Lower North Shore
Migrant Employment Guide
Welcome,

Congratulations on migrating to Australia and choosing to settle on the lower north shore of Sydney. It is a wonderful place to live and we hope you are able to settle in quickly and enjoy the many attractions the area has to offer. We recognise the importance of getting a job and so this guide has been written to help migrants from non-English speaking backgrounds to find a job. It is full of practical tips to help you understand the steps involved in finding a job in Australia. It includes contact details for local services which can help you with your job search and provides links to useful websites for more information.

This guide is currently available in English only. We hope to translate this document into other languages in the near future. In the meantime, we ask for your patience and, as an alternative, invite you to ask a friend or relative to assist you with understanding this document.

The guide has been written by the Lower North Shore Multicultural Network. We would love to hear your feedback to improve future versions of this guide. You can contact us at council@northsydney.nsw.gov.au or ring (02) 9936 8100 and ask to speak to the Social Planner.

We hope you find our guide helpful.

Good luck in your job search.
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1. Important Things You Need To Know

Before you start your search for a job, here are a few things you need to know which will help.

First the good news. The good news is that the vast majority of migrants who are looking for work, do find work. However, it is important to recognise that in some cases, it can take time. The more prepared you are for your job search, the better your chances will be of finding a job quickly.

The Importance of English

Your ability to find a job is affected by how well you can speak, read and write English so it is very important to practise your English language skills from the moment you arrive. The better your English language skills, the more job opportunities you will be able to apply for.

Tips to Improve Your English

1. Adult Migrant English Program (AMEP)
   Provides free English language courses to eligible migrants. For more info visit: http://www.industry.gov.au/skills/LiteracyAndNumeracy/AdultMigrantEnglishProgram/Pages/default.aspx
   www.nsi.edu.au/amep
   See ‘Where to get help’ section (page 22) for other programs that can help you with English and jobseeking.

2. Volunteer
   Volunteering is a great way to develop your English skills and we know from experience that it is also a great way to find a job – so give volunteering a go.
   Find out more at:
   Lower North Shore Community Volunteer Service Phone: 9777 7815
   Go volunteer www.govolunteer.com.au
   The Centre for Volunteering www.volunteering.com.au

3. 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.
Starting Over & Changing Career Paths

It is important to explore all opportunities when looking for your first job in Australia. It is not always possible to continue to work in the same role you held in your home country. Your qualifications may not be recognised in Australia. The process to have your overseas qualifications recognised can be expensive and can take up to 4 months. Sometimes, you will have to complete further study to have your qualifications recognised. You need to consider all this when exploring your job options.

Know Your Rights

An information booklet has been produced by the Department of Immigration and Border Protection to assist workers from overseas to know their rights and help reduce the incidence of exploitation. The information booklet entitled “Your rights and obligations – immigration facts for workers” covers basic protections and entitlements, work rights, visa choices, employer obligations and using a migration agent for overseas workers.

The booklet is available in several languages and can be found here: www.immi.gov.au/skilled/rights-obligations-workers.htm

Help Is Available

There are many organisations which can help you with different stages of your job search. There are government agencies, not-for profit community organisations and private (for-profit) providers. In the first instance, we recommend you speak to and understand what government services are available as many of these are offered free to eligible migrants. The Department of Immigration and Border Protection is a good place to start: www.immi.gov.au

Most importantly, you need to evaluate your own unique circumstances and determine what is best for you.

Success Story – Helen Shao

“Tough times never last, tough people always do”

I arrived in Australia in the late 1980’s on a humanitarian visa, on my own and with only US$40. I was a political refugee in danger of being killed by the Chinese government for my involvement in the Tiananmen Square protests. I was in my mid-20’s and had to leave my infant son and husband in order to immigrate to Australia.

When I arrived in Canberra I could not speak English and had no money. I had been highly educated in China, completing a Masters in Pure Mathematics from Tianjin University and became a lecturer at the University in Finance and Economics.

I needed a job and I needed to learn English. I enrolled in an English course and worked as a cleaner, then as a kitchen hand, and later in a nursing home in personal care. I found these jobs to be most appropriate due to my lack of English skills. Within 6 months of my arrival I got a scholarship to study a PhD in Applied Finance at the Australian National University. I continued to work at the nursing home, improved my English, and finally had the joy of being reunited with my husband and son.
In 1994 I completed my PhD and got a job working as a Treasury Analyst for Citibank. My ability to secure employment in my chosen career was a combination of determination, gaining local work experience, learning English and striving to be better than anyone else. I recall perfecting my English language skills by speaking out loud in front of the mirror and by mixing with local Australians.

