



# Your Path to Career Success:

## Tips for Migrants and Refugees to find Work



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# Acknowledgements

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It has up-to-date information and links to websites as well as loads of leads and tips to follow.

It includes contact details for local services, examples of migrants and refugees who shared their stories, and where to get advice and help. Make sure you use the information and links to get that job or set up your business!

The Lower North Shore Multicultural Network (LNSMN) would like to acknowledge the following people who shared their stories:

- Larghun Rasa who came from Afghanistan
- Ann (Supun) Komsiang who came from Thailand
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# Introduction

**Your Path to Career Success: Tips for Migrants and Refugees to Find Work**, follows the process of finding meaningful work in Australia. It is for the benefit of migrants and refugees, organisations and advisers who assist them and people who are interested in the migrant and refugee experience of moving from settlement to improving their English, being educated and skilled so as to move into the workforce. Searching for a career path, seeking a job or starting a business in a new country is daunting. It can take time to succeed. The more prepared, the better the chances of being successful. Good luck on your journey.

## How to use this Guide

Use this Guide for its step-by-step tips to access information - from improving English skills to further education and training on the way to start working in Australia. Migrants and refugees have skills, which once recognised lead to opportunities. We list local contacts, resources and websites which you can explore for yourself. We have created a flowchart designed to give a visual and user friendly pathway to further options. Included in the Guide are tip-sheets to make your own notes and stimulate ideas. We hope you learn more about the Australian work context so that you engage in further research which links to your chosen goals.

This Guide is divided into sections which cover:

- A checklist to get a job
- Tips to improve your English
- Steps to get started
- Exploring opportunities when looking for work
- Qualifications, Employability Skills and Experience
- Making the connection to your profession or trade through professional associations and accrediting bodies
- The places to find jobs such as recruitment agencies and on-line job websites
- Tips to get that job, including impressing with your resume
- Knowing your rights at work and who to call on for help, and
- A list of Professional Associations

The guide is designed to be viewed on a computer or smart device, as it contains links to websites. Simply click on the web address or hyperlink text in **blue** or **red** to go to the page. The symbols 📄 or 🌐 will also take you to links.



# Your checklist to get a job after arriving in Australia

First, let's see what steps you need to take. We have also developed a visual aid with links which you can see on pages 12-13.

STEP		WHAT'S NEEDED	✓
New Arrivals Settling in Australia	➔	Valid Visas & Residency Status	<input type="checkbox"/>
My English Level	➔	Do I need English classes to be study and work ready?	<input type="checkbox"/>
Translate Qualifications	➔	Translated documents which can be understood in English	<input type="checkbox"/>
Registration on <a href="https://my.gov.au">myGov</a> <a href="https://my.gov.au">https://my.gov.au</a>	➔	Create a myGov account to access Centrelink, Medicare, Australian Taxation Office (ATO) & Australian JobSearch.	<input type="checkbox"/>
Apply for a TFN (Tax File Number)	➔	All Australian workers must have a TFN in order to work	<input type="checkbox"/>
Qualifications and skills recognition	➔	Assessment of qualifications and skills to seek work in your profession in Australia.	<input type="checkbox"/>
Obtain further training qualifications	➔	Enrol in a Certificate, Diploma or Degree qualification from TAFE, a University or Training Providers	<input type="checkbox"/>
Obtain local work experience	➔	Find a workplace which can hire you, volunteer in a workplace in your chosen profession or where you can gain Australian experience	<input type="checkbox"/>
Get a Job in your chosen field	➔	Find a workplace which can hire you or set up a business in your chosen profession	<input type="checkbox"/>



# The importance of English

Your ability to find a job is affected by how well you can speak, read and write English. The better your English language skills, the more opportunities you will have. Practising your English language skills from the moment you arrive is very important.

## Tips to improve your English

### 1. Go to TAFE NSW - St Leonards Campus for English classes, including the Adult Migrant English Program (AMEP) and Job Seeking Skills programs.

They provide free English language as well as Job Seeking courses to eligible migrants and refugees. See: [TAFE AMEP](#)

[www.tafensw.edu.au/student-services/adult-migrant-english-program-amep](http://www.tafensw.edu.au/student-services/adult-migrant-english-program-amep)

[Adult Migrant English Program service providers](#)

<https://immi.homeaffairs.gov.au/settling-in-australia/amep/overview>

[English for Further Study](#)

[www.tafensw.edu.au/courses/english-language-literacy-and-numeracy-courses](http://www.tafensw.edu.au/courses/english-language-literacy-and-numeracy-courses)

[Job Seeking Skills for Migrants](#)

[www.tafensw.edu.au/course/-/c/c/158-70051V01/Statement-of-Attainment-in-Job-Seeking-skills-for-Migrants](http://www.tafensw.edu.au/course/-/c/c/158-70051V01/Statement-of-Attainment-in-Job-Seeking-skills-for-Migrants)

**See if you can join a Skills for Education and Employment (SEE) program run by MTC Chatswood**

[www.mtcaustralia.com.au/locations/chatswood/](http://www.mtcaustralia.com.au/locations/chatswood/) – They assess your skills to improve your language and develop a pathway to further education and a job. Contact: 8448 9900

### 2. Join an English Conversation Class – Check your local Council for details.

[Lane Cove](#)

[www.lanecove.nsw.gov.au](http://www.lanecove.nsw.gov.au)

Contact: 9911 3555

[Mosman](#)

[www.mosman.nsw.gov.au](http://www.mosman.nsw.gov.au)

Contact: 9978 4000

[North Sydney](#)

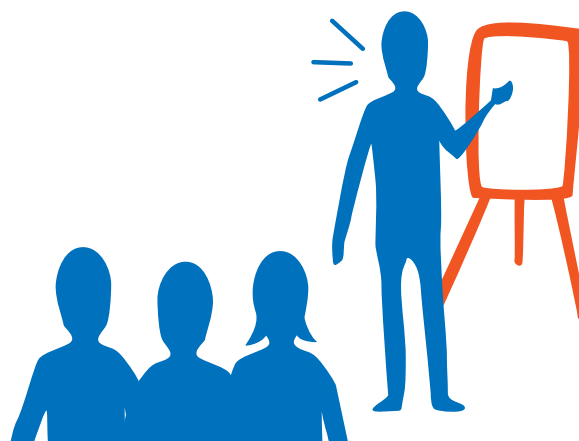
[www.northsydney.nsw.gov.au](http://www.northsydney.nsw.gov.au)

Contact: 9936 8100

[Willoughby](#)

[www.willoughby.nsw.gov.au](http://www.willoughby.nsw.gov.au)

Contact: 9777 1000





## Success started with improving my English – Larghun Rasa from Afghanistan

*I would love to share my story with others:*

*In 2000, I graduated from Kabul University as an Architecture Designer. After working for couple of years in my profession, I then started working in the construction field as a site manager and project manager.*

