

Leading for our Future

Youth Symposium Report

Adelaide
October 2018



Commissioner
for Children &
Young People



AMRC

Australian Migrant Resource Centre



We acknowledge the Indigenous peoples of this land, the oldest continuing cultures in human history, and take this opportunity to move forward hand in hand.

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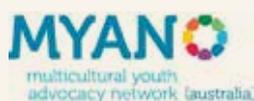
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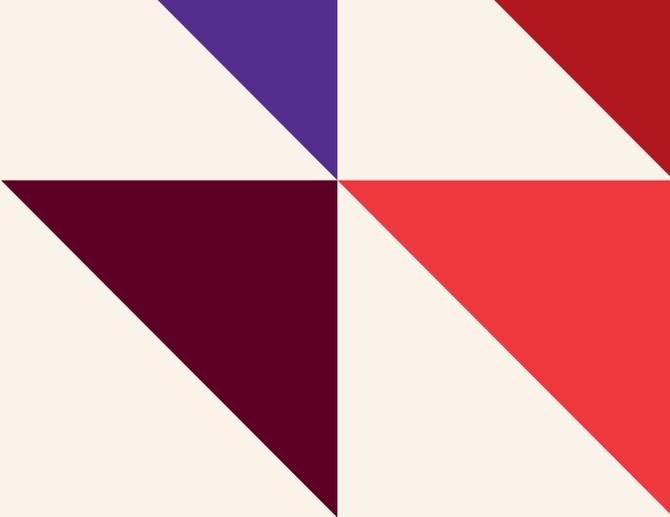
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Supporting Organisations



Contents

- 1 Minister's Message
- 2 Foreword
- 3 Recommendations
- 4 Setting the Context
- 5 Exploring Employment Barriers
- 6 Opportunities for Accessing Employment
- 7 Issues, Barriers and Challenges
Raised in the Table Discussion Groups
- 8 Opportunities and Suggestions
Raised in the Table Discussion Groups
- 9 Presentations
- 10 Appendices
Speakers' Biographies
Symposium Program
Acknowledgements
Delegates
- 11 Reference List



Minister's Message

It is a great honour to be representing the Premier of South Australia today, the Honourable Steven Marshall MP, to convey his thanks to the organisers and his best wishes to all the participants at this great turn out. I would like to acknowledge Major Sumner AM, for his welcome to country earlier and for calling his ancestors and our ancestors to join us this morning and pay respect to the Indigenous peoples of this land and acknowledge their spiritual relationship with the country.



My parents always said that education is one of the most important pillars in life. With today's symposium focusing on education, training and employment, I reflect on the decisions made by my parents nearly 40 years ago. When my late mother was very sick and lying in her hospital bed, one of the things she said to my siblings and me was that choosing Australia as the new home for her children in 1979 was one of the most important decisions she and my father had made. The reason my parents chose Australia was that they believed Australia is a land of opportunities and that it could provide the best education and freedom for their children to learn, grow and become good corporate citizens who can give back to society. I am grateful for their decision, and it's indeed a great privilege to represent the people of South Australia in the state parliament.

South Australia is very lucky to be enriched by our multicultural community, but we need to ensure that young people from culturally and linguistically diverse backgrounds have the same equal opportunity to do well and that they can access the best education, quality training and suitable employment opportunities.



A symposium such as this allows policymakers like myself and other stakeholders (I can see many of you are here in this room today) to understand the issues and challenges confronting our young migrant and refugee youth.

We want to listen to your experiences, your ideas, identify barriers you are facing and work with you to develop stronger and effective strategies and policies that will ensure our young people have pathways that enable them to reach their full potential.

Your active participation today will shape the future prosperity of South Australia. The Marshall state government understands the importance of investing in our children and young people.

We focused on education and training as a key priority when we delivered our recent state budget. I am proud to be a part of the state government that announced the biggest investment in schools by any state government in the state's history. We are investing in Literacy Guarantee, a program that includes a range of measures to give students the best possible start to their education, as well as developing the Languages in Schools initiative, which will focus on encouraging children to learn a second language. In addition to education, the state government is also investing in industry and skills by partnering with the federal government to create 20,800 new apprenticeships and traineeships. By investing in these key programs, it is ensuring that all South Australians will have the education and job-ready skills to make a difference to the development of our key industries.

South Australia's migrant and refugee youth are incredibly important to the advancement of our state. Through your contributions to the economy and to the social and cultural development of South Australia, you inject the energy and creativity necessary for our state to progress. I am looking forward to listening to our dynamic young leaders and panel speakers about the challenges and opportunities available for multicultural youth today.

Once again, a big thank you to Eugenia Tsoulis and Helen Connolly and your amazing teams for creating this meaningful platform for us to hear the voices and aspirations of our young people, who will lead us to the future. With great pleasure, it is now my honour to declare the Youth Symposium officially open—wishing you all a successful symposium!

Hon. Jing Lee MLC,
Assistant Minister
To the Premier of South Australia



Foreword

We are pleased to present the Leading for our Future Youth Symposium Report. This collaboration between the South Australian Commissioner for Children and Young People and the Australian Migrant Resource Centre was designed to hear directly from young people from refugee and migrant backgrounds on their experiences of accessing employment pathways, finding employment and, importantly, their suggested solutions for improving the process.



Both the Commissioner for Children and Young People and the Australian Migrant Resource Centre are committed to ensuring that critical policymakers, business leaders and service providers hear what young people say are the major barriers and solutions and what they suggest decision-makers at all levels could be doing in a practical way to deliver better outcomes for refugee and migrant young people.

The ideas generated at the symposium included increased targeting of existing traineeships and apprenticeships to recognise the additional challenges that many face in accessing opportunities; support for the expansion of networks to access work experience, improve understanding of Australian workplaces, access employment readiness programs and assistance to employers to become more culturally capable.

The report outlines some critical steps to move us forward. The challenge is for decision-makers to hear what refugee and migrant young people are saying and to collaboratively

pilot new and innovative activities across South Australia. By drawing on the strengths and expertise of our young people, we can deliver culturally appropriate supports and programs to ensure that young people can successfully transition from education to employment.

We thank all young people and other participants contributing to the Youth Symposium and thank Georgia Prattis and Andrew Cummings for their valuable assistance in preparing young people to participate and for convening the forum.

We look forward to working together to build our collective capacity to support refugee and migrant young people to achieve their aspirations.

Helen Connolly

Commissioner for Children and Young People SA

Eugenia Tsoulis OAM

Chief Executive Officer, Australian Migrant Resource Centre

Recommendations

The Leading for our Future Youth Symposium culminated in the following key recommendations.

Recommendation 1

That the South Australian Department for Industry and Skills implements a multicultural youth employment strategy that includes apprenticeships and traineeships, quotas on major government contracts and employment readiness programs for refugee and migrant young people in specialist pre-employment programs, English language classes and community groups.

Recommendation 2

That Business SA work with its members to:

- support the establishment of mentoring programs for refugee and migrant young people, the purpose being to build professional and employer networks
- develop a cultural capability incentive/awards program for businesses that provide work experience and employment for refugee and migrant young people
- develop professional development sessions for human resources professionals on diversity and inclusion training to address bias in recruitment processes and promote the value of multicultural diversity in workplaces.

Recommendation 3

That the South Australian Department for Education, through its Positive Parenting Program, develop materials to educate parents from new and establishing communities to support their children and young people to understand the value of unpaid work experience and the role of volunteering in creating pathways and networks for their future careers.

Recommendation 4

That a partnership be established with Regional Development Australia to pilot an innovative model of quality work experience placements for refugee and migrant young people living in regional South Australia.



Setting the Context

The Leading for our Future Youth Symposium reflected a significant collaboration between the Commissioner for Children and Young People and the Australian Migrant Resource Centre. It was attended by over 300 delegates, including young people from refugee and migrant backgrounds, service providers and employer groups.

The leadership of the partners in their commitment to hearing the voice of multicultural youth as future leaders was reinforced by the number of young people who attended and actively contributed their views, opinions and recommendations throughout the symposium.

Background and Rationale

Refugee and migrant young people bring with them aspirations, wisdom and an unyielding desire to contribute to their families and adopted homeland and to improve their lives. The National Settlement Services Outcomes Standards acknowledge that access to education and employment are critical factors in ensuring the successful settlement and integration of new arrival communities.

Existing research shows that young people from refugee and migrant backgrounds face significant barriers to achieving rewarding, sustainable, long-term employment.

Other Australians are able to gain employment through networks that are 'underground' and 'invisible', but [CALD youth] do not have access to such opportunities. ... Lack of social and professional capital can also make finding work experience a real challenge. (Beadle 2014, p. 21)

They often experience difficulties in navigating the complex workforce system and require additional assistance to develop an understanding of the workforce culture and, if appropriate, seek out career guidance. (FECCA 2014, p. 3)

A Victorian Settlement Planning Committee (2008) report identified four key barriers hindering successful transition from education to employment for newly arrived young people:

- lack of critical networks, such as family and friends in employment
- limited vocational skills relevant to the Australian labour market
- limited work experience prior to arrival
- lack of familiarity.

Lack of a career pathway has the subsequent effect of disengaging young people from education and training through creating a sense of hopelessness that there are no real possibilities of finding meaningful employment. (FECCA 2014, pp. 5–6)

These issues increase the likelihood of refugee and migrant young people being disengaged from the community and society and can have a detrimental impact on health, social inclusion and the economy.

Although the research shows a strong need across Australia for targeted support for CALD youth regarding employment, it is particularly relevant to South Australia. The first CALD Youth Census Report found that 'migrant youth in South Australia ... performed below the national average with relatively lower levels of workforce participation for young people born in both CALD and refugee countries' (Hugo et al. 2014, p. 36). The report found that in South Australia 36.7% of CALD-born youth aged 18–24 years and 27% of refugee-born young people of this age are in full- or part-time employment compared with 71.6% of Australian-born 18- to 24-year-olds (Hugo et al. 2014). The Census shows that in South Australia there were 26,690 CALD-born young people aged 12–24, including 4,638 refugee born and 6,021 with refugee ancestry.

South Australia differs from other states in that it has relatively high rates of youth unemployment coupled with few large manufacturing industries—the employers that traditionally attract CALD communities.

Symposium Objective and Approach

The key objective of the symposium was to engage young people from refugee and migrant backgrounds to learn directly from their lived experiences and to identify targeted solutions that will enable South Australia to harness the full economic potential of this group.

Delegates heard case-study presentations from their peers about the issues in, and barriers to, accessing employment pathways. Delegates listened to stories from young people who had overcome challenges and made significant contributions to Australia's society and economy.

The symposium highlighted the aspirations and commitment of refugee and migrant young people to contribute as productive citizens of South Australia.