I have been a Lane Cove resident for 20 years. My son went to Lane Cove Public School, my friends and family live in Lane Cove, and in the last 2 years I have opened a small business in Lane Cove – MLC Advice.

My passion for helping people and unleashing their potential has also led me to develop a successful business venture, Renovate You. Based on this model I have worked with Lane Cove Council to develop a Seniors Assistance Program for Seniors Week 2014. I am now one of the elected directors of Lane Cove Alive, and I am the Treasurer of FITT which is a not-for-profit organisation promoting the interests of women working in the IT and Communications Technology in Australia.
2. Getting started
Before you start looking for a job, we suggest you complete these 4 steps:

Step 1  Check your Visa
You may or may not have the right to work in Australia. Please check your visa conditions on the Immigration website [www.immi.gov.au](http://www.immi.gov.au) using the visa entitlement verification online service.

Step 2  Translate your Qualifications
If you have qualifications from overseas, you may be eligible for free translation of your qualifications and other documents.


Step 3  Recognition of Skills and Getting a NSW Drivers License

Some jobs may also require you to have a NSW Driver’s License: [www.rms.nsw.gov.au/licensing/gettinglicence/](http://www.rms.nsw.gov.au/licensing/gettinglicence/)

Step 4  Check Eligibility for Centrelink Payments
Soon after your arrival, check with Centrelink to see if you are eligible for any financial support. You may be eligible for support if you are looking for work, are completing approved studies, or if you have a disability.

To check if you are eligible, telephone 131 202 (multilingual line) and speak to someone in your language; visit the website [www.humanservices.gov.au/customer/dhs/centrelink](http://www.humanservices.gov.au/customer/dhs/centrelink); or visit your local office:

Centrelink Chatswood at 56-64 Archer St, Chatswood.

Success Story – James Kim

“Networking is key - tell everyone you are looking for a job”

My wife and I were granted a permanent skilled migrant visa and moved to Sydney in December 2012. Previously, I worked as a computer programmer in Korea, and then in Japan for 7 years, where I met my wife. I worked very long hours and when my wife fell pregnant I wanted a better lifestyle for me and my family. Australia seemed like the right option for us.
When I arrived, my wife was five months pregnant and I did not have a job. I used seek.com.au to apply for 100 jobs, but did not receive a single response. I thought the job search would be easy, but by February, with my wife seven months pregnant, I still did not have work.

One day my wife walked past the Northside Baptist Church in Crows Nest and joined the Japanese-speaking service. Here we found out about the English conversation classes at the Crows Nest Centre and we increased our networks in the church and in the community. I attended SkillMax at the Northern Sydney Institute, part of TAFE NSW, St Leonards Campus, where I learned how to write a resume and apply for jobs ‘the Australian way’.

At the church I told everyone I was looking for work and by March 2013 a friend of a friend was looking for a Technical Support Officer to work for a multinational company. I got the job which was a temporary role for three months. I realigned my skills and got training on the job in this new role.

In June, another friend of a friend was looking for someone that could speak Japanese and English as a Technical Support Officer for another multinational company. This was a permanent role and exactly what I had been looking for. I continue to work at the company where I feel secure but I also have the opportunity to continue practising my English. My beautiful daughter is now a year old.
3. How to find jobs

The Australian job market may be challenging to navigate if you are new to the country. Unlike many overseas job markets, many jobs in Australia, and particularly in Sydney, are advertised by third party agents known as ‘recruiters’ or ‘recruitment agencies’. There are many recruitment agencies in Australia who manage the hiring and human resources administrative processes on behalf of the companies or firms they work for.

Where are the jobs located in Sydney?

There are several work districts within the Sydney Central Business District (CBD) and surroundings. A few with a high density of jobs are:

- Sydney CBD: where most of the banks and large businesses are located. Luckily, the CBD is very accessible from North Sydney. There are trains and buses that run regularly that will take you into the CBD within 15 minutes.
- North Sydney: this is the fourth largest business district in Australia. There are many insurance, recruitment firms, information technology companies and advertising agencies located within North Sydney.
- Chatswood: has 2 large shopping malls which employ large numbers of retail workers.
- 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.
- Macquarie Park: is located to the west of the lower north shore and is accessible by public transport. Large companies such as Telstra, L’Oréal, Hitachi, Fujitsu, Sony and many others, have their headquarters in the Macquarie Park area.

What are the biggest Australian companies?

A good place to start to identify large companies in Australia is the Australian Stock Exchange (ASX), which is the local equivalent of New York Stock Exchange (NYSE).

The ASX can be found here: www.asx.com.au.

Note that not all large companies are public, so you may need to refer to the Australian Chamber of Commerce and Industry to get a more exhaustive listing, found here: www.acci.asn.au.