*For a few years I worked as a contractor with US Army Corps of Engineering which is a construction branch of the US military. As the situation in Afghanistan was getting worse, I decided to leave the country and was granted refugee status. Although I had a chance to go to the US as they provide visas for their contractors, I chose Australia as I had visited there once before in 2007.*

*In the beginning I had heaps of problems getting work because of my broken English. I started working as a labourer. Once I got my permanent visa then I was allowed to study English and that was the time when I started an AMEP English course at TAFE.*

*It was a new start in my life and a totally new environment. The teachers were lovely and other students were very friendly. As well as improving my English, the teachers gave me hope and trained me for interviews and how the interview might be. Through that, I got a chance of working with local government as an Environment Officer. I love this job and I really, really appreciate all those efforts by my AMEP teachers. Recently my wife and two kids joined me from Afghanistan, so now it's one happy family in this lovely country.*

**Larghun Rasa**



## Learning English gave Ann (Supun) Komsiang her pathway to her career in Australia

*I came from Thailand in July 2015 with very little English. I was a nurse in Thailand but could not work in my profession here. I studied English level 1 and 2 in the AMEP course at Hornsby TAFE, then I did vocational English and Aged Care (SLPET) at St Leonards TAFE. The Industry partnership between nursing homes and aged care facilities together with English support was a fantastic opportunity for me.*

*After that, I completed a TAFE Cert III in Individual Support (Ageing, Home & Community) in December 2017.*

*All my teachers were very supportive but especially the SLPET teacher who prepared us so well for our work experience and also job interviews.*

*When I moved to Queensland, I was able to secure my new job at a Nursing Home on the recommendation of my previous work experience supervisor.*

*I am so happy with this job because my supervisor is encouraging me to continue studying to become an enrolled, then registered Nurse.*

**Ann (Supun) Komsiang**



### 3. Volunteer

Volunteering is a great way to develop your English skills, and volunteer experience may help you get a job. Choose a volunteer role based on the skills you want to use or gain or simply to get Australian work experience. Find out more at:

#### Go volunteer

[www.govolunteer.com.au](http://www.govolunteer.com.au)

#### The Centre for Volunteering

[www.volunteering.com.au](http://www.volunteering.com.au)

**SEEK Volunteer** promotes free volunteering opportunities and you can:

- Access learning resources
- Read people's volunteer stories

[www.volunteer.com.au/](http://www.volunteer.com.au/)

**Lower North Shore Community Volunteer Service** promotes volunteering assisting older people

[www.volunteer.com.au/organisation/details/4244](http://www.volunteer.com.au/organisation/details/4244)

Contact: 9777 7815

#### Ivy's story

*I came to Australia from China in 2016 to join my son. Since then I have attended TAFE to learn English and have become an active member of an English conversation group conducted by Sydney Multicultural Community Services (SMCS). I am fluent in Mandarin and Cantonese and I am very enthusiastic about learning English, which has helped me to gain employment. To obtain new skills I attended a coffee barista course at Hornsby TAFE which further improved my chances of gaining employment. I enjoy interacting with people and now work at a supermarket in Gordon, 2 days each week, while continuing to volunteer at the Vinnies store in Crows Nest 1 day a week.*

*Attending the weekly English conversation group at SMCS has really helped me improve my English skills. SMCS also worked with me to update my resume in a style suitable for Australian employers, assisted me with online job application forms and helped me practise my interview skills. The assistance they provided has been very important in helping me settle into my new life in Australia much faster. I enjoy the variety of activities I am now involved with and all the people I meet in my different activities each week.*



Ivy Ho Aihua

### 4. Practise, practise, practise

The more you practise your English, the better you will get. Practise with your family, friends, neighbours and with other people you meet. Tell them you are improving your English so you can get a job. You never know, someone you speak to may be able to help you find a job.



### **Do not forget about your own language!**

You might be able to find a job where your own language is seen as a strength. For example, an employer with lots of Chinese customers might be looking for someone who can speak Mandarin. Also, companies with international operations may be looking for language skills and experience gained overseas.

### **Ahmed's story**

*My name is Ahmed. It is my pleasure to share my experience of settlement in Australia. I graduated from the Faculty of Engineering in Egypt in 1994 and worked in construction. I was mentored by Senior Project Managers who encouraged me to focus on my objectives. I have implemented this lesson well in my career, never looking at bottle necks or drawbacks. I progressed from Site Engineer to Site Manager, to Project Manager and then Program Manager with local and international companies from USA, Europe, Middle East to Japan.*

*I made a big move when I decided to immigrate to Australia with my family. At the time I was working as a Program Manager in the Engineering Department of one of the biggest Oil and Gas companies in the Middle East. When I came here, I had to accept the challenges of my new start. I realised that I needed to be familiar with the Australian Standards, work requirements, project arrangements, and hierarchy of management in the construction field. It was difficult to introduce myself to the Australian Market, but thanks to Sydney MCS who helped me build my resume and cover letter in a way that showed my capabilities, experience and strengths, I have succeeded. They listened to me, reviewed my documents many times and sincerely advised me with their friendly attitude and supportive feedback. I noticed that my resume then became spotted by agents and companies and responses to my applications were positively answered.*

*I accepted a modest start in my first infrastructure position, but I kept in mind the lesson I learned at the beginning of my career and the advice from Sydney MCS. So I focused on my objectives, counted on my experience and knowledge and managed to prove myself in my field.*

*Although I started as a Site Engineer working on Sydney Metro Projects, I gave 100% effort to my work and shared my experience collected from working all over the world. Now I have been promoted to Project Manager with a 50% increase in my salary. I believe I can still give more and be valuable to my new country.*

**Ahmed Gomaa**



For local settlement information, contact Sydney Multicultural Community Services on 9955 3952 or see [www.sydneymcs.org.au/services-3/settlement/](http://www.sydneymcs.org.au/services-3/settlement/)

## Ask for help

Use your initiative to get to know community organisations and government agencies who can help! Speak to them and look up their websites. Start with the closest:

- Multicultural Community Organisations and Workers
- Community and Neighbourhood Centres (who provide social, educational, welfare and recreational activities for communities)
- TAFE
- Council

For contacts, see:

**Lane Cove:** [www.lanecove.nsw.gov.au/Community/CommunityServices/Pages/](http://www.lanecove.nsw.gov.au/Community/CommunityServices/Pages/)

**Mosman:** <https://mosman.nsw.gov.au/community/cultural-diversity>

**North Sydney:** [www.northsydney.nsw.gov.au/Community\\_Services/Other\\_Services/Multiculturalism](http://www.northsydney.nsw.gov.au/Community_Services/Other_Services/Multiculturalism)

