



Apprenticeships

Traineeships

Aboriginal School Based  
Traineeships

Recruitment and  
Retention Strategies

Pre-Employment  
Training

Youth Connections

Jobs Services Australia

Labour hire

# Indigenous Training and Employment

ISSUED:  
MARCH 2011



ABN 95 143 388 881 | Albany | Belmont | Broome | Bunbury | Busselton | Carlisle | Carnarvon | East Perth | Esperance | Geraldton | Kalgoorlie | Kununurra | Manjimup

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Your one-stop shop for all your employment and training needs

## Company Overview

Skill Hire WA Pty Ltd is a fully Australian owned and privately operated business, established in 1995 with our core focus to deliver training for apprentices, Indigenous people and youth. Since that time, the Company has expanded its operations to provide additional services, notably in recruitment services, labour hire and permanent recruitment with both local and international solutions available across a large range of industry sectors.

Skill Hire is a Registered Training Organisation (RTO) which delivers a wide variety of training programs and is one of WA's largest private training providers for bricklaying, carpentry and joinery apprentices.

Skill Hire focuses on developing long term partnerships to provide a complete training and employment solution aimed at attracting, retaining and developing the best employees to meet our clients' objectives and provide them with a competitive edge.

Skill Hire currently payrolls over 650 employees on behalf of hundreds of clients. Due to our success, Skill Hire has expanded its network of offices in the metropolitan and regional areas enabling us to provide one of the most extensive networks in Western Australia.

## Indigenous Training and Employment Strategy

Following a comprehensive strategic planning process, Skill Hire's Board of Directors has identified Indigenous Training and Employment as its key priority. In order to achieve this key strategic objective, Skill Hire has established a position on its Corporate Executive. The Executive, Indigenous Strategy, together with the management team, will work to build partnerships and increase the number of Indigenous trainees and apprentices which currently stands at seventy-seven or 11.85% of our workforce. We will also be supporting Indigenous outcomes within other services including job placements through our Job Services Australia contract, Indigenous Remote Service Delivery Traineeships and supporting youth at risk through Youth Connections.

Skill Hire has a long and successful track record of working with Indigenous people and one of our core values is that Indigenous people matter. We are committed to continuing this partnership with Indigenous people and industry groups across Western Australia and through this commitment, determined to making a difference in the lives of Indigenous people.



STEVE BIRKBECK  
CHAIRMAN



TONY FITZPATRICK  
MANAGING DIRECTOR

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### **Indigenous Recruitment Strategies - Fletchers International**

Skill Hire has delivered a number of Indigenous recruitment strategies for a range of industry partners.

We work hard to identify the right candidates and guarantee that they are provided support on the job.

Fletcher International WA contracted Skill Hire to provide for total work force management of the green fields site including a dedicated Indigenous recruitment and retention strategy.



At the height of the contract, Skill Hire had recruited and had filled two shifts totaling 500 people per day. Training was undertaken on the job and considered to be the model of the future for the Meat industry in Australia, both in terms of efficiency and work practices.

An Indigenous Field Officer was employed to enhance the level of Indigenous employment and deal with work readiness and on the job issues. Sixty Indigenous people (or 12 % of the workforce) were employed through this initiative.

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## **Competitive Advantage**

The key advantage Skill Hire holds over our competitors is our extensive range of employment and training options coupled with our solutions based approach. Whether our clients require a complete employment and training management system or one-off placements, Skill Hire will exceed all expectations and assist you meet your strategic objectives.

We offer a highly consultative approach with experienced staff that still offers old fashioned personalised service. We have a reputation for providing regular onsite visits ensuring all safety and supervisory issues are managed in a timely and professional manner. We are proud of our impeccable record in pastoral care and mentoring which are critical success factors in Indigenous employment.

## **Recruitment Services**

We develop recruitment strategies for business and government agencies seeking to increase their Indigenous workforce participation.

We conduct a job analysis of the client's specific needs and then decide on the most appropriate recruitment process to adopt. We assess the position outline, the company culture, environment, remuneration, career development opportunities and additional support and mentoring.