Once you have identified the large companies in Australia operating within an industry you are interested in working in, check out the company’s website. Most of the time, these websites 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.
Professional Associations in Sydney

Among the networks you should consider are the Australian professional bodies in charge of assessing professionals in your field. For example, CPA Australia (Certified Practising Accountant) is the largest certifying body for accountants. You can join them as a member ([www.cpaaustralia.com.au](http://www.cpaaustralia.com.au)) and become a CPA, which demonstrates that you meet the Australian standards for accountancy.

Obtaining your certification or getting your academic and professional experience recognised by the certifying body for your profession is beneficial to building your Australian resume.

Some of the professional associations offer professional membership where you can benefit from invitations to networking functions and their job listings. The membership fees for Australian professional associations are approximately $500 per year.


Consulates and Chambers of Commerce in Sydney

One of the first places migrants can consider for professional networking is their own community and a good starting point is to go to their local consulate or embassy. Depending on the size of the community, there could be other government bodies that are also in the city, trying to help companies from your country to expand locally. For example, France has a French Australian Chamber of Commerce and Industry representative in every major Australian city. They can help French businesses to establish in Australia and Australian companies to establish in France. They also organise professional networking events and have professional memberships you can subscribe to.

Recruitment Agencies

Most recruitment agencies advertise their job offers on [www.seek.com.au](http://www.seek.com.au). However, it may be worthwhile to register as a candidate on the recruitment agencies’ websites to ensure that you come up on their internal searches.

There are many boutique recruiters who specialise in particular industries such as finance, insurance, media or healthcare. The following recruitment agencies are some of the largest in Australia.

Be aware that recruiters are working for their client companies. As such, they are not working to find you a job, rather they are working to place you in jobs they have received from their clients.

When working with recruiters, please remember the following tips:

- Do not hesitate to call the recruiters when you see a role you are interested in. The direct landline or mobile is frequently provided with the job offer. It can help you to get the recruitment consultant to open your resume while talking to you.
- If you are looking for a work sponsored visa (subclass 457), recruiters may not be able to help you. Employers who are looking to pay a recruiter are oftentimes not willing to pay for a 457 visa.
- Ask to meet a consultant of the agency face to face even if they have no job applications with the particular agency. It always helps to put a face to a name.
- Ask for feedback. Recruitment agencies do not necessarily correct and recommend amendments to resumes that do not fit the Australian format. Get regular reviews, especially for English spelling and grammar.
- If you tick three boxes out of five, it still pays to submit your resume, as recruiters know the ideal candidate may not exist. Note that some other jobs may be in the pipeline and are not yet published. Your profile might be suitable for other jobs, plus you will enter their database.
- 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. First of all, if the recruitment agent is paid a percentage, it would not work in their favour and they would rather push your salary up. For free salary surveys by city and industry, refer to [www.hays.com.au/salary-guide/](http://www.hays.com.au/salary-guide/). Secondly, the Government has a minimum threshold for salaries. Refer to [www.immi.gov.au](http://www.immi.gov.au) for more details.
- Regularly keep in touch with recruitment agencies as they will not know if you are still active in the market or not.

**Online Job Boards**

While 80% of people get their jobs through friends and networking, a growing number are finding that online job boards work well. Some popular job boards are:


There are also job boards for government jobs, however many Australian government jobs will only consider Australian citizens or sometimes permanent residents.
Newspapers

Another source of jobs is the various newspapers available in Sydney. Some papers are available daily, others are weekly. The daily papers often feature jobs for specific industries on specific days (e.g. the Sydney Morning Herald features local government jobs on Wednesdays). There are often larger job sections in the weekend papers. Check out the following newspapers:

- Sydney Morning Herald (daily)
- Daily Telegraph (daily)
- The Australian (daily)
- Mosman Daily (weekly)
- North Shore Times (weekly)

LinkedIn is Becoming an Online Resume

LinkedIn [www.linkedin.com](http://www.linkedin.com) is widely used by recruitment agencies. Make your resume consistent with your LinkedIn profile. As this is a professional networking website, it is fairly safe and worthwhile putting your free profile on it, and you can configure your profile to be private if you are concerned about your privacy.

You should feel free to add professionals you have met to your LinkedIn network. As you grow your network, you will gain access to the profiles of more professionals on LinkedIn. Most of the time, recruiters are willing to be connected with potential candidates because they are always looking to expand their professional networks.

Make sure you add keywords related to your profession to your profile. Recruiters will look up candidates by keywords. Make sure you capture most of the keywords associated with the jobs you’re looking for.