**Willoughby:** [www.willoughby.nsw.gov.au/community/multicultural/](http://www.willoughby.nsw.gov.au/community/multicultural/)

- Jobactive Provider
- Chamber of Commerce



## Saeed's Story

*In 2016 I was accepted into Australia as a refugee, having had to flee from persecution in my own country in the Middle East. It was a very traumatic experience leaving my country, my family and my friends. I came to Australia not being able to speak English and after a few months I decided to move to Sydney. Then I met some people from my own community who introduced me to Sydney Multicultural Community Services (Sydney MCS).*

*In the last year, Sydney MCS has supported and encouraged me to continue studying English and to study other TAFE courses to develop my skills and improve my job prospects. My English has improved a lot and I have passed all my TAFE courses. I have a regular casual job. In 2019 I enrolled in the Certificate course at TAFE to become a certified electrician and intend to obtain an apprenticeship. It has been very hard adjusting to life in a different country, however I have hope for the future as I continue to build my new life in Australia. I am very thankful for the support which Sydney MCS has so willingly given me. Just being able to talk things over with someone on a regular basis and learn about some of the cultural differences and how to go about obtaining employment and choosing the right training courses and providers, has been a big help. Australia has been good to me and I plan to make a real contribution to my new country.*

Saeed

## Build your networks

Use contacts to build professional networks and learn about Australian workplace culture and business.



**Evaluate** your own unique circumstances and determine what is best for you.



# Steps to get started

Start with the following steps:

## Step 1 – Check your visa

See if you have the right to work in Australia – Visa Entitlement Verification Online (VEVO) is an online service to check visa details and conditions.

[www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

## Step 2 – Translate your qualifications

See if you can access free translation of qualifications and other documents.

<https://translating.dss.gov.au/en>

[https://multicultural.nsw.gov.au/our\\_services/interpreting\\_translation/](https://multicultural.nsw.gov.au/our_services/interpreting_translation/)

## Step 3 – Recognition of skill

See if your overseas qualifications are recognised in Australia.

[www.australia.gov.au/information-and-services/education-and-training/qualifications-and-skills-recognition](http://www.australia.gov.au/information-and-services/education-and-training/qualifications-and-skills-recognition)

Trade qualifications are done through Training Services NSW in the NSW Department of Industry.

[www.training.nsw.gov.au/skills\\_recognition/trade/index.html](http://www.training.nsw.gov.au/skills_recognition/trade/index.html)

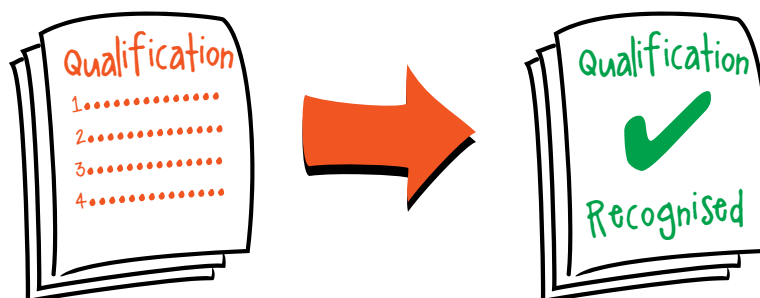
## Step 4 – Check eligibility for Centrelink Assistance

Contact: 131 202 (multilingual line) and speak to someone in your language or visit your local office:

**Centrelink Chatswood**

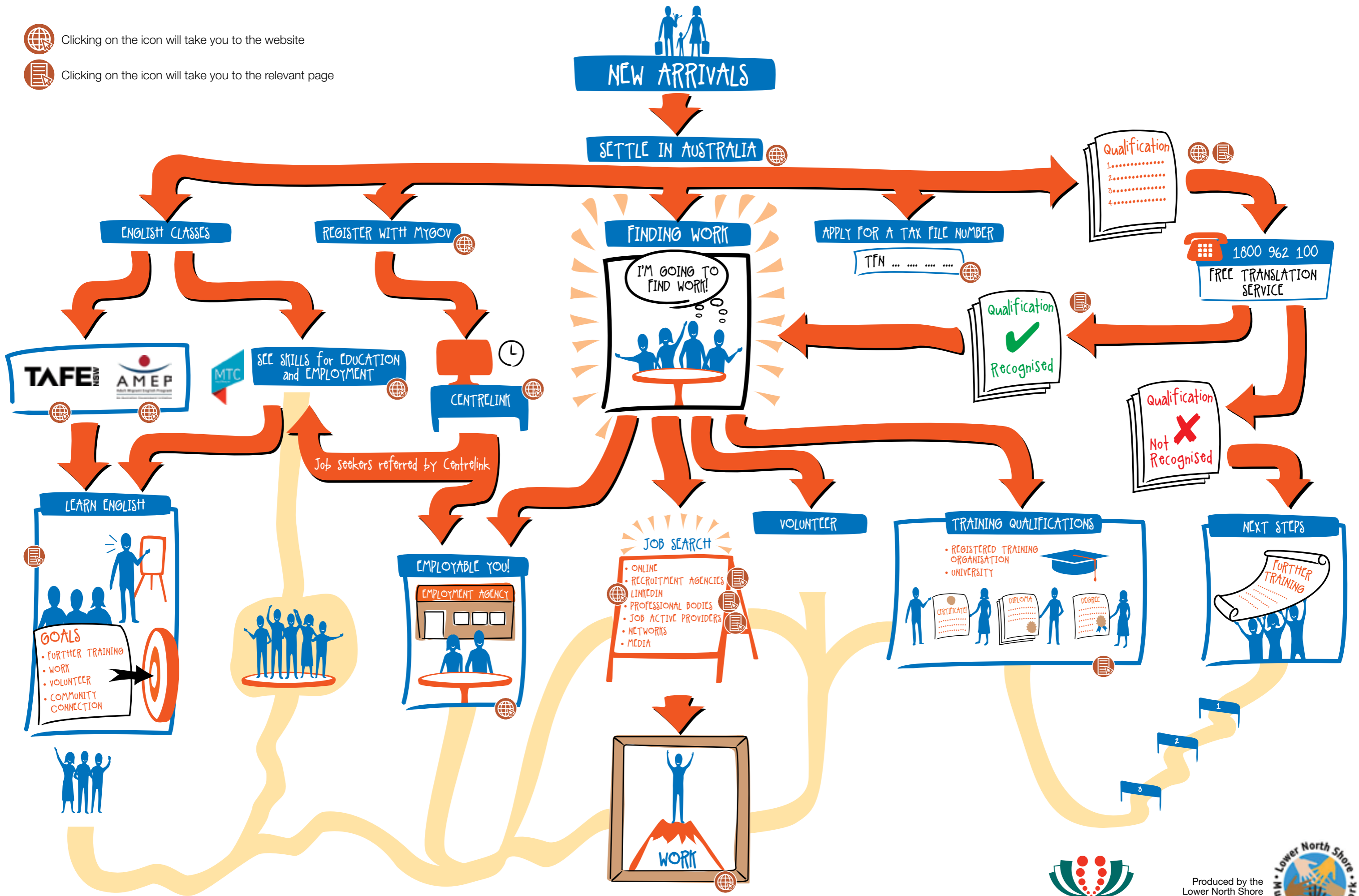
56-64 Archer St, Chatswood

[www.humanservices.gov.au/customer/dhs/centrelink](http://www.humanservices.gov.au/customer/dhs/centrelink)