Skill Hire's success is based on a personalised business model dedicated to supplying a professional approach, excellence in service and trained personnel with a commitment to go the "extra yard". These fundamentals have seen Skill Hire emerge as a leading provider of training and employment services, which in turn has attracted several Blue Chip clients from a wide range of industry sectors.

Our recruitment services include labour hire, contract recruitment, permanent recruitment, developing labour pools and specific recruitment campaign management solutions for your business. Skill Hire also has extensive experience in international

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## Aboriginal Apprentices

Since 1998, Skill Hire has provided over 435 traineeship and apprenticeship opportunities to Aboriginal people through our Group Training Division.

There are currently 69 Aboriginal apprentices with Skill Hire.



*Anthony Galante, Painter and Decorator, Dean Wynne, Minister for Housing, Hon Bill Marmion, Darren Walsh, Satterley*



*Fabian Bolton – 2009 Great Southern NAIDOC Apprentice of the Year*

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recruitment.

Skill Hire delivers the Job Services Australia contract in the South West, Great Southern, Geraldton, Carnarvon, and Goldfields/Esperance (including the Ngaanyatjarra Lands) regions and works extensively with unemployed Indigenous people through this service. (Refer to the Job Services section later).

Skill Hire, through Regional Training Services, also delivers the Youth Connections program (refer to the Youth Connections section later) which targets young people who have disengaged or are at risk of disengaging from education. This program offers flexible case managed support and services that recognise the role that family and community play in a young person's wellbeing and development. Skill Hire is specifically focused on supporting Indigenous youth through this program in the Great Southern, Goldfields/Esperance including the Ngaanyatjarra Lands, Bunbury, Warren/Blackwood and Kimberley regions.

Skill Hire provides employment services to Indigenous people with disabilities through our Disability Employment Services contract in the Mid-West/Gascoyne, Kimberley and Pilbara.

This range of recruitment options is one of the comprehensive in Western Australia.

## Employer Broker Panel

Skill Hire is a member of the Department of Education, Employment and Workplace Relations' Employer Broker Panel. This role is to engage with employers in a skill or labour shortage industry to broker solutions that meet employers' needs and co-ordinate and target the efforts of Employment Service providers to matching the needs of job seekers with the labour requirements of employers.

As an Employer Broker Panel member, we assist national employers to manage their recruitment needs, including a strong emphasis on increasing their employment of Indigenous Australians.

## Apprenticeships and Traineeships

Skill Hire today is one of the largest employers of

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## 2010 MBA First Year Apprentice of the Year



Clinton received two Awards at the 2010 MBA Award: Best First Year Apprentice; and the Department of Treasury and Finance Apprentice of the Year (1st Year).

Clinton applied for an apprenticeship with Skill Hire after participating in the Outcare Youth Services Live Works program; a service that deals with Indigenous youth who have come through the justice system and spent time in an institution.

Skill Hire's support has helped Clinton to achieve his ambition of gaining an apprenticeship. Clinton has further aspirations to complete his apprenticeship and one day run his own successful business.

Clinton's story is proof you can turn your life around. We wish him every success!

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trainees and apprentices in Western Australia with approximately 650 apprentices and trainees currently employed.

We are proud of our success with Indigenous trainees and apprentices and since 1998 we have employed 404 Indigenous trainees and apprentices through our Group Training division.

The Company currently employs trainees and apprentices in carpentry and joinery, bricklaying, electrical, tiling, painting, mechanical, metal trades, hospitality, meat processing and administration fields.

Due to the high demand for skilled workers in the resources sector, we have expanded our training and employment services into civil construction and are looking to move into the mining, oil and gas related fields. This is an area that we see major scope for growth, especially supporting smaller resource companies and second and third tier contractors to meet their Indigenous employment contract targets.

Skill Hire is committed to the professional management of all aspects of apprenticeships and traineeships, setting up the training programs in conjunction with the host employers, overseeing TAFE courses and supporting the apprentices and trainees all the way through to their completion. Regular site visits, mentoring and consultation with guardians are all part of the level of service provided.

## Indigenous Remote Service Delivery Traineeships

The Indigenous Remote Service Delivery traineeships have been developed in recognition of the significant barriers to employment and training in remote Indigenous communities.