Join LinkedIn groups which are relevant to your industry and core skills, add Australian standards if you hold an equivalence and ask to be introduced to people who are working in your targeted companies if you have contacts in common.

Most people are happy to forward an introduction as long as it is asked politely and you are specific with what you are looking to get out of the introduction.

Success Story – Eda Utku

“I find that the more I do, the less time I have for worrying”

I worked as a public relations assistant at the American Consulate in Istanbul for 7 years before I resigned (shortly after meeting President Obama for five seconds) in order to take on the challenges of building a career in the private sector.

For the past three years I have been living in Sydney. I originally came to Sydney for a visit with my brother, who is an Australian citizen, and ended up staying when I met my Australian partner. We moved to North Sydney about a year ago and are both very happy in this community.
I found my first role in Sydney through the Toastmasters organisation, whose aim is to help people overcome their fear of public speaking. With their help I started my marketing career as a writer and online marketer for a small mortgage broking business.

I found other local roles through making friends and expanding my network. I am a huge believer in the power of LinkedIn, and can see the benefits of Seek if one uses these networks diligently and you follow up with phone calls to build relationships with prospective employers.

My next challenge is to find a role as an account manager in the media/advertising industry.

I have a great passion for digital marketing and writing. Bringing my passions together, I administer the online community, www.NeedHelpWriteNow.com to introduce the works of writers from the North Shore. I am grateful for the volunteer opportunities in the community and the volunteers in settlement services who help newcomers in the area find suitable employment.

What I love most about living in the lower north shore is that there is never a shortage of community and business activities and meet-ups. I alway find myself inspired by the community events, markets and the amazing people who are a part of this community.
4. You’ve found the job you like, now what

Once you have found the job you like, scan the job advertisement for key words. These will highlight the skills, attributes and experience the employer is looking for.

Before you begin applying for the 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.

1. Tailoring your Resume

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

A resume should clearly display your name, address and phone number. Consider putting your name in the page header so it appears on each page. You are not obliged to put your date of birth and in Australia, a photograph of yourself is not required.

A resume should have your work experience listed in chronological order starting with your most recent experience. Remember you only have 2-3 pages so there is no need to include experience that is not relevant to the position you are applying for.

Some employers may get 100+ applications for one job. To short-list the candidates some employers will scan your resume and application for key words. Make sure that your resume has the key words they are looking for.

**Hint:** Check for grammar and spelling mistakes. If you are not sure ask someone you know to have a look at it.


2. Cover Letter

A cover letter is a letter to the employer introducing yourself, your skills and experience, and how your experience matches the job description. It is an opportunity for you to make a lasting first impression.

**Hint:** Rewrite your cover letter for all applications and ensure it has the relevant key words that the advertisement is asking for.


3. Selection Criteria

Selection criteria is a list of specific skills, knowledge and experience the employer sees as essential to the position you are applying for. Selection criteria are separate to the job description.

Selection criteria will either ask you for demonstrated: knowledge, experience or capacity. You will need to provide an example (or two) to demonstrate this.
There are 2 types of selection criteria: Essential and Desirable. You have to demonstrate how you meet both types of criteria to be considered for the job but it is more important that you have good evidence for the essential criteria.

**Hint:** A good way to structure your answers is by using the STAR model:

1. **Situation**—What was the situation? Explain the context.
2. **Task**—What was the task you were faced with?
3. **Actions**—What action did you take?
4. **Results**—What were the results?


4. **Referees**

You are normally asked to provide the details (name, position, organisation, email & phone number) of 2 referees with your application. A referee is someone who knows you well who can comment on your ability to do the job you have applied for. Typically, one of these is expected to be your current or most recent manager. If you do not have any referees in Australia, it is ok to use referees from overseas. Make sure you have their up to date contact details so it is easy for the employer to contact them.

The employer will conduct a ‘referee check’ if they want to find out more about your suitability for the job. Make sure you have spoken to your referees and received their permission before you use them as a referee. It is also good practice to keep your referees informed of your progress so they are prepared to answer the questions about you when they are contacted.

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**Success Story – Julien Di Stefano**

“I wasn’t sure where to start until I found TAFE”

My name is Julien Di Stefano. I’m a 26-year-old French migrant who arrived in Sydney in 2012.

My wife and I met when I first came to Australia as a backpacker in 2009. I stayed in Australia, working and travelling, until 2010. We got married in France when she was undertaking an exchange program close to where I lived. Back then, my English was quite good but my wife and I mostly spoke in French.

I earned a Master’s degree in Logistics and Supply Chain Management in France. My first intention when returning to Australia was to find a position in my domain and create a network which could help me achieve my goals.

