

partners



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Building opportunity

Partnerships are about building relationships that provide mutual benefits. These benefits can be commercially or community focused and should deliver measureable returns.

Our partnership with you is on behalf of our 40,000 plus clients annually – asylum seekers, refugees, newly arrived migrants and skilled professionals who all share the same dream of building a new and better life in Australia, settling safely, finding work and being welcomed into their local community.

There are a range of opportunities within AMES Australia Corporate and Community Partnerships that focus on shared goals and shared outcomes.

We believe your investment in a partnership with AMES Australia and the communities we represent will provide better employee engagement, stakeholder engagement, reputation enhancement, corporate citizenship and better acceptance in new and emerging markets and communities.

By partnering with organisations in our community, together we can create a range of business, volunteering and philanthropic opportunities that will be mutually beneficial – for our partners and for our clients. Together we can make a difference. Our partnerships can enrich the lives of all who are involved.

Who is AMES Australia?

AMES Australia is Australia's largest provider of integrated humanitarian settlement, education, training and employment services for asylum seekers, refugees and newly arrived migrants.

A statutory authority of the Victorian Government, AMES Australia operates efficiently and competitively by tendering for and securing State and Federal Government contracts.

AMES Australia operates with a range of partners and sub-contractors to deliver services across Victoria to over 40,000 clients annually.

What do we do?

AMES Australia clients come from all over the world. Many are skilled migrants with professional experience and qualifications who are planning to contribute their skills to their new society.

Others need to develop job skills so they can become active members of our community.

Many have fled turmoil and tragedy and, as refugees and asylum seekers, AMES Australia assists them to settle and find safety and security in their lives.

AMES Australia knows that employment is an essential cornerstone in the process of successful settlement for most new migrants. Assisting our clients to achieve this underpins most of AMES Australia activities.

Why should you get involved?

AMES Australia actively seeks partners to make a difference to the futures of others – to your business, to your staff and to the lives of our clients.

And the benefits are significant.

For companies, a range of significant Corporate Social Responsibility (CSR) benefits headline the value available for staff development and better teamwork.

There are also commercial and financial benefits in better understanding 40,000 new customers yet to build brand loyalty to products and services; and the chance to identify new market opportunities and develop a more diverse workforce with potential staff who are brand new to the workforce pool.

Individual staff and groups who have volunteered to work with AMES Australia clients bring greater responsibility into the workplace and build their esteem and sense of worth. The personal satisfaction measures are also crossover benefits shared between corporate and community organisations.

For community organisations, AMES Australia can assist the development of links to new communities and individuals. Sporting, creative arts, cultural, school, community and faith based organisations can work with, and through, AMES Australia to ensure new arrivals become new friends and new members of the community.

Please join us

We invite you to talk with us about your interests and needs so we can tailor a program that delivers benefits to you and to our newest arrivals.

“Full participation for all in a cohesive and diverse society”



The commitment to pro-actively supporting culturally diverse workplaces is driven by social and legal imperatives as well as good business practice. Leveraging cultural diversity has considerable benefits for business. It

1. Develops and responds to new markets, both in Australia and overseas
2. Delivers improved productivity and innovation
3. Captures the best talent, wherever it is
4. Has bottom line benefits

Cultural Diversity – *The Business Case, Diversity Council Australia*

The business case

A large amount of research has emerged recently pointing to the benefits of enhanced reputation, customer trust and loyalty and a community licence to operate, that comes from CSR and corporate and employee volunteering programs.

The evidence also says that companies and organisations with volunteering programs benefit through being able to attract top staff and keep employees engaged.

A study by Landor Associates in the US found 77% of consumers said it was important for companies to be socially responsible. It said that in 2001 only a dozen Fortune 500 companies issued CSR reports. Ten years later this figure was more than 60%.

A recent Deloitte volunteer impact survey found 70% of staff aged 18 to 26 said an organisation's commitment to the community had an influence on their decision to work there.