Clicking on the icon will take you to the website

Clicking on the icon will take you to the relevant page



# Exploring opportunities when looking for work

It is important to explore all opportunities when looking for your first job in Australia. It may not be possible to continue working in the same role you held in your home country. Your qualifications may not be recognised in Australia and it is hard to convince employers to see your skills and abilities as the right fit for them when they are not familiar with the work culture you came from. The process to have your overseas qualifications recognised can be expensive and can take several months. Sometimes, you will have to complete further training and study to have your qualifications recognised. Other effective ways to find work are to **get local work experience** and to **find a mentor**. You need to consider all this when exploring your job options.

## Get local work experience

Local work experience with a company or with a community group is highly valued by employers. It is one way to learn about the Australian workplace and to meet people. You can then put it on your resume, and, with their permission, have an Australian referee for a prospective employer to contact.



## Find a mentor

Mentors provide intensive and long-term support, such as: accompany migrants and refugees to job interviews, help with application letters, provide career advice, assist with qualification recognition and organise work experience placements.

**In Work Australia** connects recently-arrived migrants with experienced locals who can offer practical tips about life and work in Australia.

[www.redcross.org.au/get-involved/connect/volunteer/in-work-australia/in-work-australia](http://www.redcross.org.au/get-involved/connect/volunteer/in-work-australia/in-work-australia)

**City East College** offers a mentor program for refugees and migrants who meet their requirements.

[www.cec.edu.au/mentor-program](http://www.cec.edu.au/mentor-program)

The **Crows Nest Centre** runs free Reach Your Potential; six half-day sessions to support and mentor migrants into the workplace.

To apply, email [migrant.workshop@gmail.com](mailto:migrant.workshop@gmail.com)





# Helping skilled migrants to reach their potential

One of the many services offered at the Crows Nest Community Centre, is the Employability Workshop for Migrants with Skills from Overseas. Since its inception in 2013, this program has supported more than one hundred skilled migrants to focus their energies and maintain their confidence as they try to enter the Australian job market. To achieve this, a team of committed professional volunteers, with local experience in the public and private sector, educate and mentor the participants.

Here's how the program helped Raquel and Ranjana to re-establish their professional careers in Australia.

## Ranjana's story

As her plane took off in 2012, Ranjana Modi thought about her new life in Australia. With her husband already working in Sydney, an MBA and extensive experience as an HR Manager in India, she felt confident she would soon enjoy an equivalent position in Sydney.

During the first few months, Ranjana did secure a number of interviews with recruiters but was surprised not to hear back from any of them. As she was sure of her skills, she kept on trying - again without success. Time passed, and she gave birth to her first child. Her confidence was dented, but she kept on looking. The last straw was a severe bout of morning sickness during a second interview with a major bank. It was time to take a break from the search and concentrate on her family.

Ranjana said: *"I knew moving countries and cultures wouldn't come without its challenges and that finding a good job in Australia would be hard due to my lack of local knowledge, but I was well qualified and had a lot of experience in a senior management position. I felt up to the task. However, I had no idea just how tough it would be."*

Ranjana started actively applying for jobs again in 2016. She tried everything she could think of, but after a whole year, she was still unable to find a job. Then, while volunteering at a disability group, a friend recommended her to do the Employability Workshops.

Ranjana said: *"I can't speak highly enough of this program. I have learned a lot about the skills I need to perfect in order to break into the Australian job market. I now view job ads in a completely new way, analysing them against my demonstrated experience in quite a different way than before."*

*"The workshops are beautifully structured, taking us through a step-by-step process from identifying a suitable job that fits our values, right through to interview techniques and beyond. I found the one-on-one mentoring aspect of the program particularly helpful, and also the concepts and ideas we worked through in each workshop."*

Ranjana is now working as an HR professional in a global role. She will continue to use the skills from the program during her career.





## Raquel's story

Like many skilled migrants arriving on our shores, Raquel Ferreira is a confident, professional, highly qualified and experienced professional. Educated to master's level in economics, Raquel held a senior role in Portugal's Bureau of Statistics before coming to Sydney. She formed part of a team tasked with the unenviable role of reporting to the European Union and International Monetary Fund during the height of the Global Financial Crisis. This experience taught her about endurance, deadlines, quick turnarounds and the need for absolute professionalism and accuracy of data.

On arriving in Australia in 2016, Raquel was confident she'd soon find a job. What she didn't know, however, was how to translate her qualifications and experience into the Australian job market. Eight months later, and a little disheartened by her futile job search, Raquel discovered the Crows Nest Community Centre's Employability Workshop.



On completing her first workshop assignment, one of the things that surprised Raquel, was realising that certain values were important to her when applying for jobs.

Raquel said: *"I'd never really stopped to think about these things before. I always thought I was totally career focussed. Now I understand I have a need to balance career and family. I've also learned that looking into an organisation's values is important to me before applying for any position."*

On completing the workshop, Raquel stated that the three main lessons she learned were:

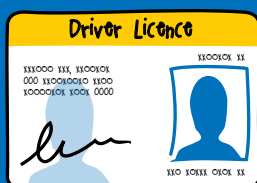
**1. STARS** (Situation, Task, Actions, and Results) *Not only was I better able to explain my experience in my resume, cover letter and at interview, but the very creation of my STARS helped me recuperate the confidence I had lost during my prior unsuccessful job search.*

**2. Mentors:** *I am so grateful to my mentor, Kate, who helped me to untie the knots and focus on what really mattered, she kept me positive. So much experience in one room and at our disposal for free!*

**3. Workshop sessions:** *for me personally the sessions on how to apply to the public service and get the most out of LinkedIn proved particularly useful".*

Raquel said: *"I really don't think I would be working in a job I love, like I am now, if not for the things I learned at this workshop. I'll continue to use the information and tools to enhance my career in the future too. I am very grateful for all that I have learned."*

To find out more about **Employability Workshops for Migrants with Skills from Overseas**, email [migrant.workshop@gmail.com](mailto:migrant.workshop@gmail.com)



## Get a NSW Driver Licence

A NSW Driver Licence adds value as it means you can travel as part of a job.

