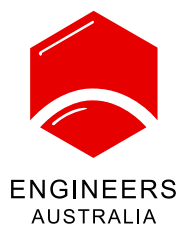




Attracting and retaining engineers from migrant backgrounds

Guide for employers



Queensland
Government

Foreword

People with the right skills are at the heart of any thriving Queensland industry. Queensland is leading the nation in job creation, creating many opportunities for Queenslanders. In the current tight labour market, it is critical we access all talent pools to meet current and future industry workforce needs.

Good people. Good jobs: Queensland Workforce Strategy 2022-2032 is a 10-year strategy to connect Queenslanders with the work they want and support employers to grow a stronger and more diverse workforce that can meet current and future workforce demands. Collaboration, innovation, and partnerships are essential to its success.

Facilitating economic participation opportunities for people from culturally and linguistically diverse backgrounds is a key focus of the Queensland Government's *Our story, our future multicultural policy*. Working together as a community to remove barriers, supports Queensland's ongoing prosperity and ensures everyone reaps the enormous benefits of our State's diversity.

Hon. Di Farmer MP

Minister for Employment and Small Business and Minister for Training and Skills Development

Hon. Leanne Linard MP

Minister for Children and Youth Justice and Minister for Multicultural Affairs

Queenslanders from migrant and refugee backgrounds with engineering qualifications and skills, working to the full scope of their skills, can make significant contributions to businesses and can provide an important part of the solution to workforce shortages currently being faced by the engineering sector.

Attracting and Retaining Engineers from Migrant Backgrounds: Guide for Employers provides information to assist employers consider alternative approaches to recruit and retain skilled migrant and refugee engineers, supporting businesses to access the workforce they need. The guide builds upon the Queensland Government's investment in supporting employment pathways for migrants and refugees through the Queensland Workforce Strategy.

This partnership with Engineers Australia and Consult Australia brings together knowledge and insights from industry, the non-government sector and government to support a prosperous and inclusive future for all Queenslanders.



Acknowledgement of Traditional Custodians

We respectfully acknowledge the continuing connections of Aboriginal and Torres Strait Islander peoples, the Traditional Owners and Custodians to the Ancestral Lands and Waterways of this country and recognise their connection to land, wind, water and community. We pay our respect to them, their cultures, and to Elders both past and present.

Message from Consult Australia and Engineers Australia – Queensland

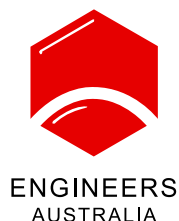
This guide is the product of a collaborative effort across the Queensland Government with Consult Australia and Engineers Australia, who joined together with the common goal of addressing skills shortages in the engineering sector.

Consult Australia, for over 70 years, is the sole association dedicated to the success of consulting businesses in design, advisory and engineering. Our members, ranging from Australia's most innovative small and medium sized firms to global corporations, deliver the solutions to the nation's most complex challenges helping shape, create and sustain our built and natural environment. Our vision is for a thriving, competitive consulting industry that supports a prosperous economy and better outcomes for our members' clients including for governments and the communities they serve. In 2022, Consult Australia's leading report, [Thinking Smarter About Skills](#), led industry advocacy to address current resource challenges facing businesses of all sizes, and highlighted opportunities to support employers in accessing the skills they urgently need.

Engineers Australia, the peak body for the engineering profession, provided valuable insights through their 2021 research report, [Barriers to Employment for Migrant Engineers](#), and their work with service providers to quantify the opportunity that informs this guide. Engineers Australia supports global talent and the engineering profession through its assessment and accreditation of skills and qualifications within the Australian market.

Extreme market capacity constraints, engineering skills and labour shortages necessitate that we work collaboratively with governments and industry to improve access to global and local skills.

To that end, Consult Australia and Engineers Australia are proud to partner in the development of this guide and continue our work together to support businesses attract and retain engineers from migrant and refugee backgrounds.



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About this guide

This guide aims to support employers to expand their potential employment pool by providing information and tips on how to tap into the skills, knowledge and experience of Queensland's extensive onshore migrant and refugee workforce.