I cannot forget the joy on the faces of two young students who came to me and said, 'Your speech was really inspiring and it gave us hope.' This reminded me that young migrants and refugees who are either struggling or doing well in schools or other institutions really need to hear from others who have been in their shoes in order to keep going. I will continue to share my experience with such young people whenever I can. (Youth Symposium presenter)

This report documents the key issues in, and barriers to, accessing employment as identified by young people, and the opportunities and suggestions they identified to address these issues and barriers.



Exploring Employment Barriers

Introduction

For the first session, the participants were divided into groups of young people and groups of service providers and employers for roundtable discussions. Each table of participants was asked to discuss a series of questions exploring the issues, barriers and challenges faced by young people from refugee and migrant backgrounds in accessing education and employment in South Australia.

Young People's Feedback

Young people discussed the following questions:

- What are some of the barriers that young people from refugee and migrant backgrounds face when trying to find employment?
- What other gaps and challenges do young people face that affect their employment, education and training opportunities?
- What impact do these barriers have on young people from refugee and migrant backgrounds living in South Australia?

The barriers and challenges that were raised in eight or more roundtable discussion groups are outlined below in order of frequency.

1 Experience and/or Qualifications in Australia

A lack of experience and/or qualifications acquired in Australia was the most commonly raised issue. Many young people spoke of the need for experience and qualifications gained in Australia, regardless of the experience and qualifications they may have acquired prior to arriving in Australia.

Comments included the following:

I lack Australian qualifications, even though I have several qualifications from overseas.

Employers often ask for Australian certificates.

Refugees often don't have their qualifications and documents with them [in Australia].

Every job needs experience, but no-one wants to give you a job to gain the experience.

For most migrants, our work history in Australia doesn't start until we have completed our qualifications, whereas for people born in Australia, they start working part-time when they are 15.

Some of us are under-qualified, some of us are over-qualified, and some of us have no qualifications at all!

2 English Language and Communication

Possessing a level of English language skills that would enable them to communicate confidently in English was a commonly raised issue, which included the ability to speak Australian English.

Comments included the following:

If you don't know English well it can be hard to communicate and to find opportunities to reach your full potential.

You need to be able to speak English with an Australian accent.

Many newly arrived people lack confidence when they are in a group with Australians. They don't feel confident enough to communicate in English.

Even when you speak English, there are words in job interviews that are technical or unfamiliar ... workplace vocabulary and terms...

3 Racism and Discrimination

Young people spoke about the prevalence and impact of racism and discrimination, including racism from employers, work colleagues, customers and the general community.

Comments included the following:

Living in South Australia, acceptance is an issue. There is a lack of trust.

Having a foreign name and an accent makes it hard to get a job.

It's hard always being seen as 'different', always being asked, 'Where are you from?'

There are teachers who give preferential treatment to Australians and treat migrant young people unfairly.

Companies and organisations think that you are not competent enough to understand English.

4 Support with Job Searching

Young people spoke of the need for more support with searching for jobs and résumé writing, and a lack of knowledge among refugee and migrant young people of available supports. Comments included the following:

Many young people have got the knowledge but do not know how to answer questions or give examples at interviews.

There's a lack of mentoring programs—to help learn and practise skills, use computers, know how to use things like Google maps.

There's a lot of pressure to get a job but not enough time or support to prepare for interviews.

It's hard when you don't have enough knowledge of the support available—not knowing where to get support and the appropriate pathways towards education and employment.

There's limited support from job service providers with things like CVs and job interview skills.

5 Networks

Access to support networks is another critical issue that affects young people's success in finding and maintaining work. This access includes professional networks and informal networks. Young people from refugee and migrant backgrounds often lack these networks. Their parents, families and communities also lack the necessary links with industry groups.

Comments included the following:

There is a general lack of employment networks for us. We don't know anyone [in South Australia].

Adelaide is a small place. Networks are really important.

We have no employment networks when we arrive, so finding jobs is difficult.

It's all about who you know, not what you know.

6. Cultural 'Clash'

For people from newly arrived communities, there are many cultural differences, both large and small, which can lead to cultural clashes and misunderstanding.

Comments included the following:

It's hard coming from a different culture. In my culture, women don't work.

There are many cultural differences. We need to understand the workforce, understand the systems—how to navigate these and problem-solve in order to gain education and employment.

People don't want us to wear the scarf. People are scared when we wear the scarf [hijab].



Other Feedback

As well as the barriers and challenges outlined above, many other issues were raised and discussed in numerous groups. The following issues were raised in three or more of the young people's groups:

- lack of recognition of qualifications and experience gained overseas
- costs associated with looking for work, volunteering or taking up internships
- lack of 'soft skills' (prevocational) and not enough focus on teaching these at school, university etc.
- lack of drivers licence and the difficulty and cost of obtaining a licence
- lack of understanding among employers about the barriers and issues faced by refugee and migrant young people
- gender issues and differences
- visa issues for international students
- additional specific issues and barriers faced by young people who arrive as older teenagers and who therefore have little or no schooling in Australia.

Additional Issues for Rural and Regional Youth

- Young people from refugee and migrant backgrounds living in rural and regional areas of South Australia were well represented at the symposium. These young people face barriers and challenges in addition to those already discussed: more-limited employment options because of fewer businesses/employers
- lack of transport, which makes it difficult to access support, attend interviews, study etc.
- lack of TAFEs, universities and training providers, which often results either in young people moving away from family and other supports in order to access training or in the whole family relocating with them
- Australian-born people living in rural and regional areas are more prejudiced than people who live in cities.



Employers' and Service Providers' Feedback

Many of the issues that were raised by the young people were also raised by the groups of service providers and employers, in particular:

- experience and/or qualifications in Australia
- racism and discrimination
- support with job searching
- networks.

English Language and Communication

An issue that was raised among service providers and employers that did not feature as strongly in the young people's discussions was employers not understanding the barriers and issues faced by refugee and migrant young people. Comments from service providers and employers included:

Networks are a very big issue. It is critical to establish these. We need to deliberately create networking opportunities, and the skills and techniques needed to do this.

We need to train and educate the Australian community as much as we do the newly arrived communities.

We need to challenge and address cultural differences and misunderstandings about education and employment. Not everyone can study law or medicine. Trades are a good option too!

There is a lack of pathways from volunteering and internships into paid employment. We need to address this.

There is a perception that there are no opportunities in regional areas.

Employers need to be culturally competent too.

For a full list of the issues raised in the roundtable discussion groups, see Appendix 1.



Opportunities for Accessing Employment

Introduction

In the second session, participants were asked to discuss a series of questions exploring opportunities that can strengthen young people's ability to achieve education and employment goals and various strategies for their inclusion in employment initiatives.

Young People's Feedback

Young people discussed the following questions:

- What practical approaches can help young people from refugee and migrant backgrounds to overcome barriers they face in gaining and sustaining employment?
- What do young people need from government, employers and others to make these things happen?
- What recommendations would young people like to make to governments and decision-makers to ensure that these things happen?

The opportunities and recommendations for accessing employment that were raised in the majority of the roundtable group discussions are outlined below.

1 Traineeships and Apprenticeships

The need for targeted traineeships, apprenticeships, subsidised employment programs, vocational education and training placements was consistently raised. Young people identified industry-specific training with job pathways as a significant pathway for gaining sustainable employment but

also suggested that such training is difficult to access, given intersecting barriers around language and background.

Comments included the following:

There should be quotas to ensure there are no unfair employment practices or hiring. The state government can offer internships in business, ICT [information and communications technology], health, education.

We need access to training courses and traineeships. Young people from refugee backgrounds don't get a chance with apprenticeships. Promote these in different languages.

There is not much information about apprenticeships in schools and parents can't give that information.

We need more training and upskilling programs that actually lead to jobs rather than just doing short training that doesn't mean anything to employers.

The government needs to do more to promote apprenticeships and VET [vocational education and training] pathways to young people from migrant and refugee communities. They think there are no jobs out there and are leaving the state.

2 Employment Readiness Programs

Information and training programs that cover topics such as understanding Australian workplace culture, equal opportunity laws and workplace rights and responsibilities were considered





equally as important to young people from refugee and migrant backgrounds. Feedback indicated that young people perceived they were disadvantaged in their preparedness for entering the workplace because they did not have access to the networks that would enable them to understand workplace entitlements and expectations. Young people recommended workplace transition/employment readiness programs purposely designed to address their specific needs.

Comments included the following:

There should be more relevant education in courses at school and university about job pathways after you finish your studies.

Young people should be part of program design. It's not enough just to consult them.

Bring speakers into schools from different fields. There are so many career pathways that young people have no idea about.

Do something in schools to help young refugees understand the employment process.

Employment preparation programs can help to gain confidence to go out there and know how to navigate the system.

3 Culturally Capable Workplaces and Employment Services

Young people with exposure to job application processes and employment raised issues around direct and indirect discrimination by employers and racism by job service providers. They highlighted the need to develop the cultural capabilities of employers and workplaces and the need for cultural awareness training and a review of job application processes that inadvertently create barriers for this cohort of young people.

Comments included the following:

Make this a policy issue to influence HR [human resources] divisions. Learn not to judge by appearance but by knowledge and skills.

It should be a two-way street. New arrivals try to integrate, but employers also need to understand the new cultures.

Hide the name of the applicant until the interview stage. We know we are already at a disadvantage when they see our names.

Racism is pervasive in industry. Through education, training and legislation, adjustments can be made in a positive way. Explicitly facilitate multicultural awareness, value of multicultural diversity, and embed equality for all.

Employers need to understand how discrimination is impacting on young people. The more it happens, the more you feel like giving up.

4 Work Experience Opportunities

Young people discussed the need for improved access to work experience programs and volunteering opportunities that are meaningful in strengthening their employment potential. Discussions highlighted that although many young people take up volunteering opportunities wherever these are available, such opportunities had not necessarily improved their employment potential. They were keen to access work experience programs with employment pathways.

Comments included the following:

Employers need to give us a chance to prove ourselves.

There should be more and longer work experience opportunities through school. Once people leave school it is harder to find help with getting work experience.

Give funding to organisations that take on most volunteers to encourage more employers to do this.

There needs to be parent information sessions in schools to explain the value of volunteering for getting jobs. Newly arrived parents don't always understand this and ask why you are working without getting paid.

There should be diversity pathways in every industry sector, with reporting on how well they are recruiting. Start with work experience so young people can show they are capable.



5 Networking

Almost all groups raised the need for greater professional and informal networking opportunities that include interacting in mainstream settings, cross cultural learning, and developing connections that improve chances to access jobs. Lack of access to networks was identified repeatedly as a key disadvantage for refugee and migrant youth and an area where they want to see initiatives to address this imbalance between them and their 'mainstream' peers. Comments included the following:

Provide more opportunities like this symposium, so we can contribute to the solutions.

It would be so helpful to fund a local youth community network such as the Multicultural Youth Link SA where young people with similar interests can practise communication skills and make contact.