It said a corporate volunteer program provided "unparalleled professional development opportunities"; and that employees given the chance to use their skills in a volunteering environment reported increased creativity, productivity, commitment and morale. Volunteering also fostered an increased entrepreneurial approach, the survey said.

Employees benefit from volunteering programs through gaining a sense of pride and satisfaction in their workplace, achieving a positive impact on their career, enhancing their existing skills and developing new ones.

The benefits for the employer were highlighted in a 2013 research study conducted by Macquarie Graduate School of Management that found that corporate volunteering improves employee satisfaction, retention and engagement.

The 2013 joint research by the Australian Charities Fund and the Centre for Social Impact supports the notion that employees want to better engage in workplace giving or CSR related activities and that employee engagement and loyalty is vastly improved.

Local communities benefit too from early and focussed engagement with new neighbours. A recent study of 1,700 clients in our programs for 12 months, focussed on social participation.

The results showed that a third of participants were actively involved in local groups, in a religious organisation, a community group, a sporting club or a parenting group.

"Many members of the Telstra Careers Centre and Resourcing team have provided AMES Australia with mock interview practice for skilled migrants. These AMES Australia students really benefit from the direct individual interview feedback and job search advice that they receive from our industry professionals and it allows our Telstra representatives to validate their own skills and experience by contributing this professional expertise. After being part of a session, one volunteer said "it's rewarding, heart-warming, you feel better about yourself... it's like a shot in the arm! And you might just make a difference to the life of someone else."

Catherine Taylor, Senior HR Specialist, Telstra Resourcing

AMES Australia Partnership Program

Volunteering opportunities	Workforce support	Social inclusion	Special support for refugees and asylum seekers	Insight programs
<ul style="list-style-type: none"> • Guest Speakers • Mentoring • Mock Job Interviews • Youth Programs • Community Engagement Days • Working the Australian Way (Skilled Professionals) • Talking Circles • Job Clubs • Settlement Support 	<ul style="list-style-type: none"> • Recruitment • Post Recruitment Support • Cultural Awareness Training • Tailored Training and Work Ready Skills Development • Talent Pipelines and Supply of Specialised Labour • Workplace Training Courses • Industry Certificate Courses • Work Experience • Networking Events 	<ul style="list-style-type: none"> • Sorghum Sisters Catering • fifty-six threads café • Multicultural Hub Activities • Sports <ul style="list-style-type: none"> – AFL – Local Clubs – Soccer – Cricket • Youth Programs • Cultural Awareness Briefings • Philanthropy • Sponsorship • Fundraising 	<p>Meaningful Engagement</p> <p>Includes:</p> <ul style="list-style-type: none"> • English/IT Learning • Creative Arts • Theatre & Dance • Sport • Health/Fitness/Gym • Cooking/Nutrition • Community Orientation Programs • Job Clubs <p>Material Aid</p> <p>Includes:</p> <ul style="list-style-type: none"> • Donations of goods (including bedding, bikes and items for children) • “Off the Floor” Donations 	<ul style="list-style-type: none"> • Speakers Bureau • Lunch and Learn Program • Research Briefings Emerging Markets • Research Briefings Emerging Communities

Partnership possibilities

A quick guide to the range of ways you and/or your organisation can partner with AMES Australia.

Volunteering opportunities

Individual and group opportunities include mentoring and mock interviewing for skilled migrants, guest speaking to workplace skills students, practising English conversation with migrants or refugees and participating in workshops that connect qualified migrants with the corporate sector.

Workforce support

Companies can find quality candidates for specific needs.

AMES Australia Employment offers a comprehensive recruitment service that includes post recruitment support for the candidate, their workplace and often provides financial incentives for the employer.

Providing work placements too is an invaluable way for employers to meet and trial possible employees while giving them the chance to develop knowledge of Australian workplaces and workplace culture.

Cultural awareness training for businesses as well as language and vocational training courses which develop workforce communication and cross cultural skills.

Talent pipelines and a supply of specialised labour, often a problem in regional areas, can overcome industry and skills shortages.