It is focused on supporting engineering employers to attract, recruit and retain engineers from migrant and refugee backgrounds living in Queensland or willing to relocate to Queensland from interstate with existing qualifications, experience, and skills in engineering fields. The guide has been developed with significant input from industry representatives, engineering employers and migrant employment and support specialists. It has been developed as a partnership between industry and government.

Information provided is based on the opportunities and challenges identified on employment pathways for engineers from migrant and refugee backgrounds in Queensland. It includes the types of support available to attract and retain professionals in the workforce and, where necessary, support the recognition of overseas qualifications. Resources and links to industry and migration advisory services are provided to help employers connect to specific workforce assistance and tap into the potential of Queensland's migrant and refugee workforce.



The opportunity: Queensland's migrant and refugee workforce

Queensland is currently experiencing one of its tightest labour markets in recent history, with continued economic growth and job demand predicted in the coming years¹. Many industries are experiencing nationwide labour and skills shortages, including the engineering and infrastructure sectors. The next decade is forecast to see increased demand for a qualified engineering and technical workforce in Queensland, driven by significant forecast investment in infrastructure projects and changing workforce demographics. To meet this demand, employers will need to think differently and innovatively about workforce attraction and retention strategies.

Research² reveals an untapped skills potential among Queensland's migrant and refugee workforce, which is often underutilised. There are many skilled Queenslanders from migrant or refugee backgrounds who are not using the qualifications, skills or experience gained before arriving in Australia, including engineering qualifications and experience.

The untapped migrant and refugee workforce can be part of the solution to skill shortages currently being faced by Queensland businesses. With relatively low investment, people from migrant and refugee backgrounds can offer a viable workforce option which can positively contribute to individual businesses as well as contribute to building Queensland's workforce.



¹ Good People. Good Jobs: Queensland Workforce Strategy 2022-2032, August 2022

² Seizing the Opportunity: Making the Most of the Skills and Experience of Migrants and Refugees- Deloitte Access Economics



QUICK FACTS



Overseas-born engineers living in Australia make up

over 58%

of Australia's engineering workforce but have a higher rate of unemployment, take longer to find employment in engineering occupations, and are more likely to be underemployed than Australian-born engineers³.

Research in Queensland from 2018⁴ found a significant domestically available underutilised workforce:

49

in every 100 skilled migrants aren't using their skills or experience gained before arriving in Australia

Approximately

6,240

underutilised migrants and refugees had skills aligning with current skills shortages

Approximately

16%

of people with underutilised skills had an engineering field of study (which was 998 of those surveyed)



Census data shows on average migrants have a higher level of education than people born in Australia⁵.



Migrants and refugees often have a breadth of international experience and cultural perspectives that can strengthen and add value to a workplace⁶.



Domestically available migrant and refugee talent can be tapped through creating pathways into higher-level jobs – utilising skilled, dedicated, and resilient workers in related roles as they build their professional recognition in Australia is good for business.

³[Barriers to Employment for Migrant Engineers | Engineers Australia](#)

⁴[Seizing the Opportunity: Making the Most of the Skills and Experience of Migrants and Refugees](#)

⁵[Census reveals migrants tend to be more highly educated. So why do they find it harder to land jobs? - ABC News](#)

⁶www.refugeecouncil.org.au/what-works-report/2/

Attracting and retaining talent

Appendix 1 provides ideas and practical steps to strengthen employer support for attracting and retaining talent. Topics covered are:



Belonging in the workplace
Leading by example by creating an inclusive workplace culture



Technical skills
Providing opportunities and advice for developing and showcasing skills in an Australian context



Community linkages
Developing connections with local networks



Language development
Assisting through professional development opportunities, industry links or informal training



Health and wellbeing
Asking about preferred communication, social and cultural interests and specific services that may be required

Good for business

The advantages of a diverse workforce are well documented. Workforce diversity can bring new perspectives and connections, better teamwork and problem solving⁷, provides legitimacy to organisations, and often reflects the customer base.

Employers of choice are already sensitive to contemporary people and culture (human resource) practices. Attracting and retaining people from migrant, non-English speaking, or refugee backgrounds is part of usual respectful workforce practice.

Practical actions could include:

- Checking for conscious or unconscious bias in recruitment processes
- Avoiding tokenistic appointments of diverse candidates
- Using diverse hiring pathways, such as using non-traditional advertising, linking with networks, using techniques such as 'blind' applications, language support at interviews, and promoting flexible workplaces
- Offering professional development pathways when advertising roles.