As a new migrant, I was expecting to start working in any available position. I wasn’t sure where to start until I spoke to a teacher at the Northern Sydney Institute who guided me towards the right TAFE NSW course. When I was studying at TAFE, a typical day consisted of spending the morning practising English and the afternoon at my job research. I used my tea breaks to call recruitment agents and reply to opportunities on the internet.
After 3 weeks in Australia, I found a position as an Inventory Controller at a company which manufactures outdoor furniture such as drinking fountains, seats and benches. I feel very lucky to have found a position which relates to what I studied in France. After having worked in the company for less than 4 months, I was promoted and began managing my own team in the Procurement and Inventory Department.

I hope to help new migrants in Australia, as I know what it feels like to come to a new country which has a different language and culture.

I would like to thank everyone who gave me advice and my wife, family and friends for always supporting me.
5. Preparing for the job interview

If you have been successful in gaining an interview for the job, the employer will contact you (usually by phone) to establish a time for you to meet them. If you have not been contacted after the job closes, you may be unsuccessful or the interview process may not have begun. Feel free to call the employer to see what stage of the process they are up to.

1. Research the organisation

Prior to attending the interview, research the company. Most companies have a website.

Hint: Learn about the company from the website, as the first question may be “What do you know about our company?”

2. Arrive 15 minutes before the interview

Always be on time for the interview. Consider the time it will take by public transport or in traffic at that time of day. It is ideal to arrive 15 minutes before the interview.

Hint: Travel to the venue on another day before the interview. This will prevent you getting lost on the day.

3. Clothing

You should always dress professionally for your job interview. There is assistance available from the following agencies if you need some smart clothes:

Dress for Success (outfits for women) www.dressforsuccess.org/affiliate.aspx?sisid=134&pageid=1


You will need a referral from an organisation to get an appointment with these agencies. You can contact the agencies listed in Section 7, including TAFE NSW, Job Services Australia or the Crows Nest Centre (Settlement Services) to assist in the referral process.

4. Interview questions

There may be more than one person conducting the interview on the day. Feel free to ask the employer how many people will be interviewing you and a list of their names. This will give you an opportunity to research the people that are interviewing you.

Always re-read your application, the job description and the selection criteria prior to your interview. Be prepared to answer questions related specifically to them.

Sample interview questions can be found on: www.kellyservices.com.au/au/careers/my-career-centre/sample-job-interview-questions/#.UvhInKi4a70

Hint: To prepare, get a friend to ask you questions and practise, practise, practise.
5. Questions to ask

At the end of the interview you will be asked if you have any questions. It is always best to prepare 2 to 3 questions to ask, as this demonstrates your interest in the job. Questions can be found from your research on the website or they may just come to you during the interview process.

Also see: www.seek.com.au/jobs-resources/interview-questions

After the Interview

If you have been selected for an interview, it means you were shortlisted for the job and you are one of the top candidates for the role. After the interview, it is a good idea to go over the interview questions and to write down the answers you provided. This way, you can review how you might have come up with better answers should you have to prepare for any other interviews.

In Australian culture, it is considered polite to thank your interviewer for his or her time. This way you can also communicate that you are interested in the role. Jobs are often given to the people who best express their desire for the work. By taking a few minutes to send a thank you e-mail, you also have a chance to emphasise the strengths you can bring to the role.

After the first job interview, some employers may invite you for a second job interview. It is also common for employers to reach a decision on who to hire after the first job interview.

Normally, you will know within a week of interviewing whether you have been selected for a job. If you do not hear back in a week’s time, it is acceptable to follow up by phone to find out whether you are likely to be hired.

Remember, interviews are an opportunity to practice your interviewing skills and even if you are not successful on your first few attempts, do not give up. Keep practising. It is a good idea to ask your interviewer what you could have done better and why you were not given the role. Always get feedback to improve your skills.

It may also be a good idea to keep in touch with your interviewers on LinkedIn so you can find out if there are other roles in the company. It is not uncommon for job seekers to have a few unsuccessful job interviews with a particular company, until they land the role.

Persistence is the key. If you are really interested in working for a particular company, by all means keep in touch with them and remind yourself periodically as new roles arise. You might prove to be the perfect fit for future roles.

Success Story – Jose Quezada

“To be successful in your job search you must never give up and be very persistent”

My name is Jose Quezada and I am from Lima in Peru. I arrived in Australia in 2012. In Peru, I studied and worked in accounting for over 9 years. I was presented the opportunity to travel to Australia
with the idea of finding better job opportunities, studies and overall quality of life. At first it was difficult because of the differences in language and culture. Australia is a country of many migrants, all with different accents, so I made the decision to study English at the Northern Sydney Institute, part of TAFE NSW.