In Western Australia, targeted schools and Indigenous child care services will receive assistance, via Skill Hire, to create structured, supported and sustainable pathways to work and training for young Indigenous people in these communities.

The traineeships will combine practical work with

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### **Georgiou Construction Group Indigenous Employment Program**

Georgiou is a diverse national company that specialises in civil engineering, building, infrastructure, project management, mining services and precast manufacturing.

Skill Hire partnered with Georgiou to deliver a pre-employment program aimed to recruit 5 Aboriginal workers in the company.



Skill Hire identified 15 Indigenous people in Perth and tailored a 4 week pre-employment program with a focus on the civil construction industry.

The program covered aspects of Georgiou's key operations; team building; goal setting; sessions with key Georgiou staff to develop relationships with the Indigenous candidates and clarify expectations of the job; mentoring; measuring and calculating; and tours to Georgiou's Precast operations in Malaga and an infrastructure project in Ellenbrook.



structured training to give trainees a nationally recognised qualification and the work experience they need to access sustainable work opportunities in areas where there are otherwise limited job opportunities.

Trainees can fulfill any role required by the school, as long as there is a corresponding qualification for the role. The majority of traineeships will be in education support, administration and grounds-keeping roles, but could also include such roles as health nurse, Information Technology assistant and library assistant and qualifications can be at the Certificate I & II, II, III or IV or Diploma level.

Schools in Remote Service Delivery locations (Beagle Bay, Ardyaloon, Fitzroy Crossing and Halls Creek) and non-government schools (independent and Catholic Education Office) only in Very Remote, Remote and Outer Regional areas are eligible.

In relation to child care, traineeships will be in essential child care roles only and qualifications in children's services can be at the Certificate III, IV or Diploma level. The duration of traineeships is flexible to allow tailoring to the needs of individuals and host employers. It is expected that most traineeships will be completed within two years (depending on the trainee, qualification level, training available and delivery model).

This program is targeting Indigenous people from 15 – 24 years of age.

### **Indigenous-Specific Programs**

Skill Hire develops and delivers client specific pre-employment programs to assist Indigenous applicants to gain not just employment outcomes, but a focus on long term career development.

Skill Hire provides pre-employment training across WA. We tailor our programs to be specific to the particular project and its client's requirements. Through RTS, we work closely with host businesses to deliver the customised and industry-specific courses.

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### **Traineeships**

Skill Hire currently employs over 40 Indigenous trainees who are undertaking a broad range of traineeships.



*Plant Operator Trainee George Coyne*

### **Dampier to Bunbury Gas Pipeline Project**

Skill Hire's strong regional presence allows it to undertake large regional employment strategies.

In 2006, Skill Hire was contracted by the Western Australian Government to provide Indigenous training and employment opportunities linked to the construction of the Dampier to Bunbury Pipeline.

Skill Hire worked with Indigenous organisations and cultural groups as the project moved from Dampier to Bunbury.

Skill Hire developed a candidate database, undertook skills assessments, identified and provided skills development. 53 Indigenous people were involved in the project through traineeships, apprenticeships or labour hire.

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We use the successful 'Budda-Jitja' training package as part of our pre-employment programs which concentrates on getting the candidates job ready, focusing on numeracy and literacy issues, addressing issues around lack of work experience, self esteem and highlighting fit for work policies. We have found that using a "whole of life" approach to the training has a more motivating effect on the groups. We deliver courses of up to 6 weeks, depending on the skills required, covering a range of soft skills development including:

- Organisational Induction – timesheets, wages, start and finish times etc
- Goal setting
- Budgeting
- Time management
- Developing a career path
- More specific skills audit to accurately match to jobs
- Introduction to camp life and mutual expectations
- Drugs and their effects
- OHS/White Card
- Skills training such as hand and power tools, basic leveling, laying bricks and blocks, mixing mortar, cutting and grinding metal can be included
- Team building
- Workplace culture and expectations

The course includes information that will be site-specific covering such issues as:

- Wages
  - Conditions
  - Start, break and finish times
  - Days off
  - FIFO rosters, times, luggage, travel conditions
- etc
- Personal Protective Equipment
  - Recreational facilities on site
  - Random drug testing
  - Alcohol consumption and testing procedure
  - Ways of contacting home and the cost

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### **Aboriginal School Based Trainees**

Skill Hire has provided Aboriginal School Based trainees for a range of workplaces.