[www.rms.nsw.gov.au/licensing/gettingallicence/](http://www.rms.nsw.gov.au/licensing/gettingallicence/)



# Qualifications, employability skills and experience

**Qualifications (Certificates, Diplomas, Degrees)** are achieved after successfully completing a program of learning at an education institution, such as TAFE, a University or a training college. **Skills** are what a person can do through experience or training. Everyone working in Australia has basic **employability skills** which are endorsed by Government and industry. The essential ones recognised in Australian workplaces are:

## 1. Communication

Good English language skills will help you secure a job, understand your rights and what is going on at work, be safe, perform and check working arrangements and form relationships and friendships at work.

## 2. Teamwork

To get a job done people need to co-operate and collaborate in teams, be willing to perform a range of tasks and put themselves forward to help on projects.

## 3. Problem solving

You will be expected to take responsibility for routine problems that arise and solve them. Ask for help if they are beyond your skills, but also push yourself into new areas.

## 4. Initiative and enterprise

Any ways you contribute to doing things better and improving the performance of the workplace is usually valued and encouraged. If you use good judgement and act in the best interests of the organisation, you will be noticed.

## 5. Planning and organising

Setting priorities, thinking ahead, managing time and completing your workload are important to achieve. It relies on having sound systems and procedures.

## 6. Self-management

Being on time for meetings and appointments and in finishing a task to a deadline shows you value the importance of your work. Looking at ways to improve will help your performance.

## 7. Learning

Working hard to improve your skills will give you access to professional development opportunities, promotions and progress in your career.

## 8. Technology

Refers to machines, tools and techniques which make a workplace productive. Australia has had continued modest productivity growth for many years, due in some part to both improved technology and new technologies that improve service design and customer experience.

Employers look for applicants with both **hard skills** and **soft skills**. Hard skills are also called “technical skills”. For example, proficiency in English, typing speed or computer use. Soft skills relate to the way you do your work and interact with people. They are also called “people skills” or “interpersonal skills”. Some examples of soft skills include teamwork, time management, problem solving and leadership. Skills can be learnt ‘on the job’, through work experience, education and training.

**Experience** is gained over time, allowing knowledge, skill and ability to accumulate by being involved in projects, events, activities and learning. Anything that you have done as a volunteer, in life and work will lead to developing your experience.

# Making the connection to your profession or trade

Certain occupations require you to be registered, licensed or to be a member of a professional or industry body before you can work. Find out what professional body you should join to get advice or if you require a licence or trade qualification for Australian conditions and consider the information about the following:

- Professional Associations
- Accreditation and Registration
- Licenced Trades
- Trade Skills and Qualifications

## Professional associations

Professional associations exist across industries and can be contacted to find out if your qualification will be accepted and what other requirements you need. If your skills, experience and qualifications are assessed as comparable to an Australian qualification, your professional association will also give you information on accreditation and registration for membership. A fee usually applies for assessments and membership. Having professional membership helps with networking functions, job listings and building a profile on your resume.

A list of [Professional Associations](#) is at the end. Not all are listed, so please research your profession if it is not there.

## Accreditation and registration

Two examples of professions that require accreditation and registration for overseas qualified applicants are health professions and teaching. Doctors, Dentists, Chiropractors, people working in Medical Radiation, Nursing and Midwifery, Occupational Therapy, Optometry, Osteopathy, Pharmacy, Physiotherapy, Podiatry and Psychology all require to be registered and accredited which is overseen by the Australian Health Practitioner Regulation Agency (AHPRA). To be accredited to teach in a NSW school, an overseas trained teacher must hold recognised qualifications. In health and teaching, it will be expected that you have English language proficiency.



## Licensed trades

The following trades in NSW require a licence issued by a relevant licensing authority:

- aircraft trades
- automotive trades
- building and construction trades
- electrical trades
- refrigeration/air conditioning trades
- plumbing trades

Contact the relevant licensing authority or **Training Services NSW**.

Contact: 1300 772 104 or [www.training.nsw.gov.au/skills\\_recognition/trade/other\\_information.html](http://www.training.nsw.gov.au/skills_recognition/trade/other_information.html)

## Trade skills and qualifications

If you have trade skills and experience but have never completed an apprenticeship or obtained formal qualifications in Australia, you can go to a training provider and undertake some gap training and apply to the Commissioner for Vocational Training for a Certificate of Proficiency. You can do this whether you have gained your trade skills through formal training or on-the-job experience either in Australia or overseas where eligible. For assistance and information call **Training Services NSW** on 13 28 11 or go to:

[www.training.nsw.gov.au/apprenticeships\\_traineeships/students/self\\_help/proficiency\\_cert.html](http://www.training.nsw.gov.au/apprenticeships_traineeships/students/self_help/proficiency_cert.html)

## Further training

### TAFE

[www.tafensw.edu.au](http://www.tafensw.edu.au)

### Registered Training Providers:

<http://training.gov.au>

### Universities: Universities Guide to find courses:

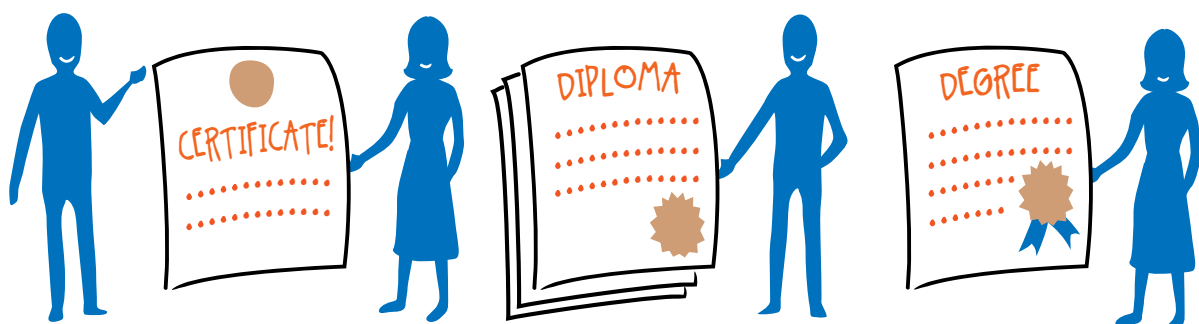
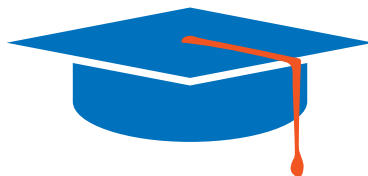
[www.gooduniversitiesguide.com.au](http://www.gooduniversitiesguide.com.au)

### Tailored to International Students:

[www.studiesinaustralia.com](http://www.studiesinaustralia.com)