Social inclusion

These opportunities focus on the connection that groups and individuals can make to enhance local communities as well as a range of philanthropic, fundraising and sponsorship possibilities.

At the same time, supporting AMES Australia social enterprises for catering and venue opportunities, you can support training opportunities and jobs for refugees and migrants.

Special support for asylum seekers

A special focus in our social inclusion programs is on asylum seekers.

Restrictions on their access to many services and the limited funds they have to pay for food, lodging, health and education means that there is a real need for help.

Our response has been to link a range of projects to asylum seekers in a way that continues to build connections with the local community and assist in the health and wellbeing needs of this marginalised population.

Insight programs

AMES Australia staff and clients have very inspiring stories.

AMES Australia speakers provide insights and knowledge and by inviting them to participate in events, meetings or staff briefings, they improve community understanding of issues relating to migrants and refugees.

Being connected every day to literally thousands of new arrivals allows AMES Australia to access insights in these new communities.

AMES Australia can work with you to help you better understand new and emerging markets and community sentiment, workplace needs and products or service delivery.



The AMES Australia mentoring program and mock interview activities provide staff from Jacobs with the opportunity to make a difference, by passing on their professional knowledge and experience of Australian work culture, recruitment processes and business etiquette to skilled migrants who are actively seeking work in Australia. The relationship is mutually rewarding, providing an opportunity for networking, cross-cultural learning and a point of engagement with the broader community.

Hendry Young, *Executive Engineer, Jacobs*

Volunteering opportunities

Recent research indicates that many companies know corporate volunteering is a valuable way to increase productivity, improve staff morale and provide opportunities for professional development.

Volunteering also provides excellent opportunities for staff to learn communication skills, leadership and team building abilities and to broaden their community understanding, adding new dimensions and skills to their working life.

AMES Australia offers opportunities to companies and community organisations for their employees and members to volunteer in groups or individually, in a number of ways:

- **Mock Job Interviews:** conducting practice interviews and giving feedback to job seekers.
- **Mentoring:** supporting migrants by providing advice, networking opportunities, labour market information, reviewing job applications and preparing for interviews.
- **Guest Speaking:** making in-class presentations about workplace culture, labour market details and job search advice.
- **Talking Circles:** talking to migrants and refugees so they can practise their English and learn about Australian workplace culture.

- **Job Clubs:** providing advice to AMES Australia clients about job seeking, resumes and interviews.
- **Community Engagement Days:** group activities with AMES Australia clients in suitably productive one day activities, providing a chance to learn more about migrants and refugees.
- **Youth Programs:** supporting young people from refugee and migrant backgrounds.
- **Settlement Support:** volunteers provide practical assistance to newly arrived refugees so they become familiar with essential services and learn about daily life in Australia.
- **Working the Australian Way:** Twice a year, AMES Australia joins with corporate partners to conduct a two-day seminar, which helps professionally qualified migrants to learn more about the Australian labour market and what employers are looking for.

Recent AMES Australia research shows that over 73% of participants have found employment within three months of attending these seminars.

As many AMES Australia clients are highly skilled migrants seeking employment in professional positions, it is very valuable for them to engage with experienced industry professionals.

"It was most useful to meet the professional people (who came to our course)... my confidence was built up by meeting people ...and getting their knowledge of how they work"
(former AMES Australia SPMP student – engineer from Pakistan).

In addition to these programs, AMES Australia can create tailored opportunities in line with your staff expertise and interest. Fee for service programs also offer more in-depth support for companies that are new to corporate volunteering and need to develop a program including:

- Support with finalising a company Employee Volunteering Policy
- Introduction to Volunteering presentation to staff
- Linking teams and individual employees into volunteer positions
- Evaluation / feedback
- Record keeping.

"AMES Australia has been a Clayton Utz community partner for many years and we have recently provided volunteers for the weekly Talking Circles. I have volunteered several times and found the experience to be very worthwhile and rewarding. It's a great thing to do during a lunch break and the students are grateful for the opportunity to practise their English pronunciation skills. I must confess that it's helped me learn a thing or two about the English language".