Tapping into the skills of underemployed engineers

Engineers from migrant and refugee backgrounds bring global knowledge, allowing them to provide a valuable skillset and fresh perspective to a business. They provide varied industry experience and can offer a unique advantage for employers.

Employers can tap into these skills by looking to domestic labour markets for engineers from migrant or refugee backgrounds with pre-existing skills and experience in Queensland or interstate. In addition, employers can broaden their workforce attraction strategies to support candidates to realise their potential in their qualified profession in shorter timeframes.

Engineers who have arrived as migrants or refugees come with different backgrounds and qualifications. Some will already have Australian recognised qualifications to work in specific professional roles while others may benefit from undergoing a skills assessment process to reach their full professional potential.

Many overseas qualified engineers have been unable to access employment at a level matching their overseas qualifications due to lack of Australian work experience, local networks, and references and/or English language proficiency. As an employer, supporting professional development can assist in realising the potential of underemployed professionals sooner and assist to meet workforce demands.

Examples of professional development options identified by employers as beneficial include workplace buddy and peer support networks; industry specific short courses; English language exams and translation of key documents required for skills assessment; visa transition and industry membership fees; study leave; flexible work policies; on-job industry mentoring; and upskilling opportunities.

Where to start

While it is not essential for migrants to have their overseas qualifications assessed by a relevant industry assessing authority to work as a professional in Australia, a skills assessment outcome can assist employers in understanding the Australian qualification equivalent of overseas qualifications and to identify the most appropriate pathway to address any gaps in professional skills or experience.

For engineering professions, [Engineers Australia](#) is the assessing authority. In cases where mutual recognition of overseas qualifications does not exist, Engineers Australia undertakes an impartial, rigorous skills assessment process to determine if qualifications meet Australian professional standards and regulations. The applicant's formal qualifications, knowledge, and ability through breadth of professional experience including number of years, roles, leadership and decision-making authority, English language skills and personal attributes are all considered during the skills assessment process.

How to know if an engineer from a migrant or refugee background is ready and able to work in Australia?

If a skills assessment has been undertaken by the assessing authority - Engineers Australia, a skills assessment outcome letter will be issued stating the Australian occupational classification equivalent. A sample letter is at Appendix 2.

An engineer from a migrant or refugee background with a skills assessment outcome letter from Engineers Australia and a valid visa with work rights can demonstrate they are qualified and permitted to work in the engineering profession in Australia under Registered Professional Engineer of Queensland (RPEQ) supervision.

An employer can check visa work eligibility via the [Visa Entitlement Verification Online system \(VEVO\)](#) or by requesting candidates provide a copy of visa entitlements from VEVO showing work eligibility.



A note on international student graduates as potential employees:

Many international students who have recently graduated are eligible to apply for a temporary graduate visa which can provide up to four years to work in Australia with pathways to longer term stays. Some further information on employing international students and graduates can be found at: 2229 (ieaa.org.au).

Understanding overseas qualifications and the Australian equivalent

Overseas qualified engineers are assessed against three categories to ensure safe, technically capable, and proficient work practices. These are explained further in the table below.

Occupational classification* (as assessed by Engineers Australia)	Level of qualification	English language standards for applicants from non-English speaking countries	Perform to Australian Standard
Engineering Associate ('para-professional')	2-year Advanced Diploma or Associate Degree in Engineering	IELTS/TOEFL/PTE test or statement from employer	Yes – ready to employ for practical implementation Must work under the supervision of a RPEQ** (or only in accordance with a prescriptive standard)
Engineering Technologist	3-year Bachelor of Engineering Technology or Bachelor of Engineering Science degree	IELTS/TOEFL/PTE test or statement from employer	Yes – ready to employ as specialists in theory and practice of engineering technologies Must work under the supervision of a RPEQ** (or only in accordance with a prescriptive standard)
Professional Engineer	4-year Bachelor of Engineering degree or 5-year Engineering Master's	IELTS/TOEFL/PTE test or statement from employer	Yes – ready to employ as lead responsibility on engineering projects Must be an RPEQ** or work under the supervision of a RPEQ (or only in accordance with a prescriptive standard)

*Refer to role descriptions for information on competency at each level [eligibility_for_membership_guide_060916.pdf](#) (engineersaustralia.org.au)

**Individuals assessed as Professional Engineers wishing to carry out a professional engineering service in Queensland or for Queensland as specified in the Professional Engineers Act 2002 (PE Act) will need to meet additional requirements to become a Registered Professional Engineer of Queensland (RPEQ). This requirement also applies to locally trained engineers.

