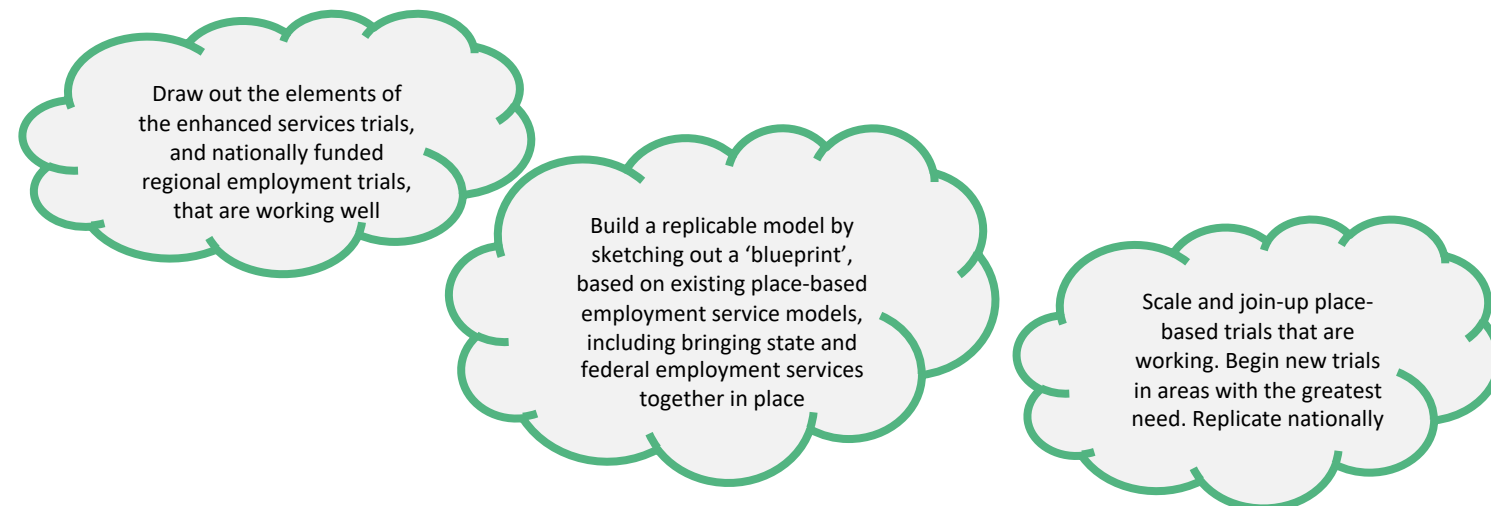
- think about how best to bring together state and federal employment services in key states and
- through combined providers, to scale up the delivery of ‘Enhanced services’ to the most disadvantaged job seekers

Why?

To ensure that the new employment services system accommodates vulnerable migrants and refugees. Reforms underway need to be accelerated in the wake of the large scale unemployment and underemployment cause by the COVID-19 pandemic. Employment services in key states are flexible and innovative and can be built upon to respond quickly to the new situation.

How?

Joint initiative by organisations driving place-based reform (e.g. ACOSS, BSL, CPD, PRF etc) to identify how regional and local approaches to boosting economic participation fit within a new national system



Opportunity: Public-private job opportunities

HOW COULD THIS BE DONE?

Case study: Alliance of employers (public and private) to identify opportunities and co-design roles suitable for vulnerable migrants and refugees

What?

Vulnerable migrants and refugees who are unemployed may not have the exact skill match to take advantage of emerging opportunities in the post-COVID labour market, and if they do, often face barriers to securing employment.

In the current context, there is an opportunity to include vulnerable migrants and refugees in the design of new opportunities, arising from changing labour market conditions amidst COVID-19, as employers consider how their workforces will change and adapt.

