

## INDIGENOUS EMPLOYMENT STRATEGY



**Job Centre Australia Limited (JCAL)** recognises the benefits of the inclusion of Indigenous Australians in mainstream employment and their right to make decisions that impact on their lives. **JCAL** also acknowledges the economic, cultural and social disadvantage experienced by many Indigenous Australians. As an organisation that seeks to promote the value and social inclusion of all Australians, it is imperative that we first demonstrate commitment to improving employment equity, training and career development for Indigenous Australians within our own company. It is clear from our experience to date that the employment of Indigenous Australians within the company has been an overwhelmingly positive experience, for example in terms of cross cultural appreciation/training and the rapport that has been built with our Indigenous clientele.

It is imperative that all of our staff embrace the aims and objectives of our Indigenous Employment Strategy so that we can achieve the positive outcomes that we desire for Aboriginal and Torres Strait Islander people.



### Our Commitment

**JCAL** recognises that Indigenous Australians remain one of the most economically, socially and culturally disadvantaged groups within Australian society.

By providing a specific focus on Indigenous Australian employees, **JCAL** can ensure the workplace culture and environment into which our people are recruited is one which embraces the strengths, experiences and background of all our employees. Our success in implementing our Indigenous Employment Strategy will contribute to the social capital and future empowerment of Indigenous Australians and to the closing of the “disadvantage” gap.



Focusing on the below opportunities will help close the “disadvantage” gap and assist Job Centre Australia to achieve the following objectives:

1. Building a workforce that reflects our customer and community base, particularly in those geographic locations where **JCAL** knows there are high Indigenous populations. A diverse workforce will support service delivery that is responsive to individual needs in Indigenous communities and a service that is anchored and validated locally by solid partnerships with Indigenous support agencies;
2. Accessing skilled and unskilled Indigenous workers;
3. Attaining “Employer of Choice” status for the Indigenous community through the provision of supportive and culturally sensitive work environments that value and include Indigenous people;
4. Increasing merit based labour workforce participation for Indigenous Australians in skilled occupations. Supported training and education and on the job skill development are options that we can use to address this issue;
5. In achieving an “Employer of Choice” status, provide leadership to other likeminded organisations by way of demonstrating effective Indigenous employment strategies;
6. Improving the reputation and value of the **JCAL** service brand in the communities in which we operate by demonstrating our commitment to diversity, equity and social justice principles. We can do this in the quality of our recruitment and retention strategies and in the day to day delivery of our service delivery model.



## Administering our Strategy

Progress against the Indigenous Employment Strategy will be reported to our Board of Directors bi-monthly and detailed in our Annual Report.

**JCAL's** Human Resources team will manage and monitor progress towards meeting recruitment and retention goals. Our Management teams in partnership with local service delivery teams will manage ongoing improvements in Indigenous service delivery.



The internal Indigenous Engagement Coordinator will provide a supportive framework where the strategy can be monitored and evaluated to ensure objectives are met and to resolve any issues that may arise from time to time. Consistency and continuous improvement are contributing factors of a successful strategy. The Indigenous Engagement Coordinator will set parameters on reporting and performance measures, such as actual activity against planned activity. The establishment of this position acts as a sounding board for our Senior Executive Group and Executive Management Team and provides valuable feedback to the whole organisation on various aspects of the on-the-ground effectiveness of the strategy.



## Our Initiatives

The **JCAL** Aboriginal disability Employment Focus Committee has been established to support **JCAL** Indigenous Engagement strategies and increase the proportion of Indigenous Jobseekers with a disability engaging with:

- The Department of Education Employment and Workplace Relations (DEEWR)
- Disability Employment Service (DES) Program.

The forming of this committee is also to develop and identify opportunities for joint projects supporting Aboriginal Disability Employment, it is also based on identifying needs that support Aboriginal Job Seekers in the most effective and culturally appropriate manner this would also support **JCAL** Indigenous Engagement strategies and increase the **JCAL** proportion of Indigenous Jobseekers through better engagement.

This body will also provide advice and develop strategies in relation to developing and implementing similar focus committees in other regions.



## Our Strategy Aims



To provide opportunities for employment for Indigenous people at all levels of occupations within Job Centre Australia.



To use recruitment processes, position descriptions and selection procedures that are culturally appropriate for Indigenous candidates.



To provide supportive and culturally sensitive work environments that respect and value Indigenous employees.



To work to reduce the separation rate and support the achievement of career goals and learning and development opportunities for Indigenous employees.



To maintain positive, ongoing and consultative relationships with the wider Indigenous communities and to promote **JCAL** to those communities as an organisation with a commitment to leading practice within the Indigenous servicing space.



## Our Charter of Service to Aboriginal and Torres Strait Islander People

**JCAL** acknowledges Aboriginal and Torres Strait Islanders as the first people of this land, Australia.

**JCAL** ensure that Aboriginal and Torres Strait Islander communities will have access to an inclusive service that is holistic in its approach and integrated with other support services and stakeholders that respects and acknowledges individual needs and cultural sensitivities.

**JCAL** do this in a way that is flexible, responsive, innovative, relevant and sustainable, breaking down barriers and helping Aboriginal and Torres Strait Islander people create futures for themselves, families and communities.

**JCAL** aims to provide a service for Aboriginal and Torres Strait Islander people that provides the following:

**Client Focus:** All endeavours will be focussed on assisting our clients to realise their potential and fulfil their vocational and community participation dreams.

**Ethics and Accountability:** Job Centre Australia Limited will be known for its ethics and honesty and will not compromise these values for “quick wins” or financial gain.

**Equality:** We provide an empathetic and people focussed service that respects individuals, their opinions and promotes the equality of our clients to the wider community.

**JCAL** aims to achieve this by being inclusive and working with Aboriginal and Torres Strait Islander people within the organisations “overall strategic plan and key result areas, which are:

- Our clients will be satisfied by the delivery of outstanding service that meets and exceed their expectations. Program performance will meet and exceed internal and external targets in order to maximise opportunities for our clients.
- People and knowledge strategies will ensure an inspired, diverse and productive workforce that deliver on the organisation’s vision and strategic objectives.
- Program development will call for strategies to ensure there is continual improvement in all current and future program areas and support functions.
- **JCAL** seek to strategically market its services to employers, job seekers, government funding bodies and the community at large.
- **JCAL** seek to manage funds prudently to ensure long-term viability. Continued diversification of funding sources, including an increased proportion of non-government sources.
- **JCAL** seek to minimise the environmental impact of its operations, including neutralising greenhouse gas emissions.

The **JCAL** team will reflect community demographics within the communities in which we operate and we aim to ensure that a significant number of our team will be Aboriginal and Torres Strait Islander people.

Partnerships will be developed with the local Aboriginal and Torres Strait Islander communities where we are located, in order to achieve sustainable employment, training and career pathway outcomes. We will actively seek to create partnerships and relationships between the Aboriginal and Torres Strait Islander community and broader community where we are located in order to build stronger cohesion and create employment and economic opportunities for all. We will do this by providing a service that creates a space where greater perspective, knowledge, voice, advice, guidance and mentoring is encouraged as part of our service.

**JCAL** seek to maximise cultural awareness, understanding and appreciation for the whole organisation and its team.

**JCAL** will be an organisation that contributes to changing the lives of people through employment, training or other support services.



**Chris Connor**  
Chief Executive Officer