Where a migrant does not fully meet skills assessment criteria as a professional engineer or has not yet undergone a skills assessment process, there may be opportunity to employ that person as an associate or technologist and offer professional development to realise their skills potential over time. This can bring immediate benefit to your business and is a pathway to attaining the skills of highly experienced engineers.

Examples of pathways to meet skills assessment criteria for individuals who do not fully meet requirements are provided on page twelve below.

Attracting, recruiting, and supporting engineers from migrant or refugee backgrounds

How do I find skilled engineers from migrant or refugee backgrounds and who can assist to recruit and support?

Direct Recruitment Strategies

To reach skilled migrants, refugees or international student graduates, employers may consider specific recruitment strategies that increase visibility of opportunities within diverse communities and build your brand as an inclusive employer. This may include:

- Advertising for diverse candidates by stating opportunity availability to all visa types i.e., Australian citizens, permanent residents, and people on temporary visas
- Engaging directly with communities and associations, peak bodies, or specialised employment organisations connected with migrant and refugee jobseekers
- Participating in job expos or leading corporate volunteering initiatives to engage with engineers from migrant and refugee backgrounds
- Engaging with universities that have industry placement advisers to support international students link with potential employers.

Further strategies could be informed by speaking with industry bodies (such as Consult Australia, Engineers Australia) which support members to understand different pathways, or with other businesses about their experiences and successes in recruiting people from migrant or refugee backgrounds (e.g. through Chambers of Commerce).

Specialist advice

Specialist organisations with existing employment programs or community networks to support job seekers from migrant and refugee backgrounds can offer employers valuable advice. See list at Appendix 3.

Using Specialised Service Providers

Service providers that support job-matching, connections to community, mentoring, and workplace inclusion are contributors to successful employment outcomes. Available services can vary depending on established programs and industry needs and support can often be tailored to the needs of an employer or potential employees.

Examples of support could include:

- Partnering with industry on networking events and mentoring opportunities
- Working with employers to identify skills needs and match existing migrant skills to vacancies
- Preparing jobseekers for employment and, together with industry bodies, helping migrants navigate skills assessment or upskilling
- Providing on-the-job assistance to employers and employees during industry placements and induction periods
- Facilitating community connections for peer guidance and wellbeing support
- Sharing knowledge on environmental factors that may be impacting on an employee's community and work life, and advising on ways to support retention
- Designing diversity and inclusion programs and training.

CASE STUDY

Harpinder is from Amritsar, India. In 2018 she completed a Bachelor in Non-Medical (Physics, Chemistry, Mathematics) at the Women's College of Amritsar then moved to Australia alone to start the life that she had always dreamed. Harpinder continued her studies at the University of Southern Queensland (USQ) and in 2021 completed her Master of Information Systems.

Struggling to find a position in her field of expertise, Harpinder worked as a cashier and was on the verge of moving cities as she was having difficulty finding a professional role.

Harpinder was referred by a USQ Careers Counsellor to the Diverse Queensland Workforce Program – Agriculture, delivered by Growcom Australia and The Mulberry Project. The program assisted Harpinder to become work ready by

assisting her with interview preparation, mock interviews and reviewing of her professional profile. Harpinder also obtained her Queensland Drivers Licence, participated in leadership training and in networking opportunities offered as part of the program to assist with filling regional industry professional vacancies.

Harpinder said "I am glad that I connected with the Diverse Queensland Workforce Program, with their help I have started my career life. I am looking forward to working with the program in the future". Harpinder is now working with Heritage Bank and has confidence that this will lead her to her dream of working as a data analyst in a rural business. Heritage Bank's Area Branch Manager is now mentoring Harpinder to help her achieve her career goals.



Support available for employers and people from migrant or refugee backgrounds

In addition to specialised service providers, the following programs, initiatives, and information sources can support employers wishing to recruit engineers from migrant or refugee backgrounds.