Young people are inspired by hearing other young people and learning from them. There should be more events that do this.

We need networks and support groups that build community and help assist in building confidence.

Get migrant and refugee youth involved in networking events to share their culture, build their confidence and meet potential employers.

6 Employment Support Services

Young people spoke of the critical need for help with tasks such as the preparation of résumés, job search processes and interview techniques. The need for culturally responsive job service providers was highlighted, with many young people noting that existing providers lack awareness of the specific challenges for refugee and migrant young people and make assumptions around shared understanding of job search processes.

Comments included the following:

Take overseas experience into consideration. Job providers need to be more understanding and assist refugees to find jobs related to their past experience.

We need practical financial support for basic purchases that will help [us] access and attend job interviews.

Job service providers need to develop special programs for newly arrived young people to teach about how you look for work and offer help so we are prepared for interviews.

Our international experience is ignored by job services. They need to see this as an asset. Even the languages we speak can contribute.

Newly arrived young people need help with résumé writing and preparing for interviews, including understanding what is culturally appropriate. Not all young people know how to do this.

Other Opportunities and Suggestions

The following recommendations were also commonly raised by young people:

- mentoring programs and support groups that young people can access both pre- and post-employment
- a statewide multicultural employment strategy for refugee and migrant youth, with the strategy supported by establishing locally based employment support networks
- English-for-the-workplace language programs, particularly for young people arriving in Australia as young adults
- funded on-the-job learning programs
- improved linkages between education providers, employment services and employers in order to address gaps between education and transition to work
- formal recognition of pre-arrival qualifications, skills, knowledge and work experience, including the recognition of languages other than English as an asset to the workplace
- affirmative action programs and culturally responsive recruitment processes
- transport and financial support to improve access to employment
- financial management training around superannuation, taxation etc.
- customised employment pathway and entry programs for older refugee and migrant young people
- support to re-establish qualifications and other employment-relevant documents lost in the refugee process.

Additional Opportunities and Suggestions for Rural and Regional Youth

Young people from refugee and migrant backgrounds living in rural and regional areas of South Australia identified a number of suggestions specific to their settlement context, including:

- specific incentives for employers in rural and regional areas to employ refugee and migrant young people
- specialised employment readiness programs developed in collaboration with local employers
- subsidised access to learner driver programs and affordable access to transport
- improved access to employment pathway training programs within the region.

Employers' and Service Providers' Feedback

Many of the opportunities and suggestions that were raised by the groups of service providers and employers were the same as those raised by the young people. The key recommendation most consistently raised by employers was the need for employers to develop their cultural capabilities so that they could attract and retain a more diverse workforce. Additional suggestions that were consistent with those raised by the young people included the following:

- networking
- mentoring programs and support groups that young people can access both pre- and post-employment
- English-for-the-workplace language programs
- improved linkages between education providers, employment services and employers in order to address gaps between education and transition to work
- formal recognition of pre-arrival qualifications, skills, knowledge and work experience
- traineeships and apprenticeships
- employment readiness programs
- work experience opportunities
- subsidised access to learner driver programs and affordable access to transport
- a statewide multicultural employment strategy for refugee and migrant youth, with locally based employment support networks.

Comments from service providers and employers included the following:

The Housing SA work experience program should be replicated for entry-level positions.

HR [human resources] departments should access cultural awareness training to avoid bias in decision-making.

Fund culturally specific job-readiness programs.

Identify champions within companies, and have them mentor young people from newly arrived backgrounds.

Policy and funding from government to support the creation of internships for CALD [culturally and linguistically diverse young people].

Give employers the tools on how to promote success stories about refugees they have employed.

Make it mandatory to have youth representatives on the Industry Skills Council.

Establish traineeship/apprenticeship quotas/targets for young people from migrant and refugee backgrounds.

Facilitate connections between different emerging industries and community groups to ensure relevant skills development.

For a full list of the opportunities and suggestions raised in the roundtable discussion groups, see Appendix 2.

Issues, Barriers and Challenges Raised in the Roundtable Discussion Groups



Issue	Young people Number of times raised	Service providers Number of times raised
Lack of Australian experience/qualifications	16	6
Language/communication barriers	14	3
Racism/discrimination from employers	9	6
Lack of support in job searching, résumé writing, knowledge of available services, systems etc.	9	6
Lack of professional and informal networks	8	4
Culture clash	8	1
Overseas qualifications/experience not recognised	6	
Costs associated with looking for work/volunteering/internships	5	2
Lack of 'soft skills'	4	
Lack of drivers licence and difficulty obtaining this	4	
Employers not understanding barriers	3	5
Gender issues	3	1
Visa issues for international students etc.	3	1
Specific additional issues for those who arrive as older teenagers	3	
Australian qualifications not leading to a job	2	1
Complex job applications	2	1
Being over-qualified	2	
Lack of referees	2	
Family responsibilities	2	
Isolation	1	
Don't see volunteering as valuable	1	
Access to computers and/or mobile phones at home		3
Lack of feedback from employers: 'Where am I going wrong?'		1
Broader political discourse		1



Opportunities and Suggestions Raised in the Roundtable Discussion Groups

Opportunities and suggestions	Young people Number of times raised	Service providers Number of times raised
Traineeships and apprenticeships	18	2
Employment readiness programs	18	2
Culturally capable workplaces and employment services	17	5
Work experience opportunities	17	2
Networking	16	3
Employment support services	16	
Mentoring programs and support groups that young people can access both pre- and post-employment	15	3
A statewide multicultural employment strategy for refugee and migrant youth with locally based employment support networks	15	2
English-for-the-workplace language programs, particularly for young people arriving in Australia as young adults	13	3
Funded on-the-job learning programs	12	
Improved linkages between education providers, employment services and employers in order to address gaps between education and transition to work	11	3
Formal recognition of pre-arrival qualifications, skills, knowledge and work experience, including the recognition of languages other than English as an asset to the workplace	9	3
Affirmative action programs and culturally responsive recruitment processes	9	
Transport and financial support to improve access to employment	9	
Financial management training around superannuation, taxation etc.	8	
Customised employment pathway and entry programs for older refugee and migrant young people	7	
Support to re-establish qualifications and other employment-relevant documents lost in the refugee process	6	
Specific incentives for employers in rural and regional areas to employ refugee and migrant young people	2	
Specialised employment readiness programs developed in collaboration with local employers	2	
Subsidised access to learner driver programs and affordable access to transport	2	2
Improved access to employment pathway training programs within the region	2	



Presentations

Denis Yengi, CPA

Financial Consultant, Primary Industries and Regions SA

Honourable Jing Lee MLC, Assistant Minister to the Premier of South Australia; Helen Connolly, Commissioner for Children and Young People SA; Eugenia Tsoulis OAM, CEO of AMRC; my co-speaker Kbora Ali; today's panellist; and ladies and gentlemen, it is a great honour to speak to you today on a topic that is fresh in my mind each time I validate my train ticket to work: 'leading for our future'.

Ladies and gentlemen, I stand here before you as one of you in many ways. I was once a naive high school student trying to figure out my future, a graduate who was keen to kick off a professional dream career and a young migrant and refugee who arrived in this country with the huge responsibility of achieving the unaccomplished dreams of my parents as well as those of my own. That is a short description of me some years ago.

Today, I would like to focus my speech on a couple of items that I hope you might be able to pick up something from, knowing very well that many of you are eager to enhance your professional career or take it to the next level.

First of all, allow me speak to you about overcoming our personal doubts—that is, that because we were not born here we do not have the same competitive advantage as an Australian-born. I would like to submit that this narrative is not correct. In fact, our overseas experience, whether good or bad, can actually be our strength if we learn from it. It puts us in a much better competitive position when it comes to harnessing our full potential compared with the Australian-born. Our experience has given us the opportunity to develop resilience, to be able to adapt quickly to a new environment, overcome challenges and so on. During my final year at university, I doubted I could actually get a job in my area of study. This is because I had seen many young migrant graduates working as taxi drivers and doing what others regard as odd jobs, until my lecturer suggested that I apply for a graduate position at the South Australian Auditor-General's Department. Luckily, I took his advice, and before I graduated in March the following year, I found myself auditing the South Australia Industrial courts and tribunal as an external audit analyst. This involved interviewing a judge about how he was managing the finances



of his business unit. On that very day, the audit interview that I conducted gave me the confidence and belief that it does not matter if you are a refugee or migrant, if you are able to complete your training and graduate from your chosen field of study, you are no different from any Australian-born. Since then, I have never allowed any doubt or obstacles to stand in my way, because I know very well that my past cannot determine whether I achieve my career aspirations—all I need is perseverance, dedication and hard work.

If indeed we are to lead for our future, one must understand the Australian workforce. This is where our future lies. For those who are already looking for employment, one of the things that any employer in Australia will be looking for is the value that you will be able to add to the company or organisation. Your technical skills will be only a part of that. What an employer will also be looking for is evidence that you will 'fit in'. So what does 'fitting in' actually mean? What it doesn't mean is 'being the same'. Good employers appreciate that diversity is good for business: different backgrounds bring different ways of thinking and communicating, of addressing problems and of coming up with workable solutions. Different backgrounds can mean different connections and networks, and can bring dynamism, useful skills and understanding into an organisation that would not otherwise be there.

A very simple example could be language. A company looking to expand its sales into, say, the Congo would benefit from employing staff with Congolese language skills, and along with the language skills comes an understanding of Congolese national culture and perhaps even business connections in the Congo.

What 'fitting in' does mean is being able to fit into the culture of the organisation. So, what does that mean, and what does it mean to you? We can come up with any number of long and complicated definitions, but I think the simplest definition is that culture is the way we do things. Among Australian employers is an Australian way of doing things, and when they're sizing you up as a potential employee, they're looking at whether you will fit in to their team: Will you be an asset or will you be a liability? I could talk further about some of the characteristics of the Australian workforce, but I will leave that for you to explore.

I would like to pose a question to you: How can we strengthen our chances of achieving our educational and employment goals? Yes, hard work and being smart help of course, but those alone are not enough—especially in today's competitive environment—and if you are a newly arrived refugee or migrant, it might be even harder. In order to strengthen your

ability to achieve employment goals, you must undertake extra activities to give you the edge over others. I cannot underestimate the power of volunteering, whether it's in your local community, student association or professional association. This is helpful in developing your soft skills, which are so important when it comes to potential career opportunities, for example, teamwork skills, communication skills, time management and organisational skills etc. These skills are required in any job, and yet they are not taught at school or university. One must find ways to develop them. Despite working full-time Monday to Friday, my desire to develop and advance my professional career has encouraged me to be involved in a number of voluntary roles; currently, I'm a member of the CPA Australia SA Divisional Council, the National Public Sector Network, local church council, management committee of my soccer club, and the list never ends. My ultimate goal in all of these involvements is to prepare myself for the future.