I enrolled in the AMEP program where I got my first 2 Certificates of Written and Spoken English, as well as a Certificate in Business Administration. These courses helped me lose the fear of speaking and expressing myself in English. The secret to losing my fear was to stop worrying about getting words wrong and just keep talking. I gradually gained confidence and began my third Certificate in Written and Spoken English. I learned how to write a resume and cover letter, and which words to use in interviews. I decided to find a job part-time so I could gain local experience and practice more English.

The most difficult part of finding work was the interview, not because I did not know what to say, but because my prospective boss could not understand me. He was also a migrant but because he had the same situation when he came to Australia, he offered me the opportunity to test as an assistant accountant. I gave all my effort into the job and stayed with it until now.

As this job only allowed me to work two days a week, I decided to find a company in community support for a job in aged care, where I am now working 3 days per week as a care worker. I also work weekends at McDonalds, which is also casual, so I have 3 jobs at the moment.

I hope that my experience can help others in their job search and inspire them to not give up and persist so that they will be able to get what they want. Good luck!!!
6. You’ve got the job, now what?

If you were successful in your interview, the organisation will contact you and offer you the job. Make sure you are happy with the conditions of the job (such as the salary) and ask any questions if you are unsure.

In all Australian workplaces, all people are to be treated equally and it is against the law to be treated differently from anybody else due to a person’s race, ethnicity or country of origin, their age, gender, marital status or disability, or their political or religious beliefs.

The Australian workplace may appear to be informal and workers are able to talk on an equal basis with their superiors. It is important to remember that there are clear lines of authority and decision making in a workplace and that all workers should be treated with respect, regardless of their position.

Many workplaces have a Human Resources section. Human Resources are responsible for supporting employees to do their work – they organise training, help with problems, set the staff related policies and procedures and help you to understand the work culture.

On your first day

Your employer should provide you with a contract or ‘letter of offer’ that they will ask you to read and sign. This will outline the terms and conditions of your employment between you and your employer. The employer will give you a copy of this document to keep.

On your first day you will be given other paperwork to complete. This will include

- Superannuation form – superannuation is a savings program that helps workers to have money to live on when they retire. Employers are required by law to contribute to an employee’s super fund – it is known as the Employer Superannuation Guarantee contribution

- Tax Declaration Form – all employees are required to pay tax on their income when it reaches a certain amount – this form entitles your employer to take out tax on your behalf. The Australian tax year runs from 1 July to 30 June. After 1 July all employees are required by law to lodge a tax return each year containing the details of what they have earnt and the tax they have paid. For more information about superannuation and Australia’s taxation system visit www.ato.gov.au

- Banking details – you will need to provide your employer with details of your bank account so they can transfer your pay into your account

- Proof of identity – your employer may ask you to bring in documents to prove your identity and qualifications such as passport, birth certificate, citizen certificate, driver’s license, visa,
degree and certificate qualifications. Your employer will make a copy and return the originals to you.

- Emergency contact details - in case there is a need for your employer to contact your family or friends if you have an accident at work.

The organisation may have an orientation or induction to help you understand the workplace and your responsibilities. Some of the things in an orientation or induction include:

- Introductions to your managers, colleagues, human resources staff, payroll, first aid officers and fire wardens.
- Information about access to buildings and use of the computer systems.
- Dress code - most workplaces have a dress code which may or may not be written in formal guidelines. Ask your employer if there is a dress code you need to conform to. Some workplaces may use uniforms which the employer may provide or which you will have to purchase.
- A workplace tour – this may include your office or work station, print room, lunch room, kitchen, toilets, exits and fire exits.
- Pay information – rate of pay, time and method, how to do time sheets.
- Stationery – where to get it from.
- Clarification about your job, your duties, scope of job and who you report to, your team members, confidentiality.
- Performance reviews and work plans.
- Timekeeping – who to tell when you are unwell and need to stay at home, start and finish times, lunch breaks.
- Ethics including Equal Employment Opportunities (EEO), Work Health and Safety (WHS) and Equity and Diversity Principles and Practices.
- Social Club - some work places have a Social Club where they organise events and outings for staff. This may cost a few dollars a week and can be a good place to meet and get to know new people.
- Organisational structure of the organisation.
- Grievance Procedures and Disciplinary Procedures.
- Safety procedures.
- Lunch - most work places have some form of kitchen or lunch room where their employees can prepare and eat their lunch. It is a good idea to pack your lunch each day and store it in the fridge. Often workplaces will have a microwave for heating up food.

