

Inclusive employment in Banyule: community consultation 2019

SOCIAL ENTERPRISE & LOCAL JOBS



Banyule
CITY COUNCIL

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1. Introduction

Whilst overall Banyule's local economic prospects are good, and the overall published unemployment rate is not significant compared with other municipalities, there are pockets of high disadvantage which sit well below the State average that are almost entirely disguised by the areas of affluence.

In response to this problem of localised unemployment, Council established a jobs taskforce that led to the formation of a Social Enterprise & Local Jobs business unit in October 2018. The aspiration was to develop and deliver innovative approaches that create 100 local jobs opportunities for vulnerable diversity groups in Banyule over a three year period.

The purpose of this report is to analyse the findings of significant community consultation about the challenges and opportunities of local people experiencing barriers to employment. Insights gained from the community consultation process will inform the development of an Inclusive Local Jobs strategy and action plan, guiding Banyule Council's work in creating equitable employment opportunities.

2. Methodology

Council's Social Enterprise & Local Jobs team held focus group activities to better understand community views and experiences around barriers and opportunities for inclusive employment.

The team facilitated four collaborative design thinking workshops with community members that identified with a particular diversity group, local employment service providers, subject matter experts, government and Council staff. Each workshop focused on one of four diverse groups:

- People with a disability
- Young People
- Culturally and linguistically diverse people including refugees migrants and asylum seekers
- Aboriginal and Torres Strait Islander people

3. People with Disability

Within Banyule's municipality there are 4,593 people living with a disability who are not engaged in employment, training or education (Census 2016). As outlined in the Disability Action Plan, employment for people living with a disability remains a critical issue in the Banyule Community.

3.1 Findings – Workshop

A workshop was held on the 9th of April 2019. Participants included people with lived experience of having a disability and seeking employment, council officers, representatives from employment services providers, department of jobs and small business, not for profits organisations and social enterprises.

Workshop participants outlined the following as the key barriers that people with a disability face when trying to access employment.

Barrier	Examples
Bias/discrimination	<ul style="list-style-type: none">• Employer attitudes

Support networks	<ul style="list-style-type: none"> • Unsupportive family • Protective family • Social isolation
Internal drivers	<ul style="list-style-type: none"> • Self-belief/esteem • Lack of confidence • Unrealistic expectations
Financial	<ul style="list-style-type: none"> • Lack of appropriate clothing for interviews • Lack of transport • Not having the means to pay for job requirements, WWCC etc.
Labour market system	<ul style="list-style-type: none"> • Traditional recruitment methods • Unable to meet some requirements of the job • Capability/knowledge of employers • Employers willingness to make adjustments • Finding meaningful and sustainable work • Employer understanding of work types, skills and abilities
Socioeconomic factors	<ul style="list-style-type: none"> • Lack of mobility • Geographic isolation • Lack of secure housing • Poor health • Unmanaged health conditions

Participants then explored the role that they felt Banyule City Council should play in responding to these barriers. Workshop participants were asked to consider the existing actors within the system to ensure that Councils response would not duplicate any existing services or program, where it is not helpful e.g. NDIS.

Several ideas were put forward, and key priorities were voted on as represented below.

Votes	Action	Details
8	Continue partnerships with social enterprise and start partnerships for labour market programs to create employment and training opportunities	<ul style="list-style-type: none"> • Place based collaborative approach/framework • Link to DES etc. to influence proper/tailored support • Build on ecosystem – Jobactive/Jobsvic
8	Strengthen transition of employment outcomes in labour market programs	<ul style="list-style-type: none"> • Broker transitional pathways with local employment service providers • Council to offer transitional pathways for interns
8	Procure/deliver diversity and inclusion training module	<ul style="list-style-type: none"> • Mandatory training to be delivered for all staff, with considerations for executive managers
8	Provide personalised guidance/support to Business Unit leaders and potential employers	<ul style="list-style-type: none"> • Provide personalised guidance to Business Unit leaders to work effectively with people with a disability • Work through realistic expectations, opportunities and goals- salary, careers goals etc. with employee.

6	Host work experience	<ul style="list-style-type: none"> • Council to host work experience for people with a disability
4	Host local employer networking events	<ul style="list-style-type: none"> • Council to provide opportunities for job seekers with disabilities to meet with local employers at employment expos/job fairs
0	Introduce a shop 48 model to support this group	<ul style="list-style-type: none"> • Provide support services brokerage in a one stop shop for people with a disability
0	People with disability networking with peers to improve social connection	<ul style="list-style-type: none"> • Advocate a peer to peer network element of La Trobe
0	Labour hire opportunities with a social focus	<ul style="list-style-type: none"> • e.g. Commensure
0	Create volunteering opportunities	<ul style="list-style-type: none"> • Brokerage of external opportunities
0	Making diversity training accessible to external organisations	<ul style="list-style-type: none"> • Increase capacity of other organisation to support/employ people with a disability
0	Include specific diversity statement in BCC job advertisements	<ul style="list-style-type: none"> • Statement = all roles encourage diverse applicants including people with disability
0	Support local businesses to make reasonable adjustments	<ul style="list-style-type: none"> • There are existing resources to achieve this

4. Young People

Within the Banyule municipality there are 890 young people who are not engaged in employment, training or further study (Census, 2016). Banyule Youth Services Action Plan outlines the strategic objective to build life skills and strengthen pathways to help facilitate personal growth, education and employment pathways.