Queensland Government programs and funding

- [The Diverse Queensland Workforce program](#) assists migrants, refugees, and international students into employment. For employers, connecting with funded organisations in specific locations across the state may assist to source suitable jobseekers.
- The [Overseas Qualification Unit](#) provides free general academic assessment that gives an indication of the general educational comparability in Australian terms.
- The Queensland Government also supports a [Queensland Student Hub Network](#) and the [Launch U program](#) which connects students, employers and education providers through different talent and employability experiences designed to build professional skills.

Assistance with skills assessment and addressing gaps in regulatory standards

Where a migrant engineer's skills assessment outcome does not meet practice requirements, a range of programs are available to help individuals meet regulatory standards. Some examples include:

- Online training courses and [micro credentials](#) to bridge skills gap between overseas and Australian practice e.g. technical language, regulatory standards, and technology
- [Virtual internships, industry placements and mentoring](#)
- [Professional development and education courses.](#)

Visa information

Skilled migrants and international student graduates residing in Queensland on temporary visas may be eligible for a pathway to permanent residency through state-nominated visas. Information on [The Migration Queensland Skilled Program](#) is available on the Migration Queensland webpage.

General information on visa conditions and pathways is available on the Department of Home Affairs website. Additionally, [registered migration agents and legal practitioners](#) can provide specialised immigration advice on pathways to permanent Australian residency for temporary residents.

An individual's visa type and conditions can be checked via the [online portal VEVO](#). Additional work and employer related visa information is provided in Appendix 4.





The Australian Government has introduced the Skills Assessment Pilots – Department of Employment and Workplace Relations, Australian Government (dewr.gov.au) to provide free fast-track skills assessment processes and assess employability for eligible migrants already in Australia that have skills, qualifications and/or experience relevant to a priority occupation. This includes engineering occupations. Employers can encourage interested migrants to apply for the fast-track process.

Regional areas

What works in regional areas to attract and retain engineers from migrant or refugee backgrounds?

Recruitment and retention of workers in regional areas can present challenges where there may be a lack of networks and specialist organisations. For smaller towns, there will be interest from potential employees in information about schools, health services, social activities, and facilities available in the region.

Employers in regional and remote areas have identified the following can be helpful:

- Recruitment strategies that offer pre-arrival support to find suitable housing and indicate willingness to provide visa sponsorship or support for those on temporary visas
- Preparing new employees for regional life by asking questions about social, cultural, and environmental factors that may help them settle in the workplace and community
- Facilitating local connections to community early in the arrival of new employees e.g. industry and social networks
- Helping accompanying spouses and family members to connect with services and employment
- Establish peer networks that build workplace connections both within the organisation and across industry in the region
- Linking with Council, Chambers of Commerce, and regional development agencies for guidance on skills and visa pathways.

CASE STUDY

A migrant's perspective

John and Claire arrived in Brisbane from China in September 2018. John, a qualified engineer, initially sought suitable professional employment in Brisbane.

He quickly realised that while his engineering skills were comparable, he would need to improve his “work English” to be competitive in employment processes. A policy that focuses on developing residents’ skills and providing employment opportunities rather than relying on FIFO workers helped John gain employment at a shire council in South West Queensland. John’s core skills and his desire to become part of the community were instrumental in receiving employment as a Civil Engineer and moving to South West Queensland.

A regional council's perspective

For a shire council in South West Queensland, recruiting based on a combination of skills and a candidate’s willingness to fit into the workplace and the broader community is imperative. John was employed at the council because he had the required skills and interest in various aspects of community life, such as horse riding. “To us, this indicated his willingness and intention to become fully immersed in the outback experience”. (Council representative)

Communication has been one of the critical challenges for John and the council staff. John has had to learn the idioms of English in the workplace and the slang and phrases used by the community. Staff have had to learn to be more mindful of pace and word selection when working with John. Council executives encouraged staff to “have a go” and to use language translation apps. These measures ensured that, despite some difficulties, all parties overcame these obstacles, often with humour.

The combination of John’s attitude, an eagerness to learn and connect, and the local council’s support of the whole person, not only the employee, has worked to make his settlement in the community a positive experience for all.