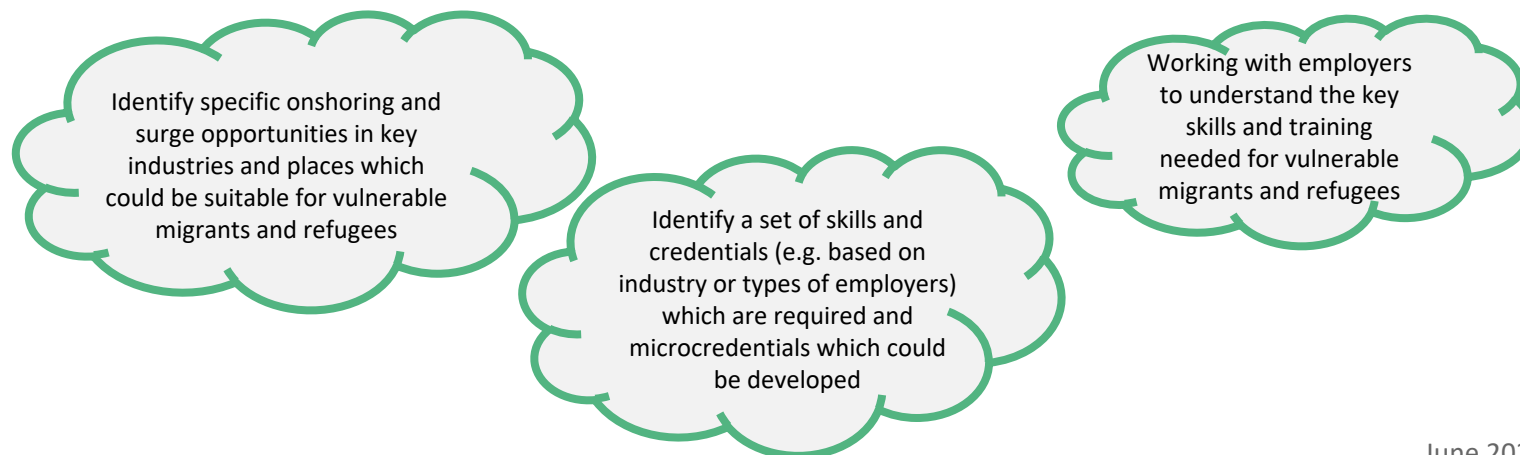
An alliance of employers, both private and public, could come together to identify suitable opportunities, and co-design inclusive employment pathways to gain and sustain those opportunities, including measures such as supports and credentials.

Why co-design roles?

- To enable employers to hire confidently from this cohort, with the necessary supports and to meet changing workforce needs
- To break down barriers to employment for vulnerable migrants and refugees, by leveraging their strengths to build sustainable and tailored pathways to economic participation, based around a job
- Particularly in the post-COVID context, it will be critical to understand how best vulnerable migrants and refugees can be supported into surging industries, and redistributed roles
- Make the most of social procurement clauses/requirements

How?

Bring together an alliance of employers — both private (interested employers, industry) and public (e.g. JobsBank) to identify specific job opportunities and to co-design roles, requirements, microcredentials and supports required for vulnerable migrants and refugees to gain and sustain the employment



Opportunity: Regional/local employment trials

HOW COULD THIS BE DONE?

Case study: Collaboration between interested employers, government and providers to double down on support for existing place-based trials and expand and replicate the approach by developing additional potential trial sites

What?

There is an opportunity to scale up current trials and broaden the application of the place-based approach, particularly for refugees. We know that place-based approaches are particularly effective for this group, but that the lens has not been extensively applied. In the covid-19 context, migrants in vulnerable situations are an ideal cohort to trial place-based pilots that support economic participation.

How has this worked so far in practice?

With the combination of federal, state and local funding, **Wyndham** undertook a place-based trial focused on the employment of refugees. **The trial has placed 94 people into employment since April 2019 and has engaged 18 employers.** The trial focused on coordinated employment service delivery and training/skill development to provide real opportunities

Assisted by funding from the Regional Employment Trials, the area of **New England** has **created more than 100 local jobs in community services, including aged care, home and community care and disability.** The program included people in Armidale (which welcomed Syrian and Iraqi families in 2018), Tamworth and Inverell as well those within the Narrabri and Gunnedah communities, providing skills to those who wanted to work in communities services and connecting them to employers.