4.1 Findings – Workshop

A workshop was held on the 10th of April 2019. Participants included young people with lived experience of seeking employment, council officers, representatives from employment services providers, the FYA, the Banyule Nillumbik Local Learning & Employment Network and a coaching and training business.

Workshop participants outlined the following as the key barriers that young people face when trying to access employment.

Barrier	Examples
Bias/discrimination	<ul style="list-style-type: none"> • Internal culture of the organisation • Negative perceptions of young people • Employers not recognizing skills
Support networks	<ul style="list-style-type: none"> • Family experiences intergenerational unemployment • Family has unrealistic expectations • Lack of support networks • Lack of role models/mentors • Negative influences from peer groups
Internal drivers	<ul style="list-style-type: none"> • Self belief/esteem • Lack of direction
Financial	<ul style="list-style-type: none"> • Unable to pay for formal qualifications • Lack of appropriate clothing for interviews • Lack of transport
Labour market system	<ul style="list-style-type: none"> • Lack of jobs based on interests and passions • Lack of understanding of transferrable skills • Lack of experience • Traditional recruitment methods
Socioeconomic factors	<ul style="list-style-type: none"> • Cultural background • Class • Criminal background • Mental health • Substance abuse

Participants then explored the role they felt that Banyule City Council should play in responding to these barriers. Workshop participants were asked to consider the existing actors within the system to ensure that Councils response would not duplicate any existing services or program, where it is not helpful e.g. School career counselling.

Several ideas were put forward, and key priorities were voted on as represented below.

Votes	Action	Details
8	Council as an information portal for young job seekers	<ul style="list-style-type: none"> • List of employer networks/services on the BCC website and Facebook. • Include information on accessing for example: • DES, Jobs Vic, Jobs actives, NDIS service providers
8	Redesign and expand Internship program	<ul style="list-style-type: none"> • Title gives false impression and does not capture value of whole program. The word intern creates bias. • It is a bridge to work- a transition – job readiness program – young professional program. • Include upskilling in program via partners, particularly on employment resilience and coaching.
7	Train young people to create events about job opportunities	<ul style="list-style-type: none"> • Young people to be trained to host job fairs. Young people to deliver programs for other young people. Opportunity for young people to gain skills and experience.
6	Host online job expo	<ul style="list-style-type: none"> • Provide expert advice, job opportunities and online forums
5	Create online local jobs portal	<ul style="list-style-type: none"> • Have a portal to advertise local jobs
5	Work with schools	<ul style="list-style-type: none"> • Advertise BCC programs • Skill build teachers around careers and becoming job ready • Support structured workplace learning opportunities for VCAL students to get paid experience
5	Establish a mentor program	<ul style="list-style-type: none"> • Within BCC and with external organisations like small businesses •
5	Establish an employment program	<ul style="list-style-type: none"> • To provide varied experience in different areas of council for 12 months
4	Host job expos	<ul style="list-style-type: none"> • Council to provide opportunities for young job seekers to meet with local employers at job expos/job fairs

5. People from culturally and linguistically diverse backgrounds, including asylum seekers, refugees and migrants (CALD)

In the Banyule municipality there are 7602 people from CALD backgrounds who are not engaged in employment, training or further study (Census, 2016). With a very high population of Somali residents, the challenge of unemployment for people from CALD backgrounds, including migrants and refugees is very real for Banyule. Councils multicultural plan points to the importance of employment for this community.

5.1 Findings – Workshop

Two workshops were held. One with participants from Himilo Community Connect, a community group operating at Shop48 that provides programs by and for members of the Somali community. The second workshop was held with CALD participants from Banyule City Council Internship program with lived experience of seeking employment. The findings from these workshops were combined and are presented together.

Workshop participants outlined the following as the key barriers that newly arrived people from CALD backgrounds face when trying to access employment.

Barrier	Examples
Bias/discrimination	<ul style="list-style-type: none"> • Lack of cultural diversity in organisation • Organisations not culturally aware • Racism
Support networks	<ul style="list-style-type: none"> • Limited networks • Family pressures • No local references
Internal drivers	<ul style="list-style-type: none"> • Lack of confidence • Fear of the unknown
Financial	<ul style="list-style-type: none"> • Lack of appropriate clothing for interviews • Lack of transport
Labour market system	<ul style="list-style-type: none"> • Not recognizing transferrable skills • Lack of experience • Not recognizing qualifications • Lack of entry level positions • Over qualified for entry level positions • Lack of knowledge of employment requirements
Socioeconomic factors	<ul style="list-style-type: none"> • Gender barriers • Language • Cultural backgrounds • Mental health • Trauma

Participants then explored the role they felt Banyule City Council should play in responding to these barriers. Workshop participants were asked to consider the existing actors within the system to ensure that Councils response would not duplicate any existing services or program, where it is not helpful.