Appendix 1

Attracting and Retaining Talent – Tips for Employee Workplace Support

→ Belonging in the workplace

- Lead by example by creating a culture of welcome, inclusive language and actions.
- Introduce a buddy or mentor program for extra guidance and support in the induction period.
- Establish peer networks to build workplace connections and support for people with similar lived experience.
- Provide diversity and inclusion training to prepare existing staff for new arrivals from diverse backgrounds.

→ Technical skills

- Provide professional development opportunities that enable upskilling and shadowing in the workplace to build understanding of Australian workplace operations, regulations and culture.
- Inform employees about how to access professional advice from industry networks and fund membership where there are financial barriers to participate i.e. Engineers Australia.
- Onboarding programs that include language and technical support, knowledge sharing that showcase overseas experience, integration with local industry community and adaptation to Australian standards.
- Co-develop goals for career advancement that best utilise prior skills and offers long-term employment/education opportunities (which may include support for permanent visa pathways).
- Establish internal mentoring program or cross-sector professional networking opportunities to enable career advancement.

→ Community linkages

- Inform new employees about local services and facilitate links to community associations and networks in your local region.
- Many small towns do not have specialist providers and other organisations will act as community connectors e.g. Rotary Club, Country Women's Association, Sporting and Recreation Clubs, Welcoming Networks. Links to the local community as well as external specialist providers may be valuable.

→ Language development

- Provide professional development opportunities to improve language skills. This could include employee-selected training courses, exams for skills recognition, study leave, peer learning networks facilitated in work hours.
- Link employees to industry member bodies, local institutions and libraries that offer short courses on industry specific language, exam preparation or conversational English.

→ Health and wellbeing

- Inform all employees about how to utilise interpreting services to enhance workplace engagement and proactively mitigate any miscommunications. Ask your employee on their preferred way to communicate on challenging matters.
- Ask early questions in job commencement planning about social, cultural and environmental factors that may help potential employee and their partner/family settle in the workplace and community, particularly if the role involves relocation to a regional area. This may include housing, schools, health, transport, language, culture and social activities.
- Help employees connect with specific services if needed e.g. migration advice, [World Wellness Centre](#).

Useful resources and links

- [Barriers to employment for migrant engineers – Research report \(engineersaustralia.org.au\)](#)
- [Thinking Smarter About Skills \(consultaustralia.com.au\)](#)
- [An employer's guide to working with refugees \(homeaffairs.gov.au\)](#)
- [A Guide for Employers: Supporting access to employment for people from a refugee or asylum-seeking background \(Deakin University\)](#)
- [Pathways-to-Employment-for-Social-Inclusion-Health-Wellbeing-for-Women-from-Refugee-Backgrounds_2022 \(Flinders University\)](#)
- [SBS's Cultural Competency Program – online cultural awareness training.](#)
- [Diversity Council of Australia](#)
- [Queensland Multicultural Resource Directory – a listing of key organisations with multicultural community focus in Queensland](#)
- [Good people, Good jobs: Queensland Workforce Strategy 2022-2032 – The Queensland Government's 10-year Strategy to strengthen Queensland's workforce](#)
- [Employing international students and graduates. Information and guidelines for employers](#)

Appendix 2

Sample Skills Assessment Letter

EA ID:

Application ID:



ENGINEERS
AUSTRALIA

18 September 2022

Dear

Thank you for your **Migration Skills Assessment Accredited Qualification** application. Engineers Australia is pleased to advise that your qualification from the following institution:

<u>Institution</u>	<u>Completed/Awarded</u>	<u>Date</u>
Cardiff University	Completed	June 2018

meets the current requirement for the following occupation:

<u>Occupational Classification</u>	<u>ANZSCO Skill Level</u>	<u>Occupation</u>	<u>ANZSCO Code</u>	<u>Date</u>
Professional Engineer	Skill Level 1	Civil Engineer	233211	June 2018

Highest Relevant Qualification

Your qualification obtained from the below institution has been assessed as comparable to the listed Australian Qualification Framework (AQF) level for the purposes of awarding points under the General Skilled Migration points test:

<u>Institution</u>	<u>Completed / Awarded</u>	<u>Date</u>	<u>AQF Level</u>
Cardiff University	Completed	June 2018	Bachelor Degree