Skill Hire liaises with the relevant schools and TAFEs to oversee training and also liaises with host employers.

Aboriginal School Based Traineeships are a great way of developing skills and aptitude that will lead to a traineeship or apprenticeship.



*Cody Rivers at the PCYC in Albany*

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The candidate's attendance and participation on the course gives us an excellent insight into their:

- Attitude to work
- Working in a team
- Communicating with others
- Following instructions and working under supervision
- Ability to learn and demonstration of skills

Part of the course requires an industry representative to speak to the group as a Subject Matter Expert (SME) to give participants an introduction to the industry and an idea of expectations. Ideal speakers include: construction managers, team leaders and works supervisors.

To promote the Indigenous employees to the contractors, it is our experience that the best results are achieved when the contractors visit the Pre-employment Program in the second or third week to interact with the trainers and to get a feel for the job candidates. This process works as a screening tool and gives the businesses a higher calibre of Indigenous employees as they can make choices based on the strengths of the candidates and the specific job role the business is looking to fill.

There are many options available to our clients including where the Pre-employment Programs can be delivered, how they are structured and delivered and where the candidates are sourced. Skill Hire customises these programs based on the client's situation and objectives.

### **Candidate Attraction/Database/Screening**

Once we have established the requirements through the job analysis, whether it be part of our recruitment or apprenticeship and traineeships business streams, our first step is to source the candidate through internal means. Skill Hire has an up to date database of available candidates which we are able to complete specific searches on. These candidates have already completed the full selection process with us previously and have complete employment files with copies of certificates, tickets and reference checks as well as all other personal employment details.

To ensure we identify the very best candidate, Skill Hire sources applicants from external as well as internal mediums. A role evaluation is completed to assist in this process.

Mediums we source from include:

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### **Supporting Indigenous people through Job Services Australia (JSA)**

Skill Hire provides support to a number of unemployed Indigenous people through its JSA contract.

We are committed to supporting people into jobs but will also invest in people to ensure that where additional support is required through training and skills development that it is provided to people to enhance their job prospects.



*Job seeker Robert Whibley secured training through Skill Hire, in partnership with WA Skills Training and CY O'Connor TAFE. Robert has gone on to fulltime employment in Narrogin.*

Skill Hire supports job seekers in Bunbury, Narrogin, Albany, Kalgoorlie, Ngaanyatjarra Lands, Esperance, and Carnarvon.



*Warburton Playground construction*

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- Job Search Australia: a Government operated medium which accesses the database of all job seekers
- SEEK and MyCareer: leading job search websites in Australia
- Print media: local and statewide newspapers
- Radio advertising: especially successful in regional areas
- Headhunting
- Indigenous networks including Aboriginal corporations and personal networks
- Indigenous Jobs Australia – [www.ija.com.au](http://www.ija.com.au)

Once candidates are sourced our experienced consultants then begin the screening process to create a short list of the most suitable applicants. The initial step in this process involves critically evaluating the applicant's resume to assess their suitability to the role. Applicants that pass the first step of the process will be given an interview time where they will sign up with Skill Hire, and an interview will be conducted.

Interview questions will be related to the outcomes of the job analysis, for example: the specifications necessary for success in the role; predictors of the likelihood of success and performance standards required. The questions are developed to include both behavioral, and open ended questions. Behavioral questions are essential as they help us understand how applicants have handled, or how they would handle, various situations that would occur in the position.

Applicants who have been successful in their interviews will then have their references checked. We require each candidate to provide us with at least two referees from previous employers. Reference checks have three purposes:

1. Verify information given by applicant
2. Evaluate the performance of the applicant in a previous role
3. Uncover background information that may have not been provided

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### **The Albany Works Team**

In 2009, Skill Hire, together with partners, the Department of Indigenous Affairs and South Coast Natural Resource Management Inc, developed a works team centered on natural resource management projects in Albany.



