

The Department of Employment
and Workplace Relations presents



Hiring Outside the Box

Building a culturally diverse workforce

BUILD YOUR RECRUITMENT TOOLKIT

12 June 2024

Multicultural workforce



7.9% unemployment rate - migrants from non-English speaking countries²



29.5% of Australia's population was born overseas¹



59% of permanent migrants are Australian Citizens³

¹ [Australia's Population by Country of Birth, 2022 \(abs.gov.au\)](https://abs.gov.au)

² [Cultural diversity: Census, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au)

³ [Permanent migrants in Australia, 2021 \(abs.gov.au\)](https://abs.gov.au)

Cross cultural recruiting



The talent case

Increase the quality and size of the candidate pool



The business case

Improved business performance and reputation

**HIRING
OUTSIDE
THE BOX**

BUILD YOUR RECRUITMENT TOOLKIT

Sandra Elhelw

Chief Executive Officer

Settlement Council of Australia

“

*Australia is a country
where all people of
migrant and refugee
backgrounds belong,
thrive and experience
fulfilling lives.*

scoa.org.au



Settlement
Council
of Australia



Multicultural Workforce Benefits

Increased productivity and reduced employee turnover

Improved workplace culture, increased morale, happier employees and clients

Cultural sensitivity, insight, and local knowledge -higher quality, targeted marketing



Increased creativity, faster problem solving and improved decision making

Helpful language skills

Local market knowledge and insight makes a business more competitive and profitable

Access to diverse markets and customer insights, serve your customer base better

Commonly asked questions



Overseas Qualifications

- Overseas qualifications show knowledge, expertise and interest in your industry.
- Skills assessments have already been undertaken for many migrants.
- Does the job really need a qualification?



No Australian work experience

- Recognise the transferable skills and experience gained overseas.
- Give migrants the opportunity to gain local experience e.g. Cadetships.
- Offer short-term contracts or probation periods if unsure.



Visas

- Many multicultural workers are Australian citizens or permanent residents.
- [Visa Entitlement Verification Online \(VEVO\)](#) - allows employers to check visa details and conditions.



English language skills

- 89% of permanent migrants are English proficient.
- Consider what skills you really need.
- English language skills are a requirement of many visa applications.
- Free English supports available.



Cultural Needs

- Be flexible!
- Accommodate cultural holidays and practices.
- Create a safe space to have the conversation.
- Learn about and support your staff's cultural needs e.g. cultural/religious leave, spaces for prayer or meditation.

Georgia Browning

Manager, Talent Acquisition and Onboarding

NSW Department of Customer Service (DCS)

“

DCS is committed to reflecting the diverse community they serve in their workforce.

www.customerservice.nsw.gov.au



Customer Service

DCS Refugee Digital Cadetship

DCS partnered with Community Corporate who developed and implemented the project.

- Community Corporate extensively sourced, screened, assessed and matched refugee candidates to job roles.
- Pathway included:
 - Sourcing, screening, assessing and matching refugees to the job roles
 - ✓ Tailored, CISCO industry-accredited training to support technical upskilling
 - ✓ Mentoring, coaching and employer support services (including cultural confidence training)
 - ✓ Customised tools and ongoing support
 - ✓ Three month paid Cadetship

DCS Refugee Digital Cadetship

4
FROM
CADETS

- AFGHANISTAN
- SYRIA
- UKRAINE
- YEMEN

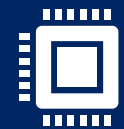


3 MALES 1 FEMALE

75%
STILL EMPLOYED!

Customer Support Officer (2)
Assistant Data Analyst
Technical Support Assistant

ROLES



100%

RECEIVED EXTENSIONS OF SIX MONTHS PAID WORK

Shellie McDonald

Senior Manager
Engineering Talent
Engineers Australia

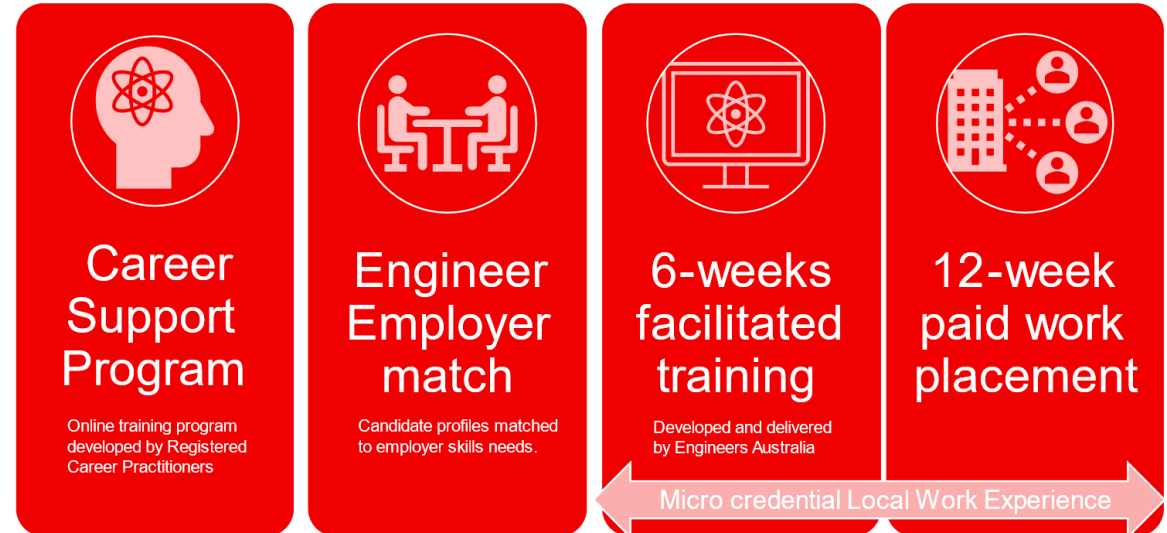
“

16% of Migrants and Refugees with underutilised skills had an engineering field of study*

getprogram@engineersaustralia.org.au
www.engineersaustralia.org.au
<https://eea.org.au/global-engineering-talent-program>

Global Engineering Talent Program (GET)

Supporting Overseas Qualified Engineers and Employers connect to meet skills needs.



