

## **Attachment 5**

### **Progress Report on Consultation with Service Providers**

Interviews with 15 service providers will be conducted face-to-face lasting approximately 60 minutes. These interviews are interested in the service providers' insights into the key issues facing women from a refugee background in relation to all aspects of resettlement and integration, including employment. These interviews will also provide an overview of the sorts of supports and services currently available to women from refugee backgrounds in relation to employment.

Potential employment service providers to be interviewed:

- Fostering Futures
- Sonder
- Muslim Women's Association
- Australian Migrant Resource Centre
- Australian Refugee Association
- Working Women's Centre
- Mercy House of Welcome
- Anglicare
- AMES
- TAFE
- The Welcome Centre
- Hope's Café
- River Murray
- St Vincent de Paul
- Multi-Cultural Communities South Australia (MCCSA)
- Red Cross

Interviews are scheduled to begin the 19<sup>th</sup> August with Fostering Futures. Two informal meetings have already been conducted, and served to inform the development of the interview questions:

#### **Services and clients**

- Where do you work?
- Can you tell me about the services you provide?
- What kinds of people use your service?
  - Eligibility criteria to receive services?
  - How many people do you see?
  - How many are successful in finding employment?
- Do you have refugee women within your client base?

#### **Challenges and successes**

- What are the main challenges your clients face?

- May be personal (social, English language, experience, impact of refugee experience)
- Or structural (visa status, bureaucracy, access to services)
- In your experience do refugee women face particular issues in relation to gaining and keeping employment?
- Can you tell me about any client success stories?

### **Supporting clients**

- How are you able to support your clients through the challenges you described?
- What would help you to support your clients better?
- What extra services/support do you think would assist refugee women to gain and keep employment?
- What services do you provide to support your clients' wellbeing?
  - In what ways do your services support your clients' wellbeing?

### **Tracking success**

- What kind of data do you collect on your services?
  - E.g. number of clients seen, number of clients who gain employment etc.
  - How do you use that data?

### **Relationships with other services**

- What relationships do you have with other services/ organizations?
- Do you refer or get referrals from other services/ organizations?
- What is your main source of information on relevant services and organizations?
- What is your relationship with JobActive?

### **Recommendations**

- Given your experience and understanding of the challenges your clients face, what are your recommendations for improving services?
  - Within your own organization?
  - Other organizations?
  - Policy?
- How could mainstream service provision be improved to provide better employment outcomes for refugees and recent migrants?