### University Online:

[www.open.edu.au](http://www.open.edu.au)



# How to find jobs

The job market is challenging to understand. When you first start, you will lack the knowledge of Australian workplace systems and culture, as well as the social networks or contacts to introduce you to where the best place is to get the job that matches your knowledge, skills and experiences. There are many places to find jobs including:

- **Recruitment agencies** who manage the hiring of staff on behalf of companies and organisations.
- **Online:** Sites that list jobs include:  
[www.seek.com.au/](http://www.seek.com.au/)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.adzuna.com.au](http://www.adzuna.com.au)  
[www.applydirect.com.au](http://www.applydirect.com.au)
- **LinkedIn** is a social network specifically designed for career and business professionals to connect.  
[www.linkedin.com/start/join](http://www.linkedin.com/start/join)
- **Jobactive** is run by the Australian Government to connect job seekers with employers through local providers. See <http://jobactive.gov.au/> or Employment Services Information Line 13 62 68.
- **Websites** of organisations you want to work for – all organisations list current vacancies, and may also have an email service which will inform you when jobs are listed.
- **Local Newspapers** – including the Mosman Daily and the North Shore Times – both come out weekly.

## Recruitment agencies

All good recruitment agencies belong to the Recruitment, Consulting and Staffing Association Australia & New Zealand (RCSA) which has a list under their Member Directory: [www.rcsa.com.au/](http://www.rcsa.com.au/)

Most recruitment agencies advertise on [www.seek.com.au](http://www.seek.com.au). However, it is worthwhile registering your interest with them, either through their websites or phoning and emailing them. Some recruiters specialise in particular industries such as finance, insurance, media or healthcare. The following are some examples of reputable recruitment agencies:

[au.hudson.com/](http://au.hudson.com/)  
[www.michaelpage.com.au](http://www.michaelpage.com.au)  
[www.hays.com.au](http://www.hays.com.au)  
[www.adecco.com.au/](http://www.adecco.com.au/)  
[www.chandlermacleod.com](http://www.chandlermacleod.com)

Be aware that recruiters are working for their clients, so they are not working to find you a job, but to satisfy their clients' expectations for someone who can do the job!



## Tips for working with Recruiters



- Call the recruiters immediately if you are interested in a role. Ring their mobile and be ready to send your resume at the same time!
- If you are looking for a work sponsored TSS (Temporary Skill Shortage) Visa (formerly a 457 Visa) recruiters may not be able to help you. Employers who pay a recruiter are often not willing to pay for a TSS Visa.
- Ask to meet the recruiter face to face to discuss your skills and opportunities. It always helps to put a face to a name. At the end of the meeting, ask for feedback about your resume, presentation and prospects.
- Be prepared to be flexible. It may be the job description is different from the one described in the interview and again, it can be different from what you are going to do at work.
- Do not underestimate your salary. For free salary surveys by city and industry, refer to [www.hays.com.au/salary-guide/](http://www.hays.com.au/salary-guide/).  
The adzuma Job Search site allows you to upload your resume and evaluate your worth. See [www.adzuna.com.au](http://www.adzuna.com.au)
- Keep in touch with recruitment agencies. They respond to the most active job seekers.

## Online Jobs

Here are some tips for finding jobs online.

### 1. Use job search websites

Set up to look for job vacancies based on the type of job, geographic area, the salary, and whether you want full-time, part-time, temporary or casual work.

- Use many sites – include the job seeking sites such as [www.seek.com.au/](http://www.seek.com.au/), [www.careerone.com.au](http://www.careerone.com.au) & [www.adzuna.com.au](http://www.adzuna.com.au), and recruitment agencies.
- Use job alerts so you are emailed new job vacancies in your areas of interest.
- Use a variety of search terms – try different words around the issue – For example, Manager, Director, Co-ordinator, Supervisor and Team Leader may be terms which come up with the job you want managing people!
- Apply ASAP, as recruiters start shortlisting before the deadline.
- Search regularly – schedule in several times a week to find a job



### 2. Create a jobseeker profile

Upload your resumes to networking sites and recruitment agencies.

### 3. Check out company websites

If you know companies in the industry you are looking for, look at their website for jobs and if they offer alerts for new vacancies.



#### 4. Check out government job sites

Applications to the NSW Government are submitted through [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au) and Jobactive lists Australian Government jobs. Create a jobseeker profile on these sites. Do check if you need to be an Australian citizen to work for the particular Australian Government Department you are interested in.

#### 5. Graduate Program

If you are a graduate, search jobseeking sites for graduate positions and look in <http://gradaustralia.com.au/>

## LinkedIn

LinkedIn ([www.linkedin.com](http://www.linkedin.com)) is the world's largest professional network which allows people to connect with other professionals, networks and organisations to develop productive links through their contacts. This can improve your job prospects, knowledge of resources and what is happening in industries. As this is a professional networking website, you can put your profile on it for free or pay for a more premium service. It is widely used by recruitment agencies. Government, community and business jobs are listed on it. Make sure your resume is consistent with your LinkedIn profile. Like any other social media site, you can set your privacy settings. It is best to make links with people who you know.

## Jobactive

Jobactive is a free service connecting job seekers with employers to find them work. There are two types of Jobactive services:



1. For **job seekers who receive income support payments** (such as Newstart Allowance, Youth Allowance or Parenting Payment), and have mutual obligation requirements, and
2. For **volunteer job seekers** who can access Jobactive services for up to six months.

Call the Employment Services Information Line on 13 62 68 to find out if you are eligible.

The Jobactive employment agencies that cover the North Shore include:

**Ability Options** (Disability Services)

<https://abilityoptions.org.au> (8976 4400)

**Konekt Employment** (8423 2900)

[www.konektemployment.com.au](http://www.konektemployment.com.au)

**Max Employment Sydney** (Disability Services) (9884 1700)

<http://maxsolutions.com.au>

**Octec Limited** (Disability Services) (9411 7848)

[www.octec.org.au](http://www.octec.org.au)

**Olympus Solutions** (1800 447 427)

<http://olympus.org.au>

**Salvation Army Employment Plus** (8976 4600)

[www.employmentplus.com.au](http://www.employmentplus.com.au)

The Jobactive provider can help you:

- write a resume
- look for work
- prepare for interviews
- understand the skills that local employers need
- use self-help facilities

The following Jobseeker Apps are free and available at the App Store for iOS devices.

**1. Jobactive Job Seeker**

Search for jobs.



**2. Career-Quiz**

Find out about the types of work that might suit you, as well as useful information like how many people are employed in certain industries and what they earn.