Several ideas were put forward as represented below.

Action	Details
Make changes to current internship program	<ul style="list-style-type: none"> • Build more partnerships for pathways to employment • 6 months isn't long enough • Change the name- interns is a label that creates limited expectations • Provide training for BU leaders on value of participants
Fairer/tailored recruitment pathways	<ul style="list-style-type: none"> • Changing recruitment processes to promote diversity • Council to represent the community • Diversity in leadership roles • Recruitment team to reflect the diversity we are trying to achieve
Consider the message of Banyule branding	<ul style="list-style-type: none"> • Does not promote diversity
Host job expos	<ul style="list-style-type: none"> • Networking programs • Introduction sessions to job seeking • Knowledge building forums/ discussions/ podcasts
Employment programs for women	<ul style="list-style-type: none"> • More opportunity desired.
More culturally diverse events	<ul style="list-style-type: none"> • Host a diversity summit and have more culturally diverse festivals
Council to provide diversity training	<ul style="list-style-type: none"> • For Council staff and for small businesses
Support local businesses to hire CALD people	<ul style="list-style-type: none"> • Provide incentives such as rates discounts or other support.
Support schools to deliver education on jobs	<ul style="list-style-type: none"> • Understanding changes in job market • Providing up to date information • School visits
Council to deliver short courses	<ul style="list-style-type: none"> • To enable people from culturally diverse backgrounds to gain experience and qualifications

6. Aboriginal & Torres Strait Islander People

Within the Banyule municipality there are 153 Aboriginal & Torres Strait Islander people who are not engaged in employment, training or further study (Census, 2016).

6.1 Findings – Workshop

A workshop was held on the 17th of May 2019. Participants included people from the Aboriginal & Torres Strait Islander community, council staff, representatives from employment services providers and Latrobe University.

Workshop participants outlined the following as the key barriers that Aboriginal & Torres Strait Islander people face when trying to access employment.

Barrier	Examples
Bias/discrimination	<ul style="list-style-type: none"> • Lack of cultural diversity in organisation • Organisations not culturally aware • Racism
Support networks	<ul style="list-style-type: none"> • Limited networks
Internal drivers	<ul style="list-style-type: none"> • Lack of confidence • Fear of failure
Financial	<ul style="list-style-type: none"> • Lack of transport
Labour market system	<ul style="list-style-type: none"> • Lack of knowledge of what job are available • Application processes • Skills to apply for jobs • Employer or job is intimidating • Lack of experience
Socioeconomic factors	<ul style="list-style-type: none"> • Criminal record • Intergenerational unemployment • Lack of identification • Family background • Domestic violence • Substance abuse • Lack of housing • Incomplete education • Poor literacy and numeracy • Poor health • Mental Health

Participants then explored the role they felt Banyule City Council should play in responding to these barriers. Workshop participants were asked to consider the existing actors within the system to ensure that Councils response would not duplicate any existing services or program, where it is not helpful.

Several ideas were put forward as represented below.

Action	Details
All staff to receive cultural awareness training	<ul style="list-style-type: none"> • Council staff to receive cultural awareness training to greater understand indigenous culture
Establishing an inclusive employment framework	<ul style="list-style-type: none"> • Positive discrimination • HR specialist in Indigenous employment to provide direct support to applicants • Have a policy that allows people with limited identification to still access employment • Have a policy that allows people with criminal convictions to still access employment
Increase the presence of Aboriginal culture at Banyule	<ul style="list-style-type: none"> • Banyule branding can be more inclusive • More Aboriginal art visible • More Aboriginal flags
Host information events for Aboriginal people interested in working at Council	<ul style="list-style-type: none"> • Create a culturally safe space • Have an aboriginal person speak about their experience as an employee

Create trust	<ul style="list-style-type: none"> • Word of mouth is everything • Respectfully share good news stories
Offer apprenticeships and traineeships	<ul style="list-style-type: none"> • Council should offer apprenticeships and traineeships specifically for aboriginal people
Host work experience for younger people	<ul style="list-style-type: none"> • Council to provide work experience for people not engaged in employment, training or education
Redesign Internship Program	<ul style="list-style-type: none"> • Twelve months at least • Provide ongoing support post placement • Partnership development • Change the name – Internship means unpaid, grunt work

Participants of this workshops acknowledged that Banyule City Council is still early in the journey of engaging with Aboriginal & Torres Strait Islander people, and that Council are best placed to respond internally, before developing strategies to support to broader community.

7. Next steps

Drawing from the findings outlined in this report, the Social Enterprise & Local Jobs team will develop an Inclusive Local Jobs strategy and action plan to support people facing barrier to employment in the Banyule community.

8. References

Australia Bureau of Statistics 2016, *Jobs in Australia*, Australia Bureau of Statistics, retrieved 24 May 2019, < <https://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/6160.0Main+Features12011-12%20to%202015-16?OpenDocument> >