Jane Solly, National Manager, Clients and Markets, Clayton Utz



In a survey of 184 top global companies asking which factor most drives companies to engage in community investment programs, the top two answers were 'brand, trust and reputation' followed by 'employee engagement and recruitment'.

Fortune 500's Committee Encouraging Corporate Philanthropy

Workforce support

The AMES Australia Consortium is a partnership between four jobactive organisations:

- AMES Australia
- SkillsPlus
- ECHO Australia Inc.
- Wesley Mission Victoria

The AMES Australia Consortium is one of the largest jobactive organisations to deliver services across metropolitan Melbourne with **38 branches across Melbourne** and in excess of 21,000 job seekers on our database. In addition to jobactive services, AMES Australia Consortium members also deliver Disability Employment Services, English language and vocational training, youth, family and homeless services, and refugee humanitarian settlement services.

If you want carefully chosen, highly motivated staff, talk to the AMES Australia Consortium.

There are many recruitment organisations out there but we believe the AMES Australia consortium offers you a unique service based on our simple operating philosophy, which is to match the right employers with the right job seeker.

Our no cost recruitment services can assist you with individual or multiple vacancies as well as volume recruitment drives for company expansion or relocation. We also assist you with support for redundant workers. We work across all industries with all types of employers and tailor our service to your specific business needs.

The AMES Australia Consortium believes in matching only the right candidate for your jobs because we know how time consuming and unproductive it is to waste time with unsuitable candidates..

We will take all the hard work out of recruitment, allowing you to continue focusing on running your business. We will handle your entire recruitment process, or assist you with a selection of our services to suit your needs.

As an AMES Consortium employer you will be assisted by specialist members of our Industry Recruitment Team throughout

your recruitment process, tailored to the needs of your specific industry.

Our Industry Recruitment Team will visit your workplace to ensure an understanding of your day to day operational requirements while addressing your short and long term recruitment needs.

Our team will arrange:

- relocation assistance for regional or interstate roles
- work trials for employee evaluation
- high volume recruitment drives and industry information sessions
- pre and post employment testing and training solutions
- funding for training, testing, safety clothing and equipment costs

In order to assist your business, we can organise Wage Subsidies for eligible job seekers in sustainable positions by contributing to the costs of recruitment, including training and wages.

Our Industry Recruitment Team can also discuss English language support options, cultural awareness training in the workplace, practice, or role modification options, as well as assisting employers with support for redundant workers.

We can assist you in the following way:

- source, advertise for, pre-screen and shortlist work-ready clients to meet your specifications
- present the most suitable clients for interview, or immediate commencement
- arrange medical or aptitude tests, personality profiling, police checks, workplace clothing and equipment
- coordinate group interview and information sessions for high volume recruitment drives
- arrange confidential interview rooms at our local centres if required
- support labour hire recruitment needs with rapid response times
- make the employment offer for you, and arrange and confirm commencement of your new employee.

We can also provide this service to remote employers through virtual screening and presentation technology.

If your selected employee is successful, we can provide support for the first six months in their new role.

To further support you after placement we will:

- contact you for progress reports and follow up with your new employee for feedback address any problems either of you may be experiencing by organising additional training or support to address any identified skill gaps or areas of concern
- A key example for AMES Australia is Luv-a-Duck, situated in Nhill, Victoria. They are Australia's leading producer of duck products and in 2010 started employing members of the newly arrived Karen community, with the help of AMES Australia Employment.
- Recent awards for this initiative including a 2013 Migration Council Award and an extensive exhibition at the Migration Museum is testament to the benefits that engagement with new communities can provide.

Other workplace partnerships

AMES Australia Consortium research shows that the greatest individual barrier to employment for newly arrived migrants and refugees is lack of local workplace experience.

Our partners can help clients by providing work placements to assist AMES Australia clients participating in AMES Australia workplace training to learn about Australian workplaces, improve their English and develop appropriate skills.