## Getting that job!

### Skillmax

SKILLMAX Jobseekers courses are a great way to assist skilled migrants with job searching, creating resumes and practising interview skills. The course is free to eligible participants. See [www.skillmax.com.au/](http://www.skillmax.com.au/)

**Job Seeking skills for Migrants**

[www.tafensw.edu.au/course/-/c/c/158-70051V01/Statement-of-Attainment-in-Job-Seeking-skills-for-Migrants](http://www.tafensw.edu.au/course/-/c/c/158-70051V01/Statement-of-Attainment-in-Job-Seeking-skills-for-Migrants)

### Australian Apprenticeships Pathways

The **Australian Apprenticeships Pathways** website offers ideas and information as well as job hunting tips in apprenticeships and traineeships. See [www.aapathways.com.au/job-hunters](http://www.aapathways.com.au/job-hunters)



## Where are the jobs located in Sydney?

There are several business districts within close range with a high density of jobs including:

- **Sydney CBD:** where most of the banks and large businesses are located. It is accessible by train and bus from Northern Sydney.
- **North Sydney:** this is the fourth largest business district in Australia. There is a wide mix of businesses including, many insurance companies, recruitment firms, information technology companies and advertising agencies located within North Sydney.
- **St Leonards/ Crows Nest:** is earmarked as a significant employment growth location with a new metro line connecting from St Leonards to Crows Nest and Victoria Cross to come online by 2024. St Leonards is home to the Royal North Shore Hospital and a large number of medical/ health organisations employing doctors, nurses and other medical and health workers.
- **Chatswood:** is Sydney's third largest CBD. Chatswood has two major shopping complexes; Chatswood Chase and Westfield Chatswood, and surrounding mall and street shopping which offer business opportunities and employ large numbers of retail workers.
- **Macquarie Park:** is located to the west of the lower north shore and is accessible by public transport. It is a nationally significant research and business centre, specialising in the communications, medical research, pharmaceutical and IT&T sectors. It is the head office location for many of Australia's 'Top 100' companies. Macquarie University, the Macquarie Shopping Centre and a number of restaurants, hotels, serviced apartments, a hospital and residential communities are all located there.

## Approaching the biggest Australian companies?

Start by looking at the **Australian Stock Exchange (ASX)** top listed companies in Australia. See [www.asx.com.au](http://www.asx.com.au). Not all large companies are listed on the Stock Exchange, so also look at **Australian Chamber of Commerce and Industry** ([www.acci.asn.au](http://www.acci.asn.au)) listings.

When you find companies you are interested in, check out their website. It will have a careers/employment/jobs/ vacancies section where you can apply for jobs. Take note of the roles you are interested in. If you do not recognise the words used in the job description, research them and if they apply to your work experience, use them in your resume.



## Consulates and Chambers of Commerce in Sydney

Another point for professional networking is your own community in Sydney, including the local Consulate, Embassy and Chambers of Commerce. They often hold networking events, have professional memberships and support business and social activities. Some examples of Chambers of Commerce include:

**The Australia-China Chamber of Commerce and Industry of New South Wales China Chamber of Commerce in Australia**

[www.accci.com.au/](http://www.accci.com.au/)

**The French-Australian Chamber of Commerce & Industry (FACCI)**

[www.facci.com.au/](http://www.facci.com.au/)

**German-Australian Chamber of Industry and Commerce**

<https://australien.ahk.de/en/>

**The Indo-Australian Chamber of Commerce**

[www.indoaustrichamber.com/](http://www.indoaustrichamber.com/)

**The Australia-Brazil Chamber of Commerce (ABCC)**

[www.australiabrazilchamber.com/](http://www.australiabrazilchamber.com/)

**The American Chamber of Commerce**

[www.amcham.com.au](http://www.amcham.com.au)

**The Australian British Chamber of Commerce**

[www.britishchamber.com](http://www.britishchamber.com)

**The Japan Chamber of Commerce and Industry**

[www.jcci.org.au](http://www.jcci.org.au)

All the consulates and embassies in Sydney are listed at [www.sydney.com.au/consuls.htm](http://www.sydney.com.au/consuls.htm)

## You've found a job to apply for, now what?

Once you have found a job you like, scan the job advertisement for key words. The advertisement will highlight skills, attributes and experience the employer requires.

Before you begin applying for any job, ask yourself, 'do I have what the employer is looking for?' If your answer is yes, then proceed with the job application. Make sure you follow the instructions for submitting your application, especially how to submit your application and when the closing date is.

## Tailoring your resume

A resume or curriculum vitae (CV) provides a summary of your experience and skills. Typically, this should be no more than 1-2 pages for non-professional positions and no more than 2-3 pages for professional positions.

Employers and recruitment agencies receive a large number of applications for every advertised position. To reduce them, they will first screen out unsuitable applicants using software to check on-line applications. Never create a possible barrier, such as mentioning religion, politics or words which could be inappropriate.

## Top tips for resumes



1. Use the words included in the Selection Criteria, or generally, in their advertisement. These are key words and you need to show that you understand them and have the required experience. Do not attempt to say you have experience if you don't, but focus on the relevant experience you do have.
2. Display your name, mobile number and email address. For personal security, it is not advisable to show your street address when applying on-line. You can include your suburb with your mobile and email if you live close by, as that may be attractive to an employer. However, if you are applying for a position a long way from where you live, don't show your suburb. It is appropriate to give your address if asked to do so at an interview.
3. Do not include your date of birth on a resume. A photo is not required and not recommended.
4. Do not use 'Headers and Footers' as some of the software programs used by recruitment agencies cannot read the text inside Headers and Footers. Instead, type your name at the top of each page of your resume and a page number at the bottom of each page, showing 1 of 2, 2 of 2 etc.
5. Employment history should list your previous employers, the years you were employed, your position title and a brief description of what you achieved. Use key words in the advertisement, particularly those in the Selection Criteria. Start with your most recent position. Employment history of up to 10 years is suitable, but no more than 10 years is advisable because of the rate of change in the workplace.
6. Check for grammar and spelling mistakes. If you are not sure, ask someone with good English to check it for you. Ask them if it reads well or if they have any suggestions for improvement.

## Know your rights at work

At work you have the right to fair pay and conditions which are set out in modern Awards. Your rights cannot be taken away by contracts. All workplaces must be safe, free from discrimination, bullying and pressure. The following organisations can help with advice about the workplace, discrimination and health and safety issues.

### The Fair Work Ombudsman

For information and advice about your workplace rights and obligations, contact:

**The Fair Work Ombudsman**

[www.fairwork.gov.au](http://www.fairwork.gov.au)

Contact: 13 13 94

You can select your own language to better understand the information.