Ladies and gentlemen, please allow me to speak to you about professional and social networks. The benefit of establishing and expanding your networks should not be misjudged. I am acutely aware that for those who are newly arrived, their networks are often confined to other migrant communities or simply to their own cultural communities, who may not know where the jobs are or may not have the links to those who can support and facilitate entry into the workforce. This has resulted in many qualified migrants not accessing employment. Therefore, it is very important to grow your network. This can be achieved in various ways, including by attending professional development sessions, social clubs and so on. CPA Australia offers great sessions for accounting and finance graduates and students. If you would like more information, please feel free to ask me during the lunch break.

I would like to conclude by acknowledging that in 1836, the founders of our state said everyone should be treated the same whether they are first Australians or new arrivals and that what had happened in the other states should never happen in South Australia. Today, when I look at the audience, I believe that the founders of South Australia are proven correct. South Australia is embracing cultural diversity. I am so thankful to the Australian Migrant Resource Centre for being at the forefront of multiculturalism in South Australia. It does not matter whether you are from Sierra Leone, Afghanistan or Liberia, Myanmar, Nepal or South Sudan; the AMRC is always the first to welcome you to our state.

Thank you very much for the opportunity to speak to you. Thank you.



Private Kborali Ali

Australian Defence Force

What a time to be alive! My presence on this stage, to say the least, would have been unpredictable: a daughter whose father, with no education, sailed across the world, and whose mother had to sacrifice herself in the service of her children, fulfilling the role of both father and mother. From when I was a very young age, my parents fed us hope, love, determination and the value of hard work. Our mothers, fathers, all have sailed the seas to this land on different ships, but today we are all on the same boat—our journeys would have ultimately been pain and uncertainty, but that is the beauty as we have come so far knowing we can go even further.

The privilege to stand before you—South Australia's refugee and migrant youth, successful individuals, service providers, companies, graduates, CEOs—comes with a massive responsibility. I kid you not. I appreciate each and every one of you with the intent to share the experiences and knowledge I have gained as a 21-year-old in order to offer hope and encourage the youth, to light up the fire in you, to believe in yourself that you can take whichever pathway you want to and are passionate about.

My fellow citizens, we have the freedom to seize opportunities and make our individual dreams as new Australians come true and to keep moving forward.

My first job started at the age of 16. I bounced from various roles, as crew member at KFC, then McDonalds, to sales assistant at Bakers Delight while gaining the role as 'first of my kind' in the media while serving in the Australian Army.

Through these stages of employment, I gained position titles and important experiences, which I now see as a reflection of the values that I learnt growing up in this land of the free and of opportunities. I see myself providing a personal service to Australia, which has given me challenges as well as a promise of a fantastic future. I say to you, do not undervalue part-time jobs—even the jobs where you need to wipe down tables and empty bins. I believe that the five-hour shift holds powerful life lessons that may not seem significant to you now. But later on, as you take life's journey, you will realise that forgetting the extra gravy or side chips with the combo deal teaches you the importance of paying attention to detail.

This experience teaches values that we should hold throughout our lives. These values are the water to quench your thirst, the fuel to feed your hunger and the compass to guide you when you are lost.

Every migrant, every refugee, every female, every male brings great diversity, power, strength, hope for a better future Australia where we do not see gender, age or religion as barriers but rather as the diversity and multiculturalism that we want to achieve and celebrate in Australia.

Currently, I work in a company of about 150 male soldiers—I am the only female soldier. It was not easy at first; I had to work hard to be considered one of them. Armed with the values instilled by my family, community, school and workplaces, I persisted. I was determined to reach a goal that was not common for a young Muslim woman. What does this mean

to you out there? I am a living example that females from any culture can get into any industry, including the Australian Army, and contribute their skills to make Australia great!

Yes, at those times when your choices are challenged by society, I encourage you to take the risk, stand your ground, believe the voice in your head that says, 'You can do it!' It has been done before by Oprah Winfrey, Mother Teresa, Nelson Mandela, Julia Gillard and Muhammad Ali—all risk-takers who, with determination, courageously took the 'first' leap of faith that led them to become great men and women, and role models from whom we can learn lessons.

I wish to share with you my guide in life:

Face your Failures

We all fail—I will be the first to admit that. Failure is a part of me and my identity. Without my failures, I would not have knocked down doors to success. Let's put it this way: we must change our perception, make failure our friend, see it as a challenge, and work towards continuous improvement. When we fall, get up and try again, and try better!

Teamwork

If my recruit training had not involved teamwork, I don't think I would be soldier today. Yes, admittedly, being the smallest and tiniest soldier that my superiors had met, the thing I found the most difficult in my three months of training was the pack march. Four of my steps were equal to one of the boys' steps, and having a pack, helmet, weapon and body armour certainly did not help. In those moments, there was only the tiniest hint of hope left in me, but the words 'Ali, one step in front of the other, you can do it' from my fellow recruits kept the hope

burning. Whatever path you choose as a career, you need a great team who will march with you.

Value

I always ask myself what value I am bringing to the other person, the job, party, friendship and work. This is extremely important. Once you start adding value, you will likewise receive value in return. Just like the famous saying goes, 'What you sow is what you will reap.'

Give Back

Giving back is one of the arts of human fulfilment! To reach our great potential, we need to belong and to aim bigger than just ourselves, our wants and our needs. Regardless of where you are in your life, you must give back. It does not necessarily have to be in the form of money; it can be your time, a listening ear, giving love and care.

Since joining the army in 2016, I have assisted in feeding 200 hungry and homeless people. With my sister Zara, I sponsored a child for one year. My goal is to continue to feed the homeless and poor; doing so leaves you with a feeling of fulfilment and gratitude.

When we grow older and have returned to our maker, our family, friends and workmates will make a summary of the value our life has given to humanity, what we have done to improve our family and community life and, foremost, we will be remembered for the risks that we took to create change for the community and the country.

With kindest regards, I thank you all for being here, and I wish you a greater future than you can imagine! I am Private Kborali at your service.





Obey Chingorivo

Student, Swinburne University of Technology

In my hand is the Rubik's cube. Some call it the 'magic cube' because of how complicated it looks. It's not magic, ladies and gentlemen; the cube is not designed for certain people. If you learn its laws, you will realise that it's not magic. This 3*3 Rubik's cube in my hand has six colours; other cubes have more than just six, and I somehow relate that to how multicultural Australia is. To solve any Rubik's cube, you have to follow specific laws, a sequence of moves or a list of well-defined instructions to achieve the desired effect on the cube. If you can't find the solution, then there is problem with how it was designed; maybe someone bastardised the cube with a deliberate intent, maybe they coloured ten squares, instead of nine, with the same colour. If you follow the laws, also using abstract reasoning, you will come up with a solution despite how long it will take you. Eventually, you will realise that all the colours are in their right positions, occupying the Rubik's cube equally.

Ladies and gentlemen, the same applies to the process of gaining employment: there are simple laws and principles that have to be followed. And those laws and principles are attending elementary school, secondary school and tertiary education, followed by work placement. Even if you choose self-employment, you will still need to follow some laws and principles. When I came to Australia, I was just as active as I am today, so like anyone else, I went to school and studied community services at the Excellence in Education and Training Institute here in Adelaide. Also, at the same time, I was doing an advanced online Diploma of Social Work because these were the courses or fields that I was very much encouraged to study. So-called experts also said I would never go wrong in the field of community services.

During this time, I was a member of the AMRC Youth Leadership Group, doing some volunteer work with the Australian Migrant Resource Centre as a youth leader. I also tried administrative work at Adelaide City Council South West Community Centre. I was engaged in public speaking and

as an MC in various important events. Many of these were organised by the AMRC and, in fact, today marks my seventh speech in South Australia, not including the week that I spent speaking at the SA Youth Parliament in 2015 and being nominated for the position of youth governor. I had special meetings with the mayors of Adelaide and Murray Bridge, which I thought would lead to employment, but did not.

Ladies and gentlemen, I am proud of my credentials. But with all I have mentioned, the important people I met did not offer me any employment. With courage and strong determination, I secured a job in one of the top hotels in Adelaide. It was good at first, but then came racist, discriminatory and abusive treatment from clients and supervisors. I reached the point of wanting to change my name, but I could not change my skin colour. I developed the courage to pack up and move interstate where there was more likelihood of finding employment. I moved to Melbourne in September 2016. I did some work in community services, but now, Melbourne, the most livable city in the world, has become one of the difficult cities in which to gain decent employment as an African. I had taught myself not to give up, so I decided to use the time to further my studies in the field of politics. Ladies and gentlemen, despite how difficult and tough the process of gaining employment in Australia is as a migrant, we have done it and we are still doing it, but do we fairly or equally get what we have fought for? We don't. We don't because we have to change our names to English names, we have to bend our culture and beliefs a little bit, and we have to work double or triple compared with our Australian counterparts. We have to believe or agree to the notion that if you were not born in Australia you are deemed to have more challenges than those who were born here. Change begins with you and me, with employers and, especially, with government to offer accessible programs for refugee and migrant young people. Do not ever give up! Always keep trying, and get the support from services. I thank you all.



Valérie Baya

President, African Students Council of South Australia

Being of mixed heritage consisting of French, Indian, and Madagasy origin, I was born and raised in Mauritius. I believe my mixed blood has contributed to my passion for travel and visiting new places, new people and new cultures. Being a curious person, I have always been thirsty for more knowledge I can share with people and, therefore, I wanted to become a lecturer. For this reason, my parents encouraged me to come to Australia to study a master's in interior architecture, as we thought that holding a master's degree would allow me to become a lecturer. I studied at the University of South Australia from 2015 to 2017, where I was involved with extracurricular activities, as I have always had a passion for creating and spreading awareness of various cultures. I believe my involvement with the African and international students contributed to the awards I won last year, which made my parents very happy as they probably never thought I could win an award in my life. They thought that my contribution to the Australian community would give me a better future here; but they were not exactly right (like many kids, I am glad to say my parents were wrong).

Through their fees and living expenses, international students contributed \$32 billion to Australia's economy in 2017, representing Australia's third largest export. As is the case for many international students coming to the end of their studies, my international student visa expired in March 2018. In order to stay in Australia longer, I applied for a temporary visa, which allows me to stay for two more years, with working rights. Based on my past 'contribution' to the community, my parents thought it would be easy for me to get a job after graduating. I always dissuaded them, as I've seen how people from CALD backgrounds strive to get a job. The real question is whether it is easy for us international students to get a job. The answer is no—it can take months, or more than a year, for international students to get a job within their field of study.