Many companies participate regularly and use work experience for recruitment as well as for their own staff development.

For many small businesses, this is their CSR contribution and a way of giving back to the community.

Businesses engaging in activities to promote social inclusion refer to a number of business benefits including: creating a favourable business environment, recruiting and retaining high quality employees and generating business opportunities.

'A Welcome Engagement: Business and Social Inclusion', IPPR (UK)



Social inclusion

Through all our partnership activities, AMES Australia works with businesses and organisations like yours to develop mutually beneficial programs that actively demonstrate to employees, customers and the broader community your support of diversity and social inclusion.

Sporting, leisure, visual arts, theatre and cultural programs are central to our work and engage newly arrived individuals with local communities.

Many programs focus on youth participation and recognise the need to fully engage with young people making their way through new education and career pathways.

Sport in particular is a vital activity in our society and partnerships with local sporting groups encourage young migrants to learn about Australian culture and connect to other young people.

AMES Australia particularly engages with the AFL, the Victorian Soccer Federation and many other sporting codes to ensure that from the highest level through to grass roots, the potential and the contribution that migrants can make are recognised and supported.

AMES Australia Multicultural Hub

The Multicultural Hub in central Melbourne is the working success story for social inclusion.

It provides 13 meeting spaces, large and small, to community groups without resources, to have independent spaces.

Last year, nearly 120,000 people visited the Hub attending nearly 4,000 events, classes or activities.

A strong individual and corporate volunteer program develops and delivers a range of classes including conversation, pronunciation and Job Clubs.

Other organisations have recognised the value of these meeting spaces in the city centre for company workshops and events.

The Multicultural Hub manages the adjacent Drill Hall providing meeting and event space for up to 200 people.

This heritage space is also available to communities and companies in Melbourne.

AMES Australia Social Enterprises

A simple way to engage with AMES Australia and our clients is available by accessing our award winning catering and hospitality social enterprise, the Sorghum Sisters, which provides a unique range of Mediterranean and African cuisine.

By using Sorghum Sisters for corporate events and meetings, companies are able to bring a delicious multicultural flavour to their meetings and events while assisting the enterprises to provide training and skills development programs that support our clients to access opportunities for employment in mainstream settings.

“We at the AFL are very pleased to be able to partner with AMES Australia in organising multicultural-focused football events and celebrations. We find AMES Australia to be a very committed, flexible and responsive organisation, which has a great depth of experience and expertise in working with culturally and linguistically diverse communities. It is a significant benefit for us at the AFL to be able to tap into that expertise to expose emerging communities to our game”.

Kashif Bouns, Multicultural Programs Coordinator, AFL Victoria



Special support for refugees and asylum seekers

For thousands of asylum seekers and refugees who arrive in Victoria, AMES Australia is the primary source of assistance and support. Through two new programs, AMES Australia connects the community to new arrivals who need assistance with their basic living requirements.

Meaningful Engagement

Our meaningful engagement program aims to assist new arrivals to be in touch with local communities so they are engaged, active and included in the wider society.

AMES Australia corporate partners can help by engaging our clients through such activities as:

- **English language and IT assistance:** meeting up with and helping new arrivals to develop new skills.
- **Sporting activities:** encouraging our clients to be part of local clubs and different sporting groups.
- **Creative arts:** painting and other creative endeavours to bridge the cultural divide and provide outlets and chances for artistic expression. Opportunities in theatre and dance are also sought.

- **Cooking and nutrition:** providing ways for our clients to learn about healthy eating and the delights of different foods and recipes.
- **Health and fitness:** activities to stay fit, be active, have fun, meet new people and maintain wellness and good health.
- **Corporate Volunteer Days:** a tailored program for company staff to connect directly with refugees and asylum seekers, to understand their journeys and experiences while providing practical support through orienteering, resume development or assisting in budgeting exercises.

In some instances, it is about simply engaging and sharing a meal in the local park.