Overseas –born engineers living in Australia make up

OVER 58%

of Australia’s engineering workforce but have a higher rate of unemployment, take longer to find employment in engineering occupations and are more likely to be underemployed than Australian born engineers*

*[Attracting and retaining engineers from migrant backgrounds: Guide for employees \(dcsds.qld.gov.au\)](https://www.dcsds.qld.gov.au)

Tips and strategies for cross cultural recruiting

Prepare



- Build organisational cultural competency – cultural awareness training and discussions
- Review policy and procedures to ensure they support a diverse workforce
- Document and outline behaviors, processes and ways of working that encourage participation from multicultural workers
- Consider establishing specialised recruitment pathways that are more accessible to refugees and migrants

“Make your recruitment processes free from bias and factors like name discrimination”

www.dewr.gov.au/employment/hiring-staff/hiring-outside-box

Design



- Co-design your recruitment process with your clients, participants and existing employees
- Identify and address any bias when it comes to the recruitment process
- Consider other ways your recruitment strategy can attract multicultural applicants.
- Offer flexibility and respect cultural practices - observing holidays, flexible work hours for religious observations.

Interviews



- Diversify interview panels
- Develop structured interviews- Have set questions
- Evaluate candidates based on their responses rather than their backgrounds.
- Implement unconscious bias training
- Accept personal references where professional references are unavailable

Advertising



- Use clear simple language, avoid jargon
- Diversify recruitment channels
- Include information about the application process, posting job opportunities via social media, working closely with multicultural communities
- Use inclusive language - Make it clear that your organisation is open to people from all backgrounds and encourage them to apply

Onboarding



- Stay connected – clearly communicate next steps and timelines
- Provide extra support to new multicultural employees
- Foster a mentorship or buddy system
- Learn about and support your staff’s cultural needs
- Accommodate cultural holidays and practices

Presentation resources

Employee Value Proposition (EVP)

Cultural diversity strategies are an important part of your employee value proposition to recruit and retain talent!

Free guide

[Employee Value Proposition](#)
[Department of Employment and Workplace Relations, Australian Government](#)
 [\(dewr.gov.au\)](http://dewr.gov.au)



Settlement Council of Australia – Multicultural Australia Case Study

- <https://scoa.org.au/wp-content/uploads/2021/02/Multicultural-Australia-FINAL.pdf>

Australian Human Rights Commission - Face the facts: Cultural and Racial Diversity

- <https://humanrights.gov.au/our-work/education/face-facts-cultural-and-racial-diversity>

Australian Human Rights Commission - Workplace Cultural Diversity Tool

- <https://itstopswithme.humanrights.gov.au/workplace-cultural-diversity-tool>

Australian Government - How-recruit-support-and-retain-multicultural-workers.pdf

- <https://www.careandsupportjobs.gov.au/sites/default/files/2021-09/how-recruit-support-and-retain-multicultural-workers.pdf>

Multicultural NSW - TOOL Hiring for diversity checklist

- <https://multicultural.nsw.gov.au/wp-content/uploads/2022/11/S6-TOOL-Hiring-for-diversity-checklist.pdf>

Community Corporate - Hiring Managers Toolbox: Attracting and Retaining Migrant and Refugee Talent - a how to get started guide, online organisational tool, videos and more

- Coming very soon – email workforcespecialist@communitycorporate.com.au

The Refugee and Migrant Services Advisory Council – An employer's guide to working with refugees

- <https://immi.homeaffairs.gov.au/settlement-services-subsite/files/an-employers-guide-to-working-with-refugees.pdf>

Australian Multicultural Foundation Managing Cultural Diversity- Training Program Resource manual

- https://amf.net.au/library/uploads/files/MCD_Training_Program_Resource_Manual.pdf

Engineers Australia and Queensland Government - Attracting and retaining engineers from migrant backgrounds

- <https://www.dcssds.qld.gov.au/resources/dcsyw/multicultural/programs-initiatives/attract-retain-engineers-guide.pdf>

National Disability Services -Building a diverse workforce.docx (nds.org.au)

- <https://www.nds.org.au/images/resources/person-centred/Building-a-diverse-workforce.pdf>

Hiring Outside the Box resources

Department resources

- <https://www.dewr.gov.au/employment/supporting-staff-disability>

Workforce Australia for Business

- www.workforceaustralia.gov.au/businesses/
- www.dewr.gov.au/workforce-australia/resources/workforce-australia-business-factsheet

Local Jobs Program and Employment Facilitators

- www.dewr.gov.au/local-jobs/employment-facilitators

Hiring Outside the Box

- www.dewr.gov.au/employment/hiring-staff/hiring-outside-box

Factsheets

- www.dewr.gov.au/employment/resources/hiring-outside-box-inclusive-recruitment

**HIRING
OUTSIDE
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Have further questions? Email engagement@dewr.gov.au