Since April of this year, I have applied to more than 80 companies all over Australia. Many companies did not reply or, when I went for interviews, some had the decency to give me feedback regarding their refusal of my application. Their reasons for rejection were all very similar: 'When working in construction, which involves constant communication with the client and a high budget, you can't take a break or pass on the project to someone else. Despite your claim that you will apply for a permanent resident visa in 2020, there is no confirmation that your visa will be granted for you to stay in Australia. Therefore, we can't take the risk of employing you' or 'we look for graduates with both local and international work experience; although you have worked in Mauritius and Malaysia, you don't have work experiences in Australia.' Deep inside, I was telling myself that many Australians don't have international work experience, so how come they get a job faster than I do? When I asked to do an internship or to work for free as an interior designer, I felt as though I was talking to a wall as I wasn't receiving any response.

In 2011, the Australian Bureau of Statistics Census revealed that 55.9% of young people from CALD backgrounds aged 18 to 24 years are in employment compared with 71.76% of their Australian-born peers. This does not sit comfortably with the fact that 58% of CALD young people are enrolled in full- or part-time education compared with 39% of those born in Australia. These figures indicate significant barriers, which need to be seriously addressed by all tiers of government before we can claim an 'equal playing field' for African and other CALD young people.

Africans are three times more likely than European or Asian immigrants to be out of work during the first five years of settlement. There are approximately 1,200 African students studying in the three main universities in South Australia, and yet most are not given the opportunity to have work experience within their field of study, which could efficiently increase their opportunity to get into the industry straight after completing their studies.

For the above reasons, the African Students Council of South Australia is very aware of these challenges, and whenever there is an opportunity to help anyone from any background, we make our events open to Africans and students of CALD backgrounds. We also provide a conduit for employment opportunities, volunteering experiences and networking opportunities. As such, a few days ago, we organised an educational expo and networking event named 'In it Together'. The aim was for high school and tertiary students to network with university students and professionals.

Before concluding, if I can allow myself to say the following: in my personal opinion, work experience or internships should be included in all courses. This could provide the experience most industries are looking for when employing new graduate students. This would increase the opportunities for both local and international students to secure employment after graduating.

With these last words, I would like to wish you all the best within your future career. Thank you.

Sam Seo

PhD Researcher in Data Management,
University of South Australia

Introduction and Demographic

- Born in Malaysia but studied and worked in Solomon Islands, now an Australian
- Multilingual background (Mandarin, English, Bahasa Malaysia, South Pacific Islanders Pidgin, fluent in three Chinese dialects—Cantonese, Foochow, Hokkien, Henghua and some Japanese)

Education and Experience

- Bachelor of Business (Information Systems)
- Bachelor of Business, Honours
- Master of Science (Cyber Security and Forensic Computing)
- Master of Information and Communications Technology
- Two years of tutoring in university
- Four years of working experience in Malaysia
- Accredited as cyber security specialist by the Australian Computer Society
- Internship in Japan
- Currently a PhD researcher at the University of South Australia

Job Interview Challenges

- Lack of Australian work experience / culture
- Lack of understanding of Australian work culture and systems—for example, procedures to follow, feedback, scope of responsibility, networking
- Result: applications for jobs and volunteering in professional areas were all either rejected or received no response
- Dilemma: how to get local experience when I am not being offered work

Overcoming the Challenges

- Volunteering at the AMRC
 - Induction and training was given in an office environment
 - Mentor and interpreter for young migrants—helping Rohingya people with Kristina and Yazdan
 - Participant in training and seminars
 - My experience and networking was broadened in a local workplace—including ethics and culture, understanding the expectations, and feedback provided
- Upskilling by conducting PhD research and building my network in the university

Thanks for the support and mentoring provided by Michelle on behalf of the AMRC.

Karam Sarsam

Computer Engineer and Founder of Extra Cloud

Hello everyone! My name is Karam Sarsam. I'm a computer engineer. I completed my bachelor's degree in 2010 and graduated from Al-Mamoon University College in Baghdad, Iraq.

I am the founder of the business Extra Cloud.

I arrived in Australia on 18 March 2017. With advanced English skills and my overseas qualifications, I tried my best to find a job in Adelaide. I got different jobs with different companies, but I was not happy, as the jobs were all casual employment—there was no security at all. It was messy because I had no idea when I would have work. It was all ad hoc, and I got work on an on-call basis. As a casual employee, I couldn't work more than 36 hours per week.

As I was not happy, I started thinking of better options where I could use my skills and my experience in information technology (IT) and design, which I had done for eight years. That led me to think that I should establish my own IT business. But I was not confident about starting my own new business, as I was new in Australia. I didn't know the requirements for establishing a business.

Then I decided to enrol in a Certificate IV in Small Business to prepare myself for the new venture. Two months after finishing the course, I checked the market for my proposed business to make sure that I was doing the right thing. Of course, I had to inform Centrelink that I had started a business and asked them to stop my payments. I applied for an ABN, and I registered my business name as Extra Cloud. I immediately started my marketing campaign. I thank God for this—that the steps I took made sense and were quite successful!

Now, I wish to give you more information about Extra Cloud. It is a professional business platform allowing businesses to manage and connect instantly to cloud web hosting, email hosting, online marketing services and more in this unlimited IT world! Extra Cloud can be a place to call home for customers and domains. We help start-ups or small businesses and support larger establishments in their IT needs. Extra Cloud is an accredited domain name and web hosting company. All the servers are in Australia, it is legitimate, and customers are protected under Australian law.

Do contact Extra Cloud for your business needs on Mobile 0406 030 037 or visit Extra Cloud on www.karamsarsam.me/about/

Thank you for listening.





Ahmad Sorani

Student, Thebarton Senior College

Hi, my name is Ahmad Sorani and I am 18 years old. I am of Syrian background, and I arrived with my family in Australia in May 2016. I am the oldest child in my family. I am currently in Year 11 at Thebarton Senior College. The subjects I study include maths, English, art and woodwork.

When I first arrived, I had a lot of issues when it came to speaking English, but my English improved after a year and half when I started studying at the Adelaide Secondary School of English. My English also improved through speaking with my friends, reading books and watching television.

I have always had an interest in carpentry, and when I migrated to Turkey, I started working as a carpenter full-time. Therefore, I would like to pursue carpentry in Australia. I completed one week of work experience at In House Woodworks, and I really enjoyed it.

I also visited TAFE SA to ask about the carpentry course and was encouraged to take on an apprenticeship. Through a friend, I found a construction company willing to take me on as an apprentice. I am now just waiting to complete the paperwork before I begin my apprenticeship.

My dream is to pursue a degree in business and open up my own construction company, where I can hire other young people and give them the experience they need in the workforce. I would like to let you know that there are so many pathways for young people to find employment by asking people around you, and making and keeping connections. Being a tradie pays well. Now, join me! Let's go!

Homere Mulami

Worker, Jubilee Highway Sawmill, Mount Gambier

My name is Homere Mulami. I am 25 years old, and I was born in the Congo. I lived in Kenya before coming to Mount Gambier as a refugee in August last year.

Only three months after I arrived in Mount Gambier, I found a casual job on a canola farm where I worked for three months. After that, I started working at a vineyard in Penola, about 50 kilometres from Mount Gambier. This was also a casual job and it lasted for four months. About a week later, I managed to get a full-time job at a sawmill in Mount Gambier, where I am still working now.

It may sound as if it was easy for me to get work, but I faced many barriers. For me, the biggest barrier in the beginning was the language. I could speak some English, but I was not confident enough to communicate well in English. I attended TAFE for only one month to learn English but I—personally—did not find it very helpful. My English improved by speaking English to people in the community and at church. This helped me a lot.

Another barrier was the lack of transport. This is a huge problem in a regional city like Mount Gambier. There are no trains, very few buses, and taxis are very expensive. Without a car, you cannot get a job, but you have to pay a lot of driving lessons, and it takes a long time before you can drive on your own and afford to buy a car.

To get to work, I have to ride my bicycle eight kilometres to work every morning in the rain and cold and eight kilometres back home. I have my L licence now, and I have bought a second-hand car, so I am relying on the help of others to get to work. Sometimes I get help from other people who work with me. They pick me up and take me to work with them. If you are under 25, it takes even longer to get your P licence. Only two months to go and I will finally have my P licence, and then I will be able to drive to work and back.

Knowing where to apply was also a problem for me as a new migrant. I did not know what kind of jobs there were in Mount Gambier and what the businesses were. I spent a lot of time on the internet at home, and as I searched for work, I learnt what kinds of jobs there were and what the businesses were.

Above all, it was very hard to find work. My Jobactive helped me to find the casual jobs I did in the beginning, but I applied for many jobs myself as well. They required good English and a drivers licence, which I did not have. So, I missed out on many opportunities.

One day I heard about a job at the Jubilee Highway Sawmill, and I rode my bicycle and took my résumé there. I then went back to my Jobactive to follow up on this application, and I was called in for an interview. I got the job. It is a casual position but I work 40 hours every week. I have learnt to operate machines and sort wood. But in the beginning at work, it was very hard to understand Australian slang and the accent of the people that I work with. Some of the Australians who work with me do not speak clearly. And two of them do not have teeth, so the way they speak is very different and hard to understand. It is getting easier, but sometimes I still struggle. Sometimes I just pretend that I understand and hope I get it right.

I enjoy my job, and I am very happy in Mount Gambier. I feel like I have a good future ahead of me.

My advice to other new migrants is to never give up and to keep trying until you get a job.





Zahra

Volunteer, Michelle DeGaris Memorial Kindergarten, Naracoorte

I am Zahra. I am Afghan and arrived in Australia on a refugee visa. Before coming to Australia, I was living with my family in Quetta, Pakistan, where I had spent 14 years of my life.

In 2015, we 'flew like birds' to Australia. I was unable to speak English—just knew how to greet someone.

Then I enrolled in Naracoorte High School, where I faced a lot of challenges and difficulties with my study because I couldn't speak English. I learnt basic English through reading children's books, listening to CDs and watching DVDs and TV. In this year, I spent most of my time learning English as a fifth language. I already speak four languages.

By the time I had learnt many new skills through the Personal Learning Plan subject, I had developed seven capabilities in this subject. These capabilities assisted me to make strong connections in the community by doing different types volunteering, work experience and work placement in the local community, such as in educational and hospitalities services. All these allowed me to gain many skills and experience which, to me, was just unbelievable.

I believe that volunteering allows me to make strong connections with the wider community.

I think that I am a strong person, as I believe that nothing is too difficult to do or achieve. I always find new ways to solve problems and overcome life's difficulties. I practise self-talk and it works for me. For example, I get angry with myself when I cannot easily understand a short paragraph in English. I simply talk to myself: Zahra you can do it! Nothing is impossible because when you break the word impossible it can become it is possible. This encourages me to move on and to look forward to a bright future leading to a future career.

In the last three years, I have faced lots of difficulties and challenges through self-talk: Hey! Zahra, smile, it costs you nothing and you give out so much, and Zahra! Impossible is saying to you that it's possible!