Yours sincerely,

Steve Nassar

Appendix 3

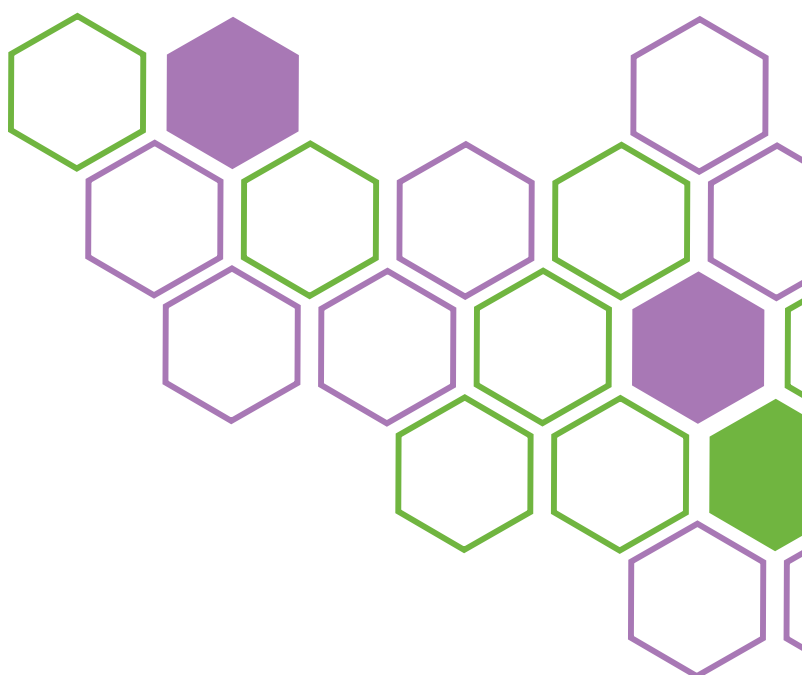
Community and Specialist Organisations

The below organisations can assist with recruitment and employment support:

<u>Organisation</u>	<u>Details of Service</u>	<u>Contact details</u>
Diverse Queensland Workforce Program providers	Local not-for-profit organisations funded in key locations to provide one-stop-shop or hub that offers client-centred services to increase employment opportunities for work ready migrants, refugees, and international students.	www.desbt.qld.gov.au/training/future-skills-fund/diverse-qld-workforce
CareerSeekers	Provides three-month paid internships for humanitarian entrants that are mid-career professionals looking to find work in their fields and university students.	careerseekers.org.au
HOST International	Provides an employment preparation and matching service for recently arrived refugees.	Australia HOST International
Regional Opportunities Australia (ROA)	ROA identifies regional areas that have employment and lifestyle opportunities. It also identifies migrants and refugees who are willing to relocate to regional communities for these opportunities. ROA supports employment readiness and planning for relocation and integration to new communities. ROA can also assist local organisations and councils to support the successful settlement of newcomers.	www.roa.org.au/
Australian Red Cross	Provides an employment matching service for refugees and asylum seekers.	www.redcross.org.au/act/help-refugees/hire-refugees-and-asylum-seekers/
Access Community Services	Provides an employment matching service for migrants and refugees.	www.accesscommunity.org.au/employment_training
Multicultural Australia	Provides an employment matching service for migrants and refugees.	Employment, Skills and Training - MDA 2019 (multiculturalaustralia.org.au)
Community Corporate	Provides an employment matching service for migrants and refugees and an online talent platform.	communitycorporate.com.au/what-we-do/

The below organisations can assist with general advice on engaging with diverse communities:

Organisation	Details of Service	Contact Details
Ethnic Communities Council of Queensland	ECCQ is regarded as the peak organisation within the multicultural sector in Queensland. ECCQ supports social and economic participation for all Queenslanders through strengthening community associations, delivering leadership training, creating employment pathways, and raising awareness of the benefits of cultural diversity.	https://eccq.com.au/
Community Action for a Multicultural Society (CAMS)	Locally based organisations that deliver economic and social inclusion outcomes for people from culturally and linguistically diverse backgrounds.	https://www.cyjma.qld.gov.au/multicultural-affairs/programs-initiatives/community-action-multicultural-society-cams-program



Appendix 4

Work and Employer Related Visa Information

Please refer to the Department of Home Affairs' website for the most up-to-date information.

