

CASE STUDY:

CORPORATE BUSINESSES PARTNERING WITH NON-PROFITS TO PROMOTE WORKPLACE DIVERSITY

COMPANY: ANZ Bank

HOTSPOT REGION: All of NSW

TARGET:

- The benefits of a diverse workplace
- The benefits of investing in training pathways for employees

The Brotherhood of St Laurence's 'Given the Chance' Program partners with the ANZ Bank to support refugees seeking employment within Australia. To date GtC in ANZ has supported over 230 refugees and people seeking asylum, across a 10-year period, with employment in ANZ - Melbourne.. In 2019, the program expanded to Sydney, producing 9 successful graduates, with many more opportunities in the pipeline.

The program provides successful candidates with 6 months of work experience within an ANZ branch, office or contact centre. This is predominantly at an entry level however, there have been exceptions where refugees have been granted more senior positions due to previous experience. Upon successful completion of the program ANZ offer full-time employment or additional training to support candidates. The program boasts a 70% retention rate across all candidates. The program offers training to build employability skills to improve successful post-program employment opportunities.

The program model includes the following elements:

- Employer engagement and service co-design with employers;
- Pre-employment training for candidates, tailored to what employers want, including training in relevant industry tickets where required;
- Access to accredited training for young people, those without Year 12 qualifications and those participating in traineeships or apprenticeship employment models;
- Brokerage of candidates where required through a labour market intermediary approach such as a GTO or fixed term work placement through a supported labour hire model;
- GtC two hour training for workplace supervisors, mentors and buddies to ensure that they are equipped with the necessary information and skills to ensure that the program is a success; and
- In-work support through field officers provided to both candidates and employers.
- A "Career Development Plan" is developed to help identify existing skills, any gaps and establish an action plan to address these gaps.

The program presents significant social benefits to migrants. It supports candidate's assimilation into Australian society through the interaction with every day Australians. It allows for candidates to practice English and develop friendships through utilisation of social skills.


ANZ Bank themselves see diversity as a benefit to their business. Diversity plays a significant role in the success of the program for both candidates and ANZ Bank.

- Candidates range from ages 20-50, are of mixed genders and are of a broad mix of ethnic origins.
- Customers feel comfortable interacting with those of similar backgrounds or traits.
- It brings a broader range of skills and ideas to the business, as different perspectives are presented due to the diversity of their backgrounds, experiences and ideas.
- ANZ community feedback demonstrates that having diverse customer facing staff has increased business or general accessibility for their customers.

Trainee: Omer Omery
Program: Given The Chance
Organisation: Brotherhood of St. Laurence
Sponsoring Organisation: ANZ Bank



Omer Omery is a 34-year-old refugee from Afghanistan who came to Australia in 2018, fleeing his war-torn country and seeking to build a new life for him and his family and to continue his career in banking. Omer found it difficult to find job opportunities because of his migrant status and because his lack of experience in the Australian banking system.



Having tried many avenues, including with Non-Governmental Organisations (NGO's), Omer stumbled across an opportunity with ANZ bank through the Brotherhood of St. Laurence. He was interviewed and successfully shortlisted for the first NSW program.

Omer's first position was as a 'Client Service Consultant', spending 4 months learning the fundamental differences between the Australian and Afghan banking industry. However the most critical skills Omer learnt was from his interactions with the public. He was able to better understand Australian culture and improve the overall customer experience. These skills laid the foundation to improve Omer's employability beyond the program, and after completing the 6 month internship, he gained a full-time position within ANZ Bank as retention specialist.

To continue to invest in his professional development, ANZ sponsored Omer to undertake further studies and gain the essential qualifications to further his career in the financial sector. Omer became qualified in Regulatory Guide 146 (RG 146) on Training of financial product advisers. Completing the relevant training and exams to become RG 146 compliant allows Omer to provide general advice on financial products to the general public in Australia.

The Given The Chance program laid the foundation for permanent employment within the bank. Omer was successfully promoted to 'Accounts Service Manager' in shares investments, providing a further opportunity for upskilling and education in 'Investments and Lending'.

Omer attributes his success to the skills and experience he gained from the pre-employment program. The "Career Development Plan" was also valuable in helping him track his skill development. Omer calls this "A truly excellent experience." Talking to "Happy" customers allowed Omer to understand the non-corporate side of Australia, averaging 60 calls a day providing the opportunity for Omer to speak to a variety of Australians.

Reflecting back, Omer said he always remained positive, despite the initial setbacks and had a firm belief that he would regain employment in the Banking Sector. Omer said, "There is always a way to reach your goal." Omer cites ANZ Bank, The Brotherhood of St. Laurence and TAFE NSW as key parts in that newly found happiness. Thanks to these organisations Omer says that he got his "old life back".