Six Noongar men were selected and have undertaken pre-employment training together with a Certificate II in Conservation and Land Management.

Planning is underway to develop the team into a contracting team that will provide a range of services to government agencies and other land management bodies.



*Dwayne Coyne (pictured) proud of his achievements and keen to be working on country.*

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Applicants that pass the reference check phase will then have their skills assessed. Tests that may be applied include: ability, performance and drug and alcohol tests. The decision on which tests we use is ascertained through the use of the job analysis. Some examples of tests we use are:

- Clerical assessment centers for receptionists, clerks, administrators;
- Mathematical assessments for carpenters, welders, administrators, payroll;
- Aptitude tests; and
- Psychometric profiling.

On completion of applicant tests we are able to provide clients with a shortlist of suitable candidates. Once the candidates are shortlisted we can then assist the client in the final stages of interview process. This may even include the recruitment decision. The key to success in this industry is simple - we source the best possible candidates for our clients.

### **Job Services Australia**

Skill Hire is a Job Services Australia provider and works with job seekers to create employment pathways. The pathway is tailored to suit individual needs. While negotiating the individual plan with the job seeker, we offer a range of services and support to obtain and sustain employment.

Skill Hire works with local employers, registered training organisations, State, Territory and local governments, community and health services, and other organisations. We know where the jobs are and how to support job seekers in obtaining employment. We provide greater access to training, skills development and other flexible assistance when a job seeker requires it. This includes gaining work experience and access to other initiatives.

Skill Hire will provide access to work experience to:

- Develop skills on the job
- Demonstrate abilities to potential employers
- Obtain references
- Meet new work contacts
- Take part in structured training

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### Outcare – Live Works

Skill Hire and Regional Training Services have been working with Outcare to provide a pre-employment program for youth between 16 and 22 years of age.

Live Works uses vacant houses provided by the Department of Housing to undertake construction training.



Skill Hire has delivered the training and Outcare have provided intensive mentoring. This partnership has underpinned this program's success. Skill Hire has secured apprenticeship opportunities for a number of these trainees.



On a number of occasions, the completed housing has been allocated to the participants to address their accommodation needs.



- Stay connected to the workforce

Other initiatives we access to assist job seekers in overcoming barriers to get employment include:

- **New Enterprise Incentive Scheme** provides the necessary training, mentoring and support to help you start a small business

- **Productivity Places Program** provides places in training courses delivered by registered training organisations where job seekers can gain new qualifications or upgrade existing qualifications

- **Australian Apprenticeships Access Program** is a free nationally recognised industry training program that gives job seekers basic skills to help secure Australian apprenticeships

- **Language, Literacy and Numeracy program** provides free training to improve job seekers reading, writing or math skills

If job seekers are assessed as being highly disadvantaged Skill Hire can offer specialised services. We will address issues such as homelessness and disability; we support youth at risk and assist job seekers in addressing barriers to employment.

Skill Hire, as a Jobs Services Australia provider, offers a free recruitment service to help employers find the right staff.

Skill Hire is strongly focused on providing companies with a range of services including:

- Training for employees in a particular industry
- Recruitment advice
- Candidate screening and short listing
- Skills training for job seekers, at all levels, to suit your business needs
- Access to the Australian Government's JobSearch website to find staff, advertise vacancies and view workforce and recruitment information.

Our service is designed to be flexible and responsive to employers' business needs. We will work with

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## Skill Development

Our Skill Development division provides a range of opportunities to engage Indigenous people in training to improve their opportunity for future employment and training.

Skill Hire has delivered training at a remote community, Tjuntjuntjarra. We are provided basic construction skills to enable the community to build some infrastructure to support their needs. This course offered participants nationally recognised construction skills.

In Esperance, we delivered to disengaged, at-risk school students. The aim of this program was to build self esteem and cooperation, whilst at the same time participants are gaining valuable construction skills.



The participants built cubby houses which were then donated to the local community in a joint sponsorship with Bunnings.



employers at the local level to identify the skills required, and match these needs with appropriately trained and work-ready job seekers.