Last year, I completed my Certificate III in Early Childhood Education and Care with Limestone Coast Training while I was completing Year 12 at Naracoorte High School and received an ATAR. Therefore, it took me a longer time and self-discipline to complete school as well as the 300 hours of work placement to gain Certificate III.

At the beginning of 2018, I started Foundation Studies at the University of South Australia at Mount Gambier Campus while also volunteering at Michelle DeGaris Memorial Kindergarten. Unfortunately, I had to stop attending university because of my pregnancy. Instead, I enrolled in the Diploma for Early Childhood Education and Care with Limestone Coast Training. I intend to register with the Department for Education as a bilingual educator and gain paid employment.

During these last three years, due to my hard work and determination, I was awarded the following:

In 2016, the Malcom Event award from Naracoorte High School for my contribution to improvement of the local school system. In 2017, I was awarded the Exceptional Achievement Award in the South East Secondary Schools Training Awards, and in the same year I received the Vocational Student of the Year Award for outstanding student achievement in a course of study leading to a nationally recognised qualification.

Another self-talk moment of mine: When you love something, you want to have it in your hand. I wanted to learn through formal study so I could hold onto my goal—and have it in my hand! For me, studying is fun and I enjoy every second of it, especially when I learn new words and talk in sentences to express my ideas in class, when I talk to people or when I'm presenting at a forum like today.

I am now volunteering at a local kindergarten and loving the experience. I have chosen to pursue childcare and teaching because I really enjoy working with children. I just love using play as a tool for teaching and learning. I have discovered that learning is best achieved through role modelling, playing games, interactive sessions, storytelling and sharing information, and, especially among children, learning to share toys while playing, reading books and participating in other activities.

My personal experiences helped developed my love for children. I took good care of my four younger siblings when they were little. I know that I am really good at it!

Final self-talk moment: Change yourself, and the world will change for you.

First, I really want to thank God from the bottom of my heart. God has taught me respect and given me a wonderful life and a place where I will achieve my future goal. Australia has opened up a huge opportunity for me to live and have a peaceful life. Finally, I would like to thank you all for giving me the opportunity to share my story. I thank you all for listening.

Appendices

Speaker Biographies



Honourable Jing Lee MLC

*Member of the Legislative Council
in the South Australian Parliament
Assistant Minister to the Premier*

Jing made history in 2010 for changing the political landscape of South Australia for being the first Malaysian born Chinese migrant to be elected to State Parliament. Since 2010, Jing has been entrusted with a number of key portfolios, which included small business, education, trade and investments and multicultural affairs. She currently holds an important position within the new Marshall Liberal Government as the Assistant Minister to the Premier of South Australia. Jing arrived in Adelaide with her family in 1979 and is a proud South Australian that values her rich cultural heritage. For over 30 years, Jing has volunteered her time and effort to helping others. She is a strong campaigner for small business, exporters and multicultural communities. Prior to entering Parliament, Jing was a successful business woman with over 20 years of management and international trade experience. Jing has held many senior management roles across the private and public sectors and worked successfully in Australia, Malaysia, Singapore, Hong Kong and China. Jing also serves as a Justice of the Peace (JP) for South Australia and plays a significant role in building community capacities.



Denis Yengi CPA

*Financial Consultant, Primary Industries and
Regions SA (PIRSA)*

Denis and his family were forced to flee the civil war in South Sudan when he was seven years old. After crossing the border into northern Uganda on foot, Denis and his family spent 13 years in a UN refugee camp. His uncle, Mr Ben Yengi OAM, emigrated to South Australia in the 1970s and sponsored the family to join him in Adelaide after many years. When Denis turned 20, he and his family finally made the trip to Australia. As an adult student, Denis completed Year 12 with an award for Outstanding Achievement in Education and was accepted into the Bachelor of Commerce (Accounting & Finance) degree at Flinders University, from which he graduated. He has also completed a Diploma in Project Management from TAFE SA and gained a Certified Practising Accountant (CPA) designation status from CPA Australia. He currently works as a Financial Consultant in the Corporate Services Division at the Primary Industries and Regions SA (PIRSA). His previous portfolio of experience includes Category Manager, Procurement Planning and Strategy at the Department of Health and Ageing; Senior Funding Consultant at the Department of Planning, Transport and Infrastructure; Senior Budget and Finance Officer at the Department of Education; and Audit Analyst at the General's Department.



Private Kbora Ali

Australian Defence Force

At the age of nine, Kbora arrived in Australia in 2007 as a refugee. Her family spent three years in a refugee camp in Pakistan after fleeing Afghanistan due to violence against Hazaras.

Despite speaking no English when she arrived in Australia, Kbora excelled academically, receiving an ATAR of 97. During her schooling, she was active in organising and coordinating cultural events, and promoting harmony and acceptance of diverse cultures. She also played a pivotal role in the #achildlikeme initiative, raising awareness for children in detention centres across Australia. Following high school, she received a job offer to pursue a career in real estate, a placement at Flinders University to study optometry and an offer to join the army. Kbora decided to join the army, becoming the first Afghan woman to do so. After completing her 80 days of soldier training in 2016, she was welcomed into the army. In 2017, Kbora was awarded the Multicultural Youth South Australia Spirit of Resilience Award as part of Channel Nine's Young Achiever Awards. She is also an international martial arts competitor.



Obey Chingorivo

Student, Swinburne University of Technology

Obey was born and raised in Zimbabwe. He completed his high school in Botswana Southern Africa. In 2014, he arrived in Australia and participated in the Youth Parliament

of South Australia in 2015, presenting on the 'Youth Employment Opportunities' Bill, which passed by over 50%. He was nominated as the second best speaker from lower Government house. Since arriving in Australia, Obey has delivered seven presentations at different events, including at Government House. He participated in the successful radio project 'Powerhouse' at the University of South Australia, which is a radio series broadcasting on UniCast. Currently, he is studying a Bachelor of Arts (Politics and History) at Swinburne University of Technology and aviation with Soar Aviation in Melbourne. He also holds a Diploma in Social work and Community Services, and has experience as a youth coordinator at the South Australia Zimbabwe Association.



Valérie Baya

President, African Students Council of South Australia (ASCSA)

Valérie is the President of the African Students Council of South Australia (ASCSA). She was born in Mauritius, East Africa and arrived in Australia in 2015. She has completed a Bachelor of Interior Architecture at Taylor's University in Malaysia and a Masters of Interior Architecture at the University of South Australia (UniSA). She founded the African Society at UniSA to unite students of African background. She was also elected as the first International Student Representative of the UniSA Student Association. In 2017, she was awarded Australian Postgraduate International Student of the Year by the Council of International Students Australia (CISA), and International Student Community Engagement of South Australia by the Governor of SA. She created the African Students Council of SA to facilitate better links between the three universities in SA and mentoring and empowering young people of African background.



Sam Seo

PhD Researcher in Data Management, University of South Australia

Sam is of Malaysian background and had a career in IT for four years before arriving in Australia. Since then, he studied a Master's degree and tutored at the University of South Australia (UniSA). He has taught computer history and programming at UniSA and has also been involved in volunteering at St John. He is currently a third year PhD student at UniSA, researching 'Data Governance in Internet of Things.'



Karam Sarsam

Computer Engineer and Founder of Extra Cloud

Karam is a Systems Computer Engineer and holds a Bachelor in Computer Engineering from Al Mamon University College in Baghdad, Iraq, and holds a Certificate four in Small Business and a Certificate four in Property Services. His skill-set includes website development and design. His first job was as computer engineer in maintenance and network support. He also worked part-time at the University in Baghdad as a web designer. In 2012, he held a marketing position at a multi-international Chinese company for two years, followed by a marketing position when he moved to Jordan. In 2017, he moved to Australia with his family. Unable to source employment when he arrived in Australia, Karam decided to gain work experience through volunteering. He was soon able to source employment at Dodo, an Australian internet service provider and also founded his own company Extra Cloud, specialising in website development and design, as well as online marketing.



Ahmad Sorani

Student, Thebarton Senior College

Ahmad is a Year 11 student at Thebarton Senior College (TSC) and is undertaking subjects including woodwork, English, maths and art. He arrived in Australia in 2016 from Turkey and was born in Syria. He speaks both Turkish and Arabic. He sourced work experience at In House Woodworks, specialising in kitchens, whereby he was involved in cabinet making. He has two years of experience working in Turkey as a carpenter. He is in the process of searching for a carpentry apprenticeship with the assistance of his woodwork teacher at TSC. In the future, he hopes to study business to learn about how he can successfully start, grow and manage his own carpentry business in South Australia. He also hopes to complete a certificate in White Card Training.



Homere Mulami

Worker, Jubilee Highway Sawmill, Mount Gambier

Homere was born in the Democratic Republic of the Congo and arrived as a refugee with his family in Mount Gambier in 2017. After being linked with the jobactive provider, Job Prospects, as a job seeker on New Start allowance, he was provided with some seasonal casual work at vineyards outside of Mount Gambier. He participated in a pre-employment workshop at the Mount Gambier Migrant Resource Centre (MRC) in 2018, where he gained knowledge on how to apply for jobs in Australia. He applied and gained a full-time job at a sawmill in Mount Gambier.



Zahra

Volunteer, Michelle DeGaris Memorial Kindergarten, Naracoorte

Zahra was a finalist for this year's Vocational Student of the Year Award category in the South Australian Training Awards hosted by the Training and Skills Commission. She arrived in Naracoorte in 2015 and was awarded the Limestone Coast Training Award in 2017. She is currently studying a foundation course at the University of South Australia to pursue a Bachelor of Primary Education. She is also volunteering at Michelle DeGaris Memorial Kindergarten and hopes to become registered on the Department of Education's bilingual register. She completed her Year 12 studies at Naracoorte High School and has completed a Certificate three in Early Childhood Education and Care through Limestone Coast Training centre in 2017. Her passion to become a teacher stems from her desire to empower students with skills, knowledge and confidence.

Appendices

Speaker Biographies



Georgia Prattis

Director, Myriad International Consulting Services Pty Ltd

Georgia has over 20 years experience specialising in training development and delivery, research, evaluation, strategic planning, policy development, facilitation and stakeholder consultation. Areas of expertise include access and equity, cultural diversity, gender equality, equal opportunity, gender-based violence, preventing bullying in the workplace and human rights. A summary of Georgia's professional history includes, accomplished consultant in diversity related organisational change, extensive policy reform experience, and management roles in adult education and training within the public sector with expertise in the Australian Quality Training Framework.



Andrew Cummings

Andrew Cummings is a freelance trainer, writer and consultant who has worked in the community sector for over 30 years. His areas of specialism include working with young people, and working with refugee and migrant communities. Andrew's previous roles include, as Secretary General of the European Confederation of Youth Clubs; Executive Officer of the Settlement Council of Australia; Executive Director of the Australian Youth Affairs Coalition; and Executive Officer of the Multicultural Youth Affairs Network of NSW. Andrew has written extensively on youth issues, and has developed a wide range of training programs delivering these to over 3,000 youth and community workers and more than 1,000 young people.