Social Customs
There are very few social customs which apply only in Australia. While English is Australia’s national language there are certain words and expressions that have become regarded as uniquely Australian through common usage called ‘slang’ which can be confusing. If you are unsure of what someone means by their words or actions it is important to ask that person or a friend what they mean by it. For more information about Australian slang go to www.australia.gov.au/about-australia/australian-story/austn-slang
Success Story - Yuri Tazunoki

“If you are looking for a job, I recommend that you take anything you can find at first and gain some confidence”

I am proud to share my story with you. As you read this, know that everyone has the same opportunity to improve their English with the Adult Migrant English program (AMEP).

When I moved to Sydney, I did not understand Australian culture, geography, or politics, and did not know a word of English. I did not have any friends or the confidence to do anything for myself. AMEP changed all of that.

In the beginning, I went to the Northern Sydney Institute, St Leonards Campus. I started with Certificate 3 in Spoken & Written English, a full time class. I had two very good teachers, Sarah and Justine, and I met some very friendly classmates. I enjoyed attending this class every day. One of my classmates recommended that I join a pronunciation class on Tuesday night. The class was very helpful for learning and speaking English. Our teacher, Rosemary, required us to record our voice as homework, which has been very helpful for learning to speak English.

I also have a volunteer home tutor, Stephanie, who has taught me about Australian culture. Stephanie also works in a media company. When I started working with her, I had found a job with a Japanese media company here in Sydney. I worked as a sales account executive, selling advertising on our website which is quite popular in Japanese society. Most Japanese people who live in Sydney visit this site every day to look for any information about schools, doctors, lawyers, accountants, restaurants, beauty salons, and other information to assist them when living here in Australia. I worked in this company for more than 1 year and learned a great deal about Sydney because of this experience.

With the help of teachers at St Leonards Campus and the AMEP program, you can later get any job you want.

I am currently working with a marketing research company as a Japan Strategic Account Director. I can't believe I use English every day to communicate with all my colleagues!
7. Where to get help

**Crows Nest Centre Migrant Services**  
www.crowsnestcentre.org.au  
Phone 02 9439 5122  
2 Ernest Place, Crows Nest  
Employment assistance information and workshops for migrants and refugees living in the Lower North Shore.

**Centrelink – Multilingual Service**  
www.humanservices.gov.au  
Phone 131 202  
56-64 Archer Street, Chatswood  
Contact the multilingual services to check eligibility for financial support and to register as a job seeker. If you register as a job seeker you will be referred to a Job Services Australia provider who will provide you with assistance in finding a job.

**The Northern Institute, part of TAFE NSW**  
www.nsi.edu.au  
Phone 131 674  
213 Pacific Highway, St Leonards  
If English is not your main language, or you need support with literacy, the Northern Sydney Institute can help. They have courses, services and policies in place to ensure you are able to make full use of their programs and participate equally. Contact them for assistance with courses designed to help with English language skills classes, recognition of overseas qualifications and visa status. See more at: www.nsi.tafensw.edu.au/Services/MulticulturalEducation.aspx#sthash.RZgNpleb.dpuf

- **Adult Migrant English Program (AMEP)** provides free English language courses to eligible migrants. For more info visit:  
  www.nsi.edu.au/amep or  
  http://www.industry.gov.au/skills/LiteracyAndNumeracy/AdultMigrantEnglishProgram/Pages/default.aspx  
  Call the St Leonards AMEP Office on 9942 0712 or email amep.nsi@tafensw.edu.au

- **Document Translation Service** (including translation of overseas qualifications). Free service for eligible migrants and refugees. This service is also available through by AMEP Offices.

- **SkillMax** free course for skilled migrants seeking employment in their chosen profession. For eligibility please contact the Northern Sydney Institute on 9941 5206 or email nsi.skillmax@tafensw.edu.au  

- **English for Employment** program is a ten week program for skilled migrants with overseas qualifications seeking employment in their areas of professional expertise. The program aims to improve English communication skills both for job seeking and for the workplace. See more at:  
  Call 9941 5206 or email nsi.efe@tafensw.edu.au

- **Skills for Employment and Education (SEE) Program** free program up to 800 hours of English and Employment skills. To join you need to register as a job seeker with Centrelink. They will refer you to the SEE program provider. More at:  
  www.nsi.edu.au/see  
  Call 9942 3951 or email nsi.see@tafensw.edu.au

- **Career Counselling** counselling and career development services are available to students and prospective students at each TAFE NSW campus. See more at:  
  www.nsi.tafensw.edu.au/CareersAndLearningPathways/CareerCounsellor

**Australian Education International (AEI)-NOOSR**  
Phone 1300 615 262  
AEI-NOOSR provides information and advice about overseas education systems to facilitate the recognition of overseas qualifications in Australia. You can apply for the assessment of your overseas qualifications online. See more at:  
Go Volunteer   www.govolunteer.com.au
Search for volunteering opportunities in your area.