Skill Hire can also provide your business with pre-vocational and vocational education and training, wage subsidies and other support to help meet your business needs under our Job Services Australia contract.

## Skill Development Division

Skill Hire is a Registered Training Organisation (RTO), providing training in accordance with the Australian Quality Training Framework (AQTF) guidelines. Skill Hire is one of WA's largest private training providers for bricklaying and carpentry & joinery apprentices and we also provide training for school leavers, job seekers or anyone looking to improve their skills. We offer modern trade training facilities in Perth.

Skill Hire has continually increased its scope of delivery and is now a major training provider for the construction industry delivering training for over 300 apprentices and 50 trainees. Skill Hire now has two mobile training facilities delivering a variety of customised training services into regional areas including remote Aboriginal communities such as Tjuntjuntjara. Our staff aims to encourage self-motivation and confidence within a positive and safe working environment.

The following is a list of training currently delivered:

### Apprenticeships

- Bricklaying/Block Laying
- Carpentry and Joinery

### Traineeships

- General Construction
- Paving

### Other Training

- Pre-apprenticeship Courses
- SAT Courses (White Card)
- Trade Skill Recognition
- Vocational Education and Training

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## Our Indigenous Specialists



*Anthony Galante –Indigenous Strategy Executive with Indigenous staff Tralina Tucker, Anita Cooper, and Kevin Dorizzi*



*Loretta Harris – Trainer (left) with the Georgiou IEP trainees*



*Lisa Bailey – Labour Hire Consultant.*



*An organization committed to Indigenous training and employment*

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- Pre-Vocational including Group Training in the Trades Pre-Vocational Program

## Youth Connections

Youth Connections is a service provided through our sister company, Regional Training Services (RTS), to assist young people who are most at risk of disengaging from education or training and therefore not attaining Year 12 or equivalent and not making a successful transition to further study, training or work.

The aim of Youth Connections is to support these young people to attain Year 12 or equivalent and to help them make a successful transition through education and on to further education, training or work. Youth Connections offers a variety of services so that young people at risk can access the help they need. A Caseworker will guide them and will refer them to other agencies if necessary. RTS works with young people who are most at risk of disengaging from school through to those who are severely disengaged from education, family and community. RTS focuses specifically on each young person's personal situation and aims to build resilience and improve the personal skills and wellbeing of the young person.

RTS also has a role in strengthening services for young people in regional Western Australia by working with other agencies and services to build their own capacity to work with at risk young people. In addition, RTS offers youth focused and innovative activities for young people with the aim of finding, connecting with and engaging severely disengaged youth.

## Corporate Social Responsibility

Skill Hire is committed to a Corporate Social Responsibility Strategy across our four outcome areas of Community, Indigenous, Environment and Workplace.

Skill Hire has developed an overarching strategy with specific actions that we will implement in 2011 building on our achievements in 2010. These include:

## Indigenous Corporate Social Responsibility

In 2008, the Yves Rocher Foundation initiated Plant for the Planet, an ambitious program to plant 50 million trees around the world which is part of the United Nations Environment Program's "Plant for the Planet: Billion Trees Campaign". This campaign aims to plant one billion trees per year around the world.



Skill Hire through its Corporate Social Responsibility Strategy has committed to leading this international initiative in Western Australia with the Yves Rocher Foundation and Australian partners.

The first project was the planting of trees at the Indigenous owned property, Walitj at Redmond.

Skill Hire is committed to using Plant for the Planet as a vehicle to offset its carbon emissions by investing in revegetation and land rehabilitation projects on Indigenous owned lands. Projects will be funded through our Community Investment Fund.



**Walitj Chairman, Oscar Colbung**

- Increase the number of Indigenous people we employ within our business to 12%.
- Become a signatory to the Aboriginal Employment Covenant.
- Develop a Reconciliation Action Plan.
- Display the Indigenous flag at every office.
- Establish an Indigenous Art Acquisition Program as a means of providing welcoming environments for Indigenous clients.
- Participate in NAIDOC Day activities in each region.



Community project hand-over at Minyirr Park in Broome

# Skill Hire & Regional Training Services

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