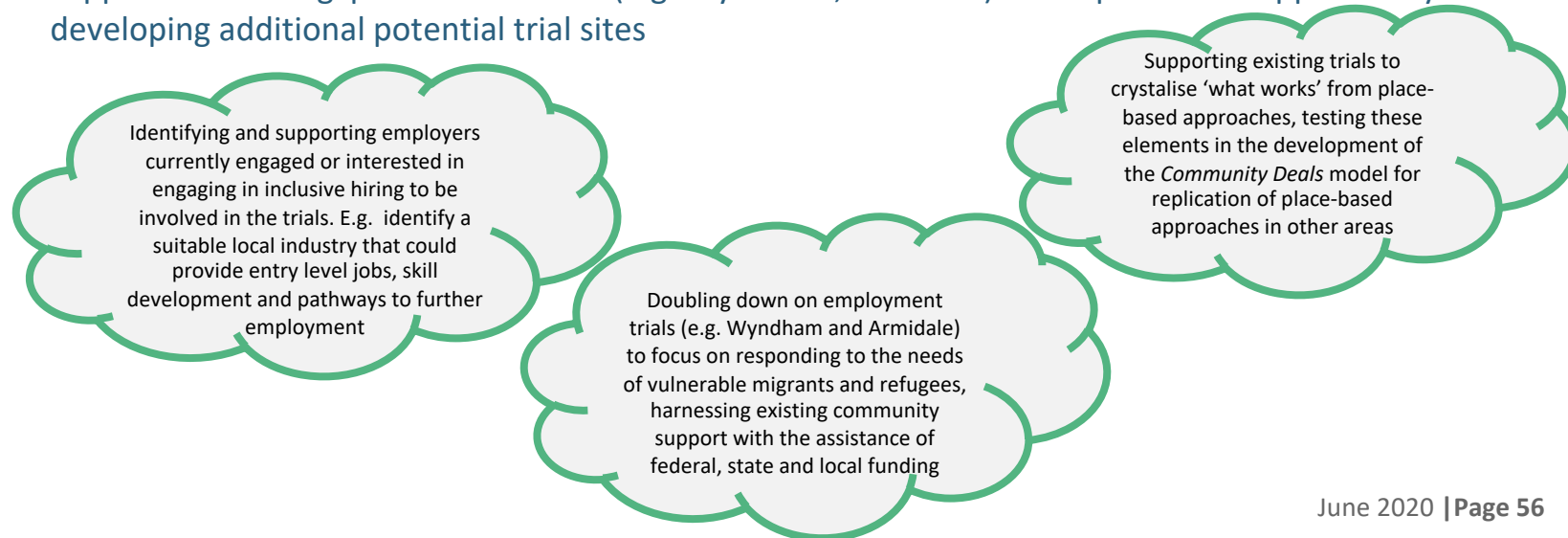
Armidale is also now the **home for 625 Yazidi refugees.** These refugees have garnered local community support. This has included two members of the local Rotary Club giving farming plots to the Yazidi to raise animals and create market gardens.

Why?

- Double down on an approach we know has been working in places such as Wyndham and Armidale to achieve local employment outcomes, whilst also working as part of the national agenda to jobs with skills underpinning it
- To use existing architecture for cross-government collaboration with funding by federal, state and local government
- Capacity-building — sharing learnings from and building on the challenges and successes of trials in both locations
- Leverage and build on existing initiatives and services in locations, including Regional Employment Trials

How?

Collaboration between interested employers, government and providers to double down on support for existing place-based trials (e.g. Wyndham, Armidale) and replicate the approach by developing additional potential trial sites



What are Community Deals?