Lower North Shore Community Volunteer Service   Phone 9777 7815
Community based volunteering opportunities available in the Lower North Shore.

Fair Work Ombudsman   www.fairwork.gov.au   Phone 13 13 94
The Fair Work Ombudsman is an independent office created to promote harmonious, productive and cooperative workplace relations. They provide information and advice about Australia's workplace rights and rules, including awards and national employment standards.
## 8. Words explained

Here is a list of words which are commonly used to describe different types of jobs and their meanings:

<table>
<thead>
<tr>
<th>Description</th>
<th>What it means</th>
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<tbody>
<tr>
<td><strong>Full Time</strong></td>
<td>Full-time employees work an average of 38 hours per week and usually have ongoing employment.</td>
</tr>
</tbody>
</table>
| Alternatives used: Fulltime, Full-Time, FT, F/T | Full-time employees are entitled to all of the conditions of the National Employment Standards including:  
  • maximum number of hours of work per week,  
  • paid annual and personal (sick) leave,  
  • public holidays  
  • notice when they lose their job.  
  Other conditions will come from any award or agreement that applies. |
| **Part Time**  | Part-time employees work an average of less than 38 hours per week. They are usually hired on an ongoing basis and work the same set of hours.                                                                       |
| Alternatives used: Parttime, Part-Time, PT, P/T | Part-time employees are entitled to the same things as full-time employees, but on a ‘pro rata’ basis - which means that it is based on the number of hours they work |
| **Casual**     | Casual employees are paid based on the number of hours they work. They usually are not guaranteed a certain amount of hours of work per week, but can work regular hours.                                           |
|                | Casuals are paid a higher rate of pay, called a ‘casual loading’, instead of some of the benefits that full-time and part-time employees get. For example, casuals do not usually get paid annual leave or paid sick leave. |
| **Contract**   | An independent contractor usually  
  • decides how to do their work and what skills they need to do it.  
  • decides whether to employ someone else to do the work.  
  • carry the risk of making a profit or loss.  
  • pay their own superannuation and tax, including GST.  
  • have their own insurance. |

<p>| Temporary | In a temporary employment situation an employee is expected to remain in a position only for a certain period of time. Temporary workers may also be referred to as seasonal employees or temps. Employment term may be based on the completion of a project, the availability of funding, or other circumstances. |
| Seasonal | Seasonal work means (a) work that is available at approximately the same time or times every year, for part or parts only of the year; or (b) work that is • intermittent. • performed for a period of less than 12 months. • performed for a specified period that is related to the completion of a specified task. • for which the person performing the work does not accrue leave entitlements. Examples could be fruit picking, shearing and work in an industry that is subject to Christmas shutdowns |
| Volunteer | Formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken: • to be of benefit to the community and the volunteer. • of the volunteer’s own free will and without coercion. • for no financial payment. • in designated volunteer positions only. |
| Trainee/ Apprenticeship | Apprenticeships and traineeships are formal training arrangements between an employer and an employee. They combine work with study for a qualification, certificate or diploma. They can be full-time, part-time or school-based. Anyone who is old enough to work can do one. The training has to be registered and |</p>
<table>
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<tr>
<th>Topic</th>
<th>Description</th>
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<tbody>
<tr>
<td>recognised by your state or territory training authority. They decide which qualifications are apprenticeships and which are traineeships.</td>
<td></td>
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</tbody>
</table>
| **Shift Work** | An employee is a shift worker if they fit the definition in the award or agreement that applies to them.  

If an employee is not covered by an award or agreement, they are a shift worker if they:  
- work in a business where shifts are continuously rostered 24 hours a day for 7 days a week.  
- are regularly rostered to work those shifts.  
- regularly work on Sundays and public holidays. |
| **Job Share** | Job Share is when two employees voluntarily share the responsibilities of one full time job, and receive salary and benefits on pro-rata basis. Job sharing creates regular part time (half days, alternative days, alternative weeks, etc.) where there was one full time position. |
| **Piece rates and commission** | Some people do not get paid based on the number of hours they work.  

Piece rate employees (or pieceworkers) are paid for the amount they produce or for each task they finish. For example, they could be paid for each bucket of fruit they pick, or for each piece of clothing they make.  

Commission-based employees normally get a fee or percentage based on how much they sell. This is common in the car sales and real estate industries. A commission can either make up their whole wage, or be paid as an extra incentive on top of a base wage.  

Awards, agreements and the National Employment Standards have minimum pay rates and conditions for pieceworkers and commission-based employees. |