- **Job Clubs:** these workshops are designed to build confidence and job search skills so clients can find employment.

Material Aid

Corporate partners can contribute material aid to new arrivals who have very little.

We can link you to organisations who provide mattresses, new bedding and toys for children, bicycles, helmets and bike locks.

We have thousands of clients in need of all of these items and the assistance of individuals and corporate partners is invaluable.

AMES Australia “Off the Floor” Campaign

In response to many requests from AMES Australia staff and volunteers, for the first time in our history, AMES Australia has launched a charity initiative to raise funds for asylum seekers’ basic needs. Companies and individuals are welcome to support this initiative too.

Visit www.ames.net.au/settling-in-australia/offthefloor to find out more.

“My experience volunteering with AMES Australia on Impact Day opened my eyes to the trials that asylum seekers have suffered and it put a human face on their situations. Spending time together chatting and playing soccer helped our team feel they made a difference as the guys relaxed and opened up a little about their lives. It was uplifting and educational and I felt that the time we shared was a stimulating and worthwhile experience for us all.”

Emily Hunter, PA Deloitte and participant in Deloitte’s Impact Day



Insight programs

Working closely with thousands of new arrivals each day means we have built up a unique understanding of new, emerging and established multicultural communities.

These insights ensure we can advocate on behalf of our clients to ensure programs and policies take in the specific cultural circumstances of each group.

This insight can also be shared with organisations seeking to better connect with multicultural communities, socially and commercially.

AMES Australia Speakers Bureau

AMES Australia can provide a range of experts and compelling speakers from amongst our staff, volunteers and clients.

Our clients are resilient and have often overcome incredible adversity as they strive to achieve their goals and dreams. Their remarkable stories provide first-hand insights into issues affecting migrants, refugees and asylum seekers. They will inform and inspire you and your staff.

Senior representatives can provide specific policy and practical insights into settlement, education and employment issues.

Other staff have been clients of AMES Australia and bring first-hand insight into the benefits of many of our programs to deliver appropriately skilled people into the workforce. Their experiences may resonate strongly in workplaces with a diverse workforce.

Volunteers from across our programs can also provide insight into their experiences, the highs and lows of engaging with newly arrived migrants, refugees and asylum seekers. Most importantly they can share how the experience has benefited them.

Research

How new and emerging communities understand government services, how they can access local community based groups or navigate new brands, products and services is important in planning for the future needs of our communities.

The AMES Australia Research and Policy Unit has a wealth of information about changes in community demographics and the needs and priorities of new and emerging communities.

They are constantly collecting evidence-based research and providing AMES Australia with the latest data.

This data assists our understanding of the services and support needed at local, community, state and national levels for successful settlement. For organisations connecting to new and emerging communities, commercial arrangements can be made to provide insight into some of their diverse and specific needs and attitudes.

“I have been involved in mentoring skilled migrants at AMES Australia as part of a generous volunteer program offered by my employer NAB. I find it valuable to pass my vast experience of working in Australia to new migrants as I can relate to the challenges they face. It gives me satisfaction to assist people to succeed professionally in this lucky country”.

Rohit Guliya, Associate, Portfolio Solutions, National Australia Bank

Thank you

AMES Australia would like to acknowledge and thank the following organisations for lending their support to our partnerships program and contributing to the production of this brochure.



CLAYTON UTZ

Deloitte.



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JACOBS



We also acknowledge all partners in the corporate and community sector who work with us to help us deliver on our vision of "Full participation for all in a cohesive and diverse society". Without our partners we would not be able to deliver many of the programs that benefit our clients (refugees, migrants and asylum seekers). We value the input of all these organisations and hope to continue fruitful relationships into the future.



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See and hear more

Our ongoing commitment to enable new migrants and refugees to reach their full potential requires the continual refinement of services, programs and materials.

It also requires the support of public and private sector entities, communities and individuals.

Please contact AMES Australia if you would like to know more about how you or your organisation can become involved with us, our programs, our services or our clients.