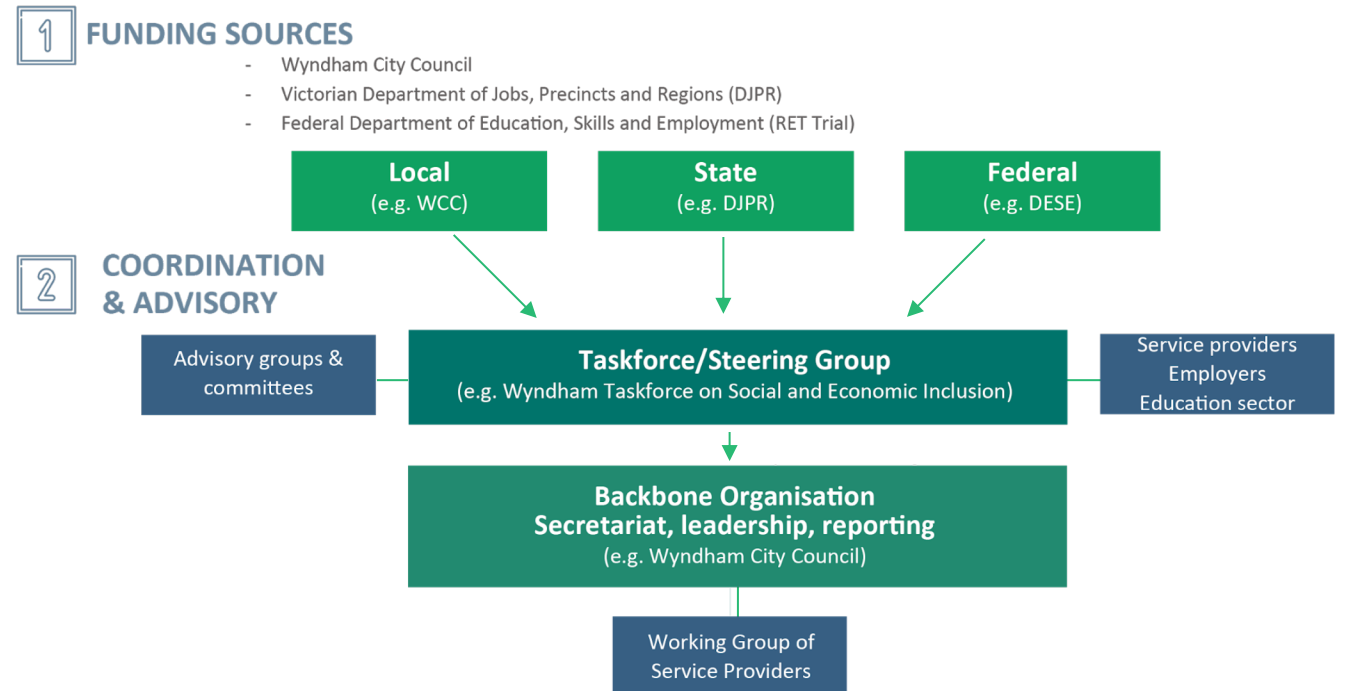
Community Deals are a place-based model aiming to boost economic and social participation for people facing disadvantage.

- They are a genuine partnership between government, business and community that allow a consortia of local actors to adapt programming locally to achieve concrete outcomes for their community.
- Community Deals feature holistic, tailored services wrapped around a family and individual, and strategic engagement of employers and local industry. They harness sustained support from local, state and federal government, as well as non-government and philanthropic resources.
- They are distinct in that they are vertically integrated into national and state service systems.
- They use a ‘tight-loose-tight’ framework (tight on objectives, loose on method of implementation and tight around evaluation) that gives confidence to funders and partners to invest in an ongoing and sustainable way.



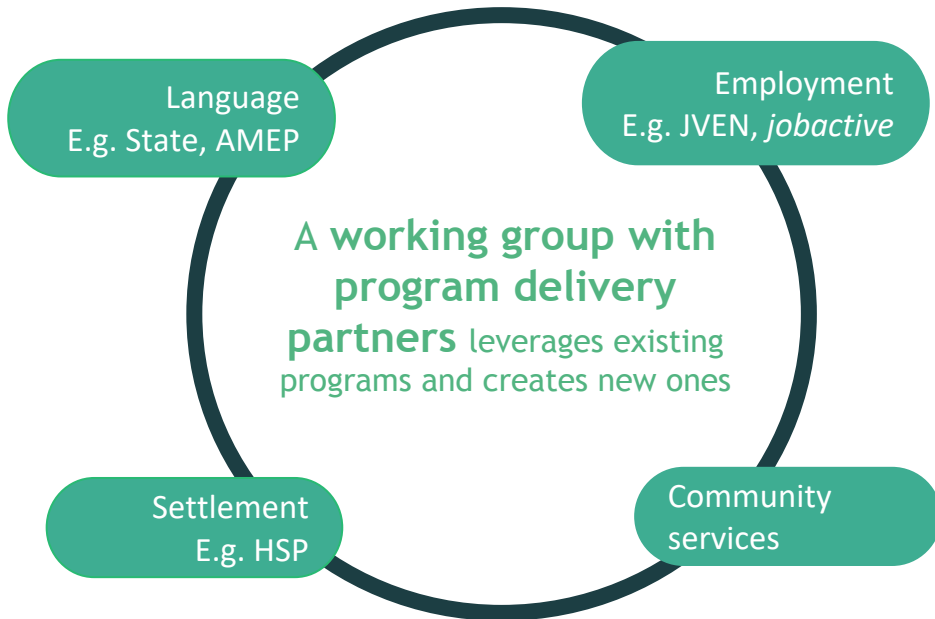
Wrap-around services are provided by service and support organisations, both for people experiencing disadvantage and for employers. Designed to holistically overcome barriers to appropriate and sustainable employment faced by disadvantaged job seekers; supporting employers with inclusive recruitment and management, liaising with industry on jobs available