Helen Connolly

Commissioner for Children and Young People SA

Helen Connolly became South Australia's first Commissioner for Children and Young People in April 2017. The position was established under the Children and Young People (Oversight and Advocacy Bodies) Act 2016. The Commissioner promotes and advocates for the rights, development and wellbeing of all children and young people in South Australia, with a special focus to engage with and listen to children who aren't usually heard. Helen has 30 years' experience as a leader in human services. She is a long-time advocate for building respectful partnerships with Aboriginal and Torres Strait Islander people, newly arrived refugees and migrants, communities and organisations. Throughout her career, Helen has taken an active advocacy role on the main policy issues that impact on the wellbeing of Australian families and children, with a strong focus on early intervention and prevention strategies, including humanitarian settlement and asylum seeker support.



Eugenia Tsoulis OAM

Chief Executive Officer, Australian Migrant Resource Centre (AMRC)

Eugenia has over 40 years of work experience across a number of sectors focusing on multicultural policy research and review, leadership management, including in mental health, education, the arts, and employment and training. As Director of the Migrant Workers Centre, her work furthered Migrant Women and young people's employment. Over the past 20 years, Eugenia has overseen the expanding work of the AMRC, ensuring its critical leadership position in furthering South Australia's multicultural future through social, cultural and economic development. She was awarded the Order of Australia for services to multiculturalism and the arts in 1994, the ZONTA Woman of the Year Award in 2007 and the Governor's Multicultural Award: Individual Achiever of the Year in 2012. Eugenia was a founding member of the Settlement Council of Australia and is a current board member. She has contributed as member and chair to a considerable number of commonwealth and state boards, and advisory committees. Eugenia was privileged to receive from her peers, the inaugural Harmony Alliance Award in 2017 for lifelong achievement in empowering and supporting migrant and refugee women. She was also named on the 2017 South Australian Women's Honour Roll.

Program

9.00am Registration

9.30am Welcome to Country

Major Sumner AM, Ngarrindjeri elder and world-renowned artist, performer and cultural ambassador.

MC

Eugenia Tsoulis OAM, Chief Executive Officer, Australian Migrant Resource Centre

Welcome

Helen Connolly, Commissioner for Children and Young People SA

Opening Address

The Honourable Jing Lee MLC, Assistant Minister to the Premier, representing the Honourable Steven Marshall MP, Premier of South Australia

Keynote Speakers – Challenges and opportunities

Denis Yengi CPA

Financial Consultant, Primary Industries and Regions SA (PIRSA)

Private Kbora Ali

Australian Defence Force

Vote of Thanks

Yasin Hassanyar, President, Multicultural Youth Link SA (MYLinkSA)

10.30am Morning Tea Expo Network

11.00am Performance

A.J Yassir Al Mansori

Drummer and Dancer with Iraqi and Arabic Cultural Groups

Program

11.05am **Session One: Exploring Employment Barriers for Youth**

This session will explore:

- Education, training, employment and intersecting issues that affect access pathways for young people from migrant and refugee backgrounds
- Barriers that prevent young people from harnessing their full potential

Facilitators - Andrew Cummings and Georgia Prattis

Panel Discussion

Session Chair

Hiba Alwani, Youth Leader, Syrian Community of SA

Speakers

Obey Chingorivo

Student, Swinburne University of Technology

Valérie Baya

President, African Students Council of South Australia (ASCSA)

Sam Seo

PhD Researcher, University of South Australia

11.35am **Round Table Workshops**

Young People

Lived experience - Barriers and challenges faced in accessing training and employment

Service providers/industry

Challenges in engaging, recruiting and retaining culturally diverse young people in the workforce

12.20pm **Round Table report back**

12.40pm **Lunch Expo Network**

1.30pm **Performance**

Esther Hniang

Gospel Singer, Burmese Chin Community of SA

1.40pm **Session Two: Opportunities for Accessing Employment**

This session will explore:

- Best practice examples and opportunities that strengthen the ability of young people to achieve education and employment goals
- Strategies for inclusion in employment initiatives
- Successful case studies, social enterprise and youth leadership

Facilitators - Andrew Cummings and Georgia Prattis

Panel Discussion

Session Chair

Hossein Shariat, Youth Leader, Iranian Community of SA

Speakers

Karam Sarsam

Computer Engineer and Founder of Extra Cloud

Ahmad Sorani

Student, Thebarton Senior College (TSC)

Homere Mulami

Worker, Jubilee Highway Sawmill, Mount Gambier

Zahra

Volunteer, Michelle DeGaris Memorial Kindergarten, Naracoorte

2.15pm **Roundtable Workshops**

Young People

Future strategies to improve access to training and employment

Service providers/industry

Pathways for strengthening employment of culturally diverse young people in the workforce

3.00pm **Round Table Report Back**

3.15pm **Closing Remarks**

Helen Connolly, Commissioner for Children and Young People SA

Eugenia Tsoulis OAM, Chief Executive Officer, Australian Migrant Resource Centre (AMRC)

Performance

Bortier Okoe

African Multi-instrumentalist



Acknowledgements

Expo Display Stall Holders

Adelaide Dental School, University of Adelaide
Adelaide Primary Health Network
AMA Skills Training
Australia Wide Recyclers
Australian Electoral Commission
Australian Migrant Resource Centre
Carclew
Centre for Islamic Thought and Education,
University of South Australia
Cognito Foundation
Electoral Commission SA
Employment Options Inc.
Headspace, Edinburgh North
MAS National
MEGT
Multicultural Youth SA
National Disability Insurance Agency
Thebarton Senior College
University of South Australia
Working Women's Centre SA

Supporting Organisations

Migration Council of Australia
Multicultural Youth SA
Multicultural Youth Advocacy Network
Settlement Council of Australia

Delegates

Title	First Name	Last Name	Organisation
Ms	Zahra		Naracoorte Hazara Community
Miss	Momina		Thebarton Senior College
Ms	Blur	Abdulla	AMES SA
Miss	Khadija	Abdullahi	Afghan Community of SA
Miss	Parwan	Abdullahi	Afghan Community of SA
Mr	Aaron	Acton	TAFE SA
Ms	Krishna	Adhikari	Bhutanese Community of SA
Miss	Shagofa	Akbari	Hazara Community of SA
Mr	Deng	Akoon	Nazareth Catholic Community
Mr	Joseph	Akot	Women's and Children's Hospital Youth Advisory Group
Miss	Zainab	Al Hamad	Syrian Community of SA
Mr	AJ Yassir	Al Mansori	Iraqi Community of SA
Miss	Tuqa	Al-Ani	Iraqi Community of SA
Private	Kbora	Ali	Australian Defence Force
Miss	Masoma	Ali	Afghan Community of SA
Mr	Nawid	Ali	Afghan Community of SA
Mr	Sultan	Ali	Afghan Community of SA
Miss	Zara	Ali	Afghan Community of SA
Mr	Safar	Ali Nanikhel	Afghan Community of SA
Ms	Sara	Al-Kufish	Iraqi Community of SA
Mr	Espoir	Alpha	Congolese Community of SA
Miss	Wafaa	Alsharee	Syrian Community of SA
Ms	Hiba	Alwani	Syrian Community of SA
Ms	Bahareh	Aminsaremi	Persian Community of SA
Mr	Harry	Ascoli	Office of the Commissioner for Children and Young People SA
Mr	Mohammad	Ashraf Jafari	Afghan Community of SA
Miss	Fatemeh	Azizi	Afghan Community of SA
Miss	Nour	Azizi	Afghan Community of SA
Mr	Reza	Azizi	Afghan Community of SA
Ms	Dewani	Bakkum	Settlement Council of Australia
Miss	Mimona	Bashir	Women's and Children's Hospital Youth Advisory Group
Ms	Beena	Basnet	Bhutanese Community of SA
Ms	Kate	Bate	Adelaide Dental School, University of Adelaide
Ms	Valérie	Baya	African Students Council of South Australia
Ms	Frances	Beer	Local Government Association of South Australia
Mr	Adam	Beik	Persian Cultural Association of SA
Ms	Kalpana	Bista	Bhutanese Community of SA
Miss	Aya	Bittar	Syrian Community of SA
Ms	Anelia	Blackie	Mount Gambier Migrant Resource Centre
Ms	Voula	Branch	TAFE SA
Ms	Magdalena	Buhatwa	Adelaide Dental School, University of Adelaide
Mr	Aaron	Byrne	Community and Mainstream Engagement SA/NT, National Disability Insurance Agency
Ms	Cynthia	Caird	Filipino Community of SA
Ms	Tara	Calabro	TAFE SA
Mr	Kosta	Canatselis	Cognito Foundation
Ms	Sunshine	Carumba	Filipino Community of SA

Title	First Name	Last Name	Organisation
Mrs	Palmada Kankanamalage Gnanika Senani	Chandrasena	University of South Australia
Ms	Ramila	Chanisheff	Centre for Islamic Thought and Education, University of South Australia
Ms	Michelle	Chaplin	Australia Day Council of South Australia
Mr	Damber	Chhetri	Bhutanese Community of SA
Mr	Hari	Chhetri	Bhutanese Community of SA
Mr	Obey	Chingarivo	Zimbabwe Community of SA
Ms	Winnie	Chiu	Multicultural Youth SA
Ms	Hei	Chri Say	Karen Community of SA
Mr	Simon	Cinzah	Burmese Chin Community of SA
Ms	Michelle	Cockshell	AMA Skills Training
Ms	Helen	Connolly	Office of the Commissioner for Children and Young People SA
Mr	Andrew	Cummings	Andrew Cummings Training and Consultancy
Mr	Antony	Curnow	Office of the Commissioner for Children and Young People SA
Ms	Yani	Dahal	Bhutanese Community of SA
Ms	Khina	Dalal	Bhutanese Community of SA
Mr	Rehan	Daulat Zai	Parafield Gardens High School
Mr	Phil	Davies	Thebarton Senior College
Ms	Sharyn	Davies	MEGT
Ms	Simone	Di Sisto	Carclew
	Miyuki	Dickerson	Australian Electoral Commission
Ms	Michelle (Swee Ming)	Dieu	Overseas Chinese Association of South Australia
Mr	K'Bow	Doh Htoo	Karenni Community of SA
Mr	Sasha	Dragovelic	Employment Options Inc.
Ms	Danielle	Driscoll	TAFE SA
Mr	Waqas	Durrani	Federation of Ethnic Communities' Council of Australia
Mr	Paul	Fedorov	Cognito Foundation
Ms	Simin	Ferdosian	Persian Community of SA
Ms	Lisa	Filipenko	Adelaide Primary Health Network
Mr	Gai Bol Deng	Gai	South Sudanese Community of SA
Ms	Loyi	George	African Women's Federation of South Australia
Ms	Susan	Geraghty	Indigenous and Community Engagement—SA, Australian Electoral Commission
Mr	Samrawit	Ghebru Ghebremedhin	Eritrean Community of SA
Ms	Geeta	Ghimirey	Bhutanese Community of SA
Mr	Ko	Grah	Karenni Community of SA
Ms	Tracey	Grosser	Bordertown Migrant Resource Centre
Mrs	Shireen	Gul Ali	Hazara Community of SA
Ms	Krystyna	Haba	Parafield Gardens High School
Mr	Firas	Habib	Iraqi Community Cultural Association of SA
Mr	Mahammad	Hadi Hussaini	Afghan Community of SA
Ms	Karla	Halsall	Office of the Training Advocate
Mr	Yasin	Hassanyar	Multicultural Youth Link SA
Mr	Modeste	Hatungimana	Headspace, Edinburgh North
Ms	Prue	Hemming	Australian Migrant Resource Centre
The Hon.	Katrine	Hildyard MP	Shadow Minister for Recreation, Sport and Racing; Shadow Minister for the Status of Women; and Shadow Minister for Multicultural Affairs, Parliament of South Australia
Mr	Yianni	Hill	We're Open
Miss	Esther	Hniang	Burmese Chin Community of SA
Ms	Quyen	Hoang	Vietnamese Community of SA