## Australian Human Rights Commission and the NSW Anti-Discrimination Board

Workplace discrimination is when you are treated differently because of your race, skin colour, national origin, sex (including pregnancy and harassment), sexual orientation, disability, marital status, religion, sexual preference, family or carer's responsibilities, political opinion or age. Find out about discrimination from:

### The Australian Human Rights Commission

[www.humanrights.gov.au](http://www.humanrights.gov.au)

### The Anti-Discrimination Board of NSW

[www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)

## SafeWork NSW

Work, health and safety laws keep people safe at work. Any concerns about unsafe work, bullying or harassment affecting your health can be discussed with SafeWork NSW – [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)

## Starting a new job and progressing in your career

Once you start your job, there are many resources to help you fit in. See Fairwork's **Starting a New Job** booklet [www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/starting-a-new-job](http://www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/starting-a-new-job)

The best advice is to:

- Regularly check in with your supervisor or manager to confirm they are satisfied with your work.
- Find a mentor or someone you can talk to about Australian workplaces and how you are fitting in.
- Get involved in both social and work-based meetings and activities to develop your understanding of the workplace culture.
- Continuously learn and take opportunities to grow on the job and to be involved in education and training regularly.
- Use your local library and its resources – computers for public use, learning English kits, books and magazines to do with the professions and working.

## Starting a business

By starting a business, you can create your own work. Be prepared – there is a lot to consider. Are you suited to self-employment, do you understand the laws and taxes and do you have the finance to do it? [Australian Government Business](#) provides information to help.

There are many free or low-cost resources available to advise and guide you on a range of business matters. This may include Business Advice, Mentoring, Rules and Regulations, Grants and Assistance. Refer to the [Starting a Business Guide](#) for more information.



## Business Connect

Business Connect gives advice to help start or grow small businesses.

Learn about **Business Connect** services

- [Start](#) or [grow](#) your business and set it up for success
- Meet experienced [advisors](#) in your area
- Receive ongoing support through the [online portal](#)

## Multicultural Business Connect Advisory Service

The Community Migrant Resource Centre runs the **Multicultural Business Connect Advisory Service** giving advice to multicultural businesses. They have Arabic, Cantonese, Mandarin, Korean and Vietnamese business advisors who can provide one-to-one business advice, mentoring and training.

[www.cmrc.com.au/businessconnectmulticultural/](http://www.cmrc.com.au/businessconnectmulticultural/)

Contact: 9687 9901

## Thrive Refugee Enterprise

Thrive is a not-for-profit organisation providing microfinancing and business support that can help refugee entrepreneurs start and grow viable new businesses.

<http://thriverefugeeenterprise.org.au/>

Contact: 9797 8378

## The New Enterprise Incentive Scheme (NEIS)

If you want to start and run a new small business, you may also be eligible to participate in the **New Enterprise Incentive Scheme (NEIS)**. They can provide training, mentoring and monetary support.

[www.jobs.gov.au/self-employment-new-enterprise-incentive-scheme-neis](http://www.jobs.gov.au/self-employment-new-enterprise-incentive-scheme-neis)

## It's time to GET going

- GET motivated
- GET started
- GET working on improving your English
- GET qualified
- GET work experience
- GET networked
- GET looking
- GET that JOB!..... and
- GET on YOUR PATH TO CAREER SUCCESS!



# List of Professional Associations

## **Accountant**

[Certified Practising Accountants of Australia \(CPA\)](#)  
[Chartered Accountants Australia and New Zealand](#)  
[Institute of Public Accountants \(IPA\)](#)

## **Architect**

[Architects Accreditation Council of Australia \(AACA\)](#)

## **Aviation**

[Civil Aviation Safety Authority \(CASA\)](#)

## **Childcare Worker**

[Australian Children's Education & Care Quality Authority](#)

## **Chinese Medicine Practitioner**

[Chinese Medicine Board of Australia \(CMBA\)](#)

## **Chiropractor**

[Council on Chiropractic Education Australasia \(CCEA\)](#)

## **Community Worker**

[Australian Community Workers Association \(ACWA\)](#)

## **Computing Professional**

[Australian Computer Society \(ACS\)](#)

## **Building and Construction**

[Housing Industry Association](#) ?

## **Dentist**

[Australian Dental Council \(ADC\)](#)

## **Dietitian**

[Dietitians Association of Australia \(DAA\)](#)

## **Electrical Licence**

[National Electrical and Communications Association \(NECA\)](#)

## **Engineer**

[Engineers Australia](#)

## **Hairdresser**

[Hair and Beauty Australia Industry Association](#)

## **Human Resources – Australian HR Institute**

[Australian Human Resource Institute](#)

## **Legal Practitioner**

[The Law Society of NSW](#)  
[Legal Practitioners Admissions Board](#)

## **Management Professional**

[Institute of Managers and Leaders](#)

## **Massage Therapist**

[AMT – Association of Massage Therapists](#)

## **Medical Practitioner**

[Medical Board of Australia \(MBA\)](#)  
[Australian Health Practitioner Regulation Agency](#)

## **Medical Scientist**

[Australian Institute of Medical Scientists \(AIMS\)](#)

## **Nuclear Medicine**

[Australian and New Zealand Society of Nuclear Medicine \(ANZSNM\)](#)

## **Nursing and Midwifery**

[Australian Nursing and Midwifery Accreditation Council \(ANMAC\)](#)

## **Occupational Therapist**

[Occupational Therapy Council \(Australia and NZ\)](#)

## **Optometrist**

[Optometry Council of Australia and New Zealand \(OCANZ\)](#)

## **Osteopath**

[Australian and New Zealand Osteopathic Council \(ANZOC\)](#)

## **Pharmacist**

[Pharmacy Board of Australia](#)

## **Psychologist**

[Australian Psychological Society \(APS\)](#)

## **Physiotherapist**

[Australian Physiotherapy Council \(APC\)](#)

## **Podiatrist**

[Australian and New Zealand Podiatry Accreditation Council \(ANZPAC\)](#)

## **Quantity Surveyor**

[Australian Institute of Quantity Surveyors \(AIQS\)](#)

## **Radiographer**

[Australian Institute of Radiography \(AIR\)](#)

**Shipping Personnel**

[Australian Maritime Safety Authority \(AMSA\)](#)

**Social Worker**

[Australian Association of Social Workers \(AASW\)](#)

**Speech Pathologist**

[Speech Pathology Association of Australia \(SPA\)](#)

**Surveyor**

[Surveying and Spatial Sciences Institute \(SSSI\)](#)

**Teacher**

[Professional Teachers Council NSW](#)

[Australian Professional Teachers Association](#)

**Traditional Medicine Practitioner**

[Australian Traditional Medicine Society](#)

**Trades Recognition**

[Trades Recognition Australia \(TRA\)](#)

[Vocational Education and Training Assessment Services \(VETASSESS\)](#)

**Veterinarian**

[Australasian Veterinary Boards Council \(AVBC\)](#)



Special thanks to EcoDesign for graphic design