Community Deals model: Wyndham Employment Trial



Wyndham Employment Trial

Wyndham is a growing municipality on the urban fringe of Melbourne and home to a diverse community, including many refugees and other migrants. Wyndham City Council (WCC) and local partners have developed the Wyndham Employment Trial to boost economic participation for refugees. The trial is based on the Community Deals model and commenced in mid-2019. CPD worked alongside WCC and local partners to establish the trial. As of 30 June 2019 there were 768 refugees on the Werribee *jobactive* regional caseload. These people were on the *jobactive* caseload for an average of 80 weeks.



As of 1 April 2020:

94 refugees were placed in employment as a result of collaboration enabled by the trial

18 employers are involved, providing information on vacancies and actively recruiting

Community Deals: Five key success factors and precedents

FIVE KEY SUCCESS FACTORS AND HOW TO ACHIEVE THEM

1

A well-defined and wide-reaching advocacy strategy



Local leaders champion the deal with passion

Articulate a compelling story about what needs to change

Get buy in from key stakeholders and ensure everyone pursues the same goal

Communicate quickly, simply and often

2

Human and employer centred design and implementation



Engage the community in design

Set up community feedback loops for ongoing evaluation and improvement

Attract and engage employers

3

Responsive and agile decision-making



Build a local/regional body that makes decisions about how to creatively respond to the local context

Coordinate service delivery, focussed on integrated support to the person and family at the centre

Show clear lines of accountability for decisions

4

Accountable use of limited resources



Ensuring pricing arrangements are simple to administer

Direct funding towards outcomes, not just activities

Build sufficient long term commitments

5

Clearly defined and measurable outcomes



Optimise your use of data

Do ongoing and cyclical evaluation, with independent evaluation at key milestones

Develop a scoreboard/dashboard that can be updated monthly/quarterly

LUV-A-DUCK, VIC

A place-based initiative encouraging refugees to settle in Nhill, demand-led by a local employer. Key success factors included its **local champions and influencers** and strong **leadership in the settling community**

WIGAN DEAL, UK

In a 'deal' between council and local residents to create a better borough, **the initiative was developed through deep engagement** between community, the council, its employees, and public sector workers to residents, community groups and local businesses

COMMUNITIES FOR CHILDREN, AUSTRALIA

A rigorous national evaluation took place for this series of place-based initiatives, which included **ongoing qualitative and quantitative surveys** over 3 years and 10 sites

WYNDHAM, VIC

A place-based initiative focusing on **coordinating** the employment-related services and employer engagement **around families and individuals** and **coordinating decision-making** through the local backbone organisation

HOSPITALS, AUSTRALIA

Some public hospitals use **activity-based funding**, a national mechanism for funding, pricing and performance measurement using a Nationally Efficient Price and a National Weighted Activity Unit — this helps to build a simple system with confidence, through a **focus on efficiency and transparency**

For every \$1 spent on the Wyndham trial, it is estimated \$2 will be returned to the government by the end of the trial period (pre-COVID estimate)

Benefits of the Community Deal model in Wyndham

HUMANITARIAN MIGRANT



Individual/family gets comprehensive assessment (including career/life cycle), and dedicated bi-cultural case worker

Wrap-around coordination of services (e.g. transport to worksite, language training on-site)

Faster start to employment journey and routine than via Jobactive, with tailored support for non-employment needs.

Pre/post employment programs with bi-cultural case worker for translation and cultural support.

EMPLOYER



Matched with local consortium (job, settlement and education providers), with industry support role to fill positions and build capacity.

Strategic employer engagement shapes service provision and ensures training is tailored to the local labour market (e.g. OH&S, horticulture)

Employees get additional on-site services, including for non-employment matters.

Ongoing industry support post-placement with additional English language training.

GOVERNMENT



Better and locally adapted job services, with greater capacity for business creation

Reduce duplication of assessments and services, lower compliance costs, avoid unnecessary churn of activation/placement.

Receive comprehensive information about employment experience, skills & qualifications, and family needs.

More jobs, increased tax revenue, reduced welfare costs, and stronger community cohesion

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