Title	First Name	Last Name	Organisation
Ms	Courtney	Hofman	National Disability Insurance Agency
Mr	Tim	Hutchinson	TAFE SA
Mr	Assad	Ibrahimi	Australia Wide Recyclers
	Nyirachiza	Ichingeneye	Headspace, Edinburgh North
Mr	Rudayn	Isa	Aleph Business Consulting
Ms	Nouha	Jaber	Lebanese Community Advisory Centre
Ms	Isabel	James	TAFE SA
Mr	Yazdan	Jawshani	Afghan Community of SA
Mr	Benjamin	Johnson	Liberian-Australians Service Foundation
Miss	Mercy	Juru	Parafield Gardens High School
Mr	Kugan	Kanagaratnam	Tamil Community of SA
Ms	Jyotshna	Karki	Bhutanese Community of SA
Ms	Jaspreet	Kaur	Working Women's Centre SA
Ms	Bonnie	Keates	Shelter SA
Ms	Alyssa	Kee	Office of the Commissioner for Children and Young People SA
Ms	Sarah	Keealn	Australian Government Department of Jobs and Small Business
Miss	Madison	Kennewell	Adelaide University Rotaract Club
Ms	Belinda	Kent	MAS National
Ms	Katriona	Kinsella	Australian Government Department of Human Services
Ms	Parbata	Koirala	Bhutanese Community of SA
Ms	Jasmin	Kollias	TAFE SA
Ms	Salimatu	Koroma	African Women's Federation of South Australia
Mr	Hser	Ku	Karen Community of SA
Ms	Puspa	Kumari Bhattarai	Bhutanese Community of SA
Ms	Prem	Kumari Katuwal	Bhutanese Community of SA
Ms	Shirley	Lata	Volunteering SA & NT
The Hon.	Jing	Lee MLC	Assistant Minister to the Premier, Parliament of South Australia
Mr	Soe	Ler Moo	Karen Community of SA
Ms	Erin	Levy	Australian Refugee Association
Miss	Shufang	Li	Chinese Community of SA
Mr	Jamie	Ling	Chinese Community of SA
Ms	Josephine	Mahoney	Filipino Community of SA
Mr	Adau	Majok	Sudanese Community of SA
Ms	Nadia	Makdadi	Algerian Community of SA
Ms	Jeannine	Malcolm	Cognito Foundation
Ms	Lauren	Malyan	Adelaide Dental School, University of Adelaide
Ms	Shingi	Mapuvire	African Students Council of South Australia
Miss	Nasarene	Marie Robinson	Iranian Community of SA
Ms	Lucy	Markey	Carclew
Miss	Sanya	Masood	Parafield Gardens High School
Ms	Olivia	Mastin	Northern Adelaide Domestic Violence Service
Ms	Khina	Maya Bhattarai	Bhutanese Community of SA
Ms	Nar	Maya Ghaley	Bhutanese Community of SA
Mrs	Rathna	Maya Rai	Bhutanese Community of SA
Mr	Paul	Mayers	Carclew
Ms	Rebecca	Mayne	MAS National
Mr	Peter	Mboninyereze	Headspace, Edinburgh North
Ms	Alexandra	McGee	Intercultural Futures SA, Welcome to Australia
Ms	Debbie	McGrane	Employment Options Inc.
Ms	Rosemary	Mercorella	AMA Skills Training
Ms	Emily	Miller	University of South Australia

Title	First Name	Last Name	Organisation
Mr	Bez	Mohammadi	Cognito Foundation
Miss	Naw	Moo Sheh	Karenni Community of SA
Ms	Nicola	Moore	Office of the Commissioner for Children and Young People SA
Ms	Michelle	Morris	TAFE SA
Mr	Homere	Mulami	Congolese Community of SA
Ms	Lidya	Mungu-Ashuze	Tenison Woods College/Congolese Community of SA
Miss	Tahir	Nanikhel	Afghan Community of SA
Miss	Amelia	Nayea	Parafield Gardens High School
Ms	Mercy	Ngun Ceu	Burmese Chin Community of SA
Ms	Mary	Nguyen	Vietnamese Community of SA
Miss	Sarmorlay	Ngwa za	Burmese Community of SA
	Ambrian	Nijadi	Parafield Gardens High School
Ms	Teresa	Nilsson	City of Unley
Mr	Michael	Nketiah Boakye	Manet Group Australia
Mrs	Lyn	North	Australian Government Department of Education and Training
Ms	Alicia	Nowak	Department of Jobs and Small Business
Mr	Ibrahim	Nowrozi	Afghan Community of SA
Ms	Katrina	Ochan	Sturt Street Community School
Mr	Bortier	Okoe	Ghana Community of SA
Dr	Annette	Osei-Kumah	African Communities Council of SA
Mr	Hossain	Panahi	Hazara Community of SA
Ms	Heather	Patterson	TAFE SA
Ms	Emily	Pearson	Anglicare SA
Ms	Courtney	Peters	TAFE SA
Mrs	Irene	Pnevmatikos MLC	Government of South Australia
Ms	Mechele	Potter	Thebarton Senior College
Ms	Georgia	Prattis	Myriad International Consulting Services
Mr	Keith	Preston	Australian Migrant Resource Centre
Dr	Teresa	Puvimanasinghe	University of South Australia
Mr	Matthew	Rahimi	Adelaide Institute of Sleep Health
Ms	Pabitra	Rai	Bhutanese Community of SA
Ms	Alma	Ramcilovic	Bosnian Community of SA
Ms	Amela	Ramcilovic	Bosnian Community of SA
	Nagma	Rana	St John's Youth Services
Ms	Karren	Raper	TAFE SA
Mr	Hussain	Razaiat	Afghan United Association of South Australia
Miss	Wah	Ree Paw	Karenni Community of SA
Mrs	Narges	Rezaei	Hazara Community of SA
Miss	Khatera	Rezai	Afghan Community of SA
Ms	Afsheen	Rezaie	Hazara Community of SA
Mr	Amanullah	Rezaie	Hazara Community of SA
Ms	Nasreen	Rezaie	Hazara Community of SA
Ms	Naweed	Rezaie	Hazara Community of SA
Ms	Atoosa	Rezayat	Persian Community of SA
Ms	Michaela	Robinson	University of South Australia
Mr	Alasdair	Rodgers	Feros Care
Mr	Costa	Rofe	Australian Government Department of Home Affairs
Miss	Banin	Safdari	Parafield Gardens High School

Title	First Name	Last Name	Organisation
Ms	Kannika	Sangkhatip	Headspace, Edinburgh North
Ms	Dunya	Sardar	Iraqi Community Cultural Association of SA
Mr	Karam	Sarsam	Iraqi Community of SA
Mr	Lenard	Sciancalepore	Adelaide University Rotaract Club
Ms	Rachel	Scott	Women's Safety Services SA
Ms	Rachel	Seaforth	Working Women's Centre SA
Mr	Sam	Seo	University of South Australia
Mr	Taha	Shabibi	Iranian Community of SA
Mr	Mubarak	Shah	Afghan Community of SA
Mr	Seyedhossein	Shariat	Iranian Community of SA
Mr	Dawaud	Sharify	Afghan Community of SA
Ms	Katherine	Shaw	City of Adelaide
Ms	Nicole	Shields	Australian Government Department of Jobs and Small Business
Mr	Abdul	Shojayie	Afghan Community of SA
Ms	Areeba	Siddiqui	Australian Refugee Association
Ms	Mandy	Smith	City of Unley
Mr	Ahmad	Sorani	Syrian Community of SA / Thebarton Senior College
Ms	Matti	Spellacy	Australian Migrant Resource Centre
Ms	Zoe	Stapley	Adelaide Dental School, University of Adelaide
Ms	Jenny	Stirling	Naracoorte Migrant Resource Centre
Ms	Marion	Stokes	YMCA SA
Miss	Fatimah	Sultani	Hazara Community of SA
Major	Moogy	Sumner AM	
Ms	Tess	Syme	Carclew
Mr	Teachud	Tear	Multicultural Youth SA
Ms	Danielle	Teasdale	Anglicare SA
Mr	Nick	Tebbey	Settlement Council of Australia
Miss	Phoebe	Thomas	Parafield Gardens High School
Mr	Van Bawi	Tinhlawng	Burmese Chin Community of SA
Ms	Fatima	Tlaa	Iraqi-Filipino Community of SA
Miss	Holly	Trezise	University of South Australia
Ms	Violet	Tsikisai	
Mr	Peter	Tsokas	City of Unley
Ms	Eugenia	Tsoulis OAM	Australian Migrant Resource Centre
Ms	Cathie	Tydemann	Department for Industry and Skills
Mr	Geoff	Wake	MAS National
Mr	Garrie	Walker	Community Housing Ltd
Ms	Stacie	Walker	SYC, Adelaide
Ms	Sorcha	Walshe	Shelter SA
Ms	Haley	Welch	Office of the Honourable Jing Lee MLC
Ms	Dilky	Wijeyekoon	Sri Lankan Community of SA
Ms	Susie	Wilke	Multicultural Youth SA
Mr	David	Williams	Electoral Commission SA
Ms	Lauren	Wilson	Adelaide Dental School, University of Adelaide
Ms	Georgina	Windley	Primary Industries and Regions SA
Ms	Natalie	Witkin	Northern Area Migrant Resource Centre
Mr	Denis	Yengi	Primary Industries and Regions SA
Ms	Lene	Zefi	Albanian Community of SA
Ms	Emily	Zesers	Volunteering SA & NT



Reference List

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