Business Sponsorship		
Standard Business Sponsor (SBS)	If you are a Standard Business Sponsor, you can sponsor someone to work for you on a Temporary Skill Shortage visa (TSS) (subclass 482) or Skilled Employer Sponsored Regional (Provisional) visa (subclass 494). Sponsorship is valid for 5 years from the date of approval.	Become a sponsor Standard business sponsor (homeaffairs.gov.au)
Accredited Sponsor	If you have an approved SBS, you can apply for accredited status. With an accredited status, in addition to the benefits of the SBS, you will receive priority when the associated subclass 482 or subclass 494 visa is processed.	Sponsoring skilled workers Accredited sponsor (homeaffairs.gov.au)
Labour Market Testing	Labour market testing (LMT) generally involves advertising the position in Australia. How and when you test the labour market, and what proof we require, will depend on which stream you are nominating under.	Labour market testing (homeaffairs.gov.au)

Skilled Visas (Employer Nomination required)		
Temporary Skill Shortage visa (subclass 482)	This temporary visa lets an employer sponsor a suitably skilled worker to fill a position they can't find a suitably skilled Australian to fill. You must be nominated by an Australian employer whose business is actively and lawfully operating (see Standard Business Sponsor for more information for employers).	Temporary Skill Shortage visa (subclass 482) (homeaffairs.gov.au)
Skilled Employer Sponsored Regional (Provisional) visa (subclass 494)	This visa enables regional employers to address identified labour shortages within their region by sponsoring skilled workers where employers can't source an appropriately skilled Australian worker. You must be nominated by an Australian employer whose business is actively and lawfully operating (see Standard Business Sponsor for more information for employers). This is a temporary visa, with a streamlined pathway to permanent residency.	Skilled Employer Sponsored Regional (Provisional) visa (subclass 494) (homeaffairs.gov.au)
Employer Nomination Scheme visa (subclass 186)	This visa lets skilled workers, who are nominated by their employer, live and work in Australia permanently. You must be nominated by an Australian employer whose business is actively and lawfully operating.	Employer Nomination Scheme (subclass 186) visa (homeaffairs.gov.au)

Labour Agreements		
Labour Agreements	Labour agreements are developed between the Australian Government (represented by the Department) and employers. They are generally in effect for five years and enable approved businesses to sponsor skilled overseas workers when there is a demonstrated need that cannot be met in the Australian labour market and where standard temporary or permanent visa programs are not available.	Labour agreements (homeaffairs.gov.au)
Industry Labour Agreements	These are agreements for a specific industry with fixed terms and conditions. Your industry must show ongoing labour shortages and extensive consultation within the industry.	Industry labour agreements (homeaffairs.gov.au)
Company Specific Labour Agreements	The company-specific labour agreement is for an employer where: a genuine skills need is not already covered by an industry labour agreement; a Designated Area Migration Agreement (DAMA) or project agreement is not in place; the occupation(s) in shortage are not already available under the standard skilled visa programs (on the combined list of eligible skilled occupations) – unless a strong and compelling business case has been provided.	Company specific labour agreements (homeaffairs.gov.au)

Other Useful Links		
Skilled Occupation List	The skilled occupation list (SOL) summarises the occupations Australia needs to fill skill shortages.	Skilled occupation list (homeaffairs.gov.au)
Global Visa Processing Times	Processing times are available for most visa products but will exclude some. These include visas closed to new entrants, visas subject to capping and queueing, or those which have a low volume of applications. Global visa processing times are updated monthly.	Global visa processing times (homeaffairs.gov.au)
Current Processing Priorities	Skilled migration visa applications are processed according to government policy priorities, which are outlined in the Ministerial Directions.	Skilled visa processing priorities (homeaffairs.gov.au)
Priority Migration Skilled Occupation List	The Priority Migration Skilled Occupation List (PMSOL) identifies 44 occupations which fill critical skills needs to support Australia's economic recovery from COVID-19. Employer sponsored nomination and visa applications with an occupation on the PMSOL will be given priority processing.	Priority Migration Skilled Occupation List (homeaffairs.gov.au)

