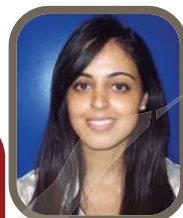


Migrants Looking for Work



A Handbook for Migrants *Looking for Work in the Northern Territory*

November 2008

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Government**

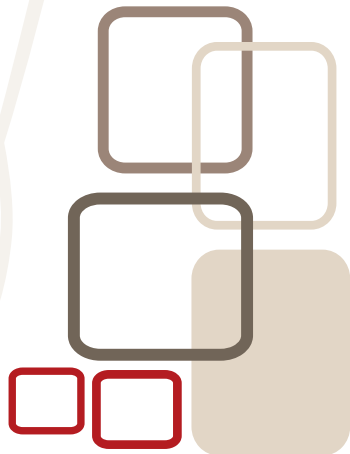


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Chief Minister's Message



People from more than 100 nationalities call the Northern Territory home, and this broad diversity of cultural backgrounds makes the Territory a great place to live.

Successive generations of migrants and their families have made a major contribution to the social and economic development of the Northern Territory and will continue to do so. I am inspired by their efforts and value their contribution.

The Government continues to support the successful settlement of migrants and it is important that new Territorians feel at home as quickly as possible.

Gaining employment is essential to the successful settlement of migrant families and individuals to their new home and their integration into the Northern Territory's lifestyle.

Employment allows families and individuals to become self-sufficient, nourishes a sense of self-worth, provides interaction with other Territorians and ultimately contributes to the overall growth of the Territory.

The Multicultural Council of the Northern Territory's "Handbook for Migrants Looking for Work in the Northern Territory" will be a great resource to migrants, government and non-government service providers.

I congratulate the Multicultural Council for its initiative and commend this handbook to you.

A handwritten signature in blue ink, which appears to read "Paul Henderson". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

PAUL HENDERSON

President's Message



The Northern Territory has a vibrant and valuable multicultural community. The diversity of this community helps define Darwin. Our diversity is now very much part of each one of us and makes us a strong and resilient community. MCNT, and many other organisations, are part of the social infrastructure that allows and supports our diversity.

For many new arrivals, however, life can be very difficult and the future uncertain. It can be difficult too for people to settle in terms of access to human and health services, to housing and, very importantly, to employment and employment services. It is well known that once a person has access to work, that person and their family can rapidly find their place in their new society. They can enjoy the knowledge that they are heading towards economic and social independence. MCNT and other agencies, through various programs, have been supporting migrants in this settlement process for a long time. The support of the wider community is increasingly essential in this process. The wider community - such as employers, service providers, educational institutions, government agencies, can be supportive in this process by, for example:

- Giving work opportunities generally and ensuring that they are sensitive to the cultural and practical needs of recent arrivals.
- Giving support to people to help people maintain their new work opportunities. The sustainability of a work placement is essential.

We encourage both new settlers and the wider community to take advantage of this handbook.

The MCNT would like to thank the Chief Minister and the Office of Multicultural Affairs, the Department of Immigration and Citizenship and all other individuals and organisations for their support and contribution to this handbook.



FERGAL FLEMING (Dr)

President



The Australian Workplace

The Australian workplace will have similarities and differences to that of the workplace in your own country. The following section outlines the Australian workplace.

In Australia workers can generally be described as being employed in either the private, public or community sectors. Of these three sectors, the private sector is the largest employer.

The private or profit-making sector is made up of a small number of very large companies and many smaller businesses. The vast majority of all private businesses in Australia employ less than 20 people.

The public or government sector can be divided into three levels. These are the Commonwealth (Federal) Government, State/Territory Governments and Local Governments (the Local Councils).

The community sector is the small group of associations and charities that are not part of government and do not aim to make a profit. Most of these receive government funding and are managed by members of the community, for example, Multicultural Councils and Centres.

When the workforce is divided into industry groups, the industries which employ the most people in the Northern Territory are retail trade, health and community services, public administration and defence, property and business services, and education.

Together these industries account for just over half of the Territory workforce. Across all industries, the most common type of job is general clerk (office work). Tourism and hospitality are growing industries though employment in some jobs is often on a casual basis.

According to Australian Bureau of Statistics (ABS) figures, 71% of employed people in the Northern Territory work in the private sector and 29% in the public sector, with Commonwealth, State or Territory and Local Governments accounting for 4%, 21% and 4% respectively.

Conditions of employment are different between industries and occupations and between the private, public and community sectors. However, a number of laws and legal agreements set out standard working conditions and limit what employers and employees can do. These issues are outlined on the following pages.



Preparing Yourself to Look for Work

How to prepare yourself to look for work

Being well prepared improves your chances of finding work. It is important to set yourself realistic career goals and plan how you are going to achieve them.

Here are some important steps:

- Register with Centrelink
- Find out about opportunities that exist for people in your profession in Australia
- Decide on the type of work that you want to do now and in the future
- Decide what skills and knowledge you already have to do this type of work and what additional skills and knowledge are needed
- For example, do you need to:
 - improve your English?
 - do more training or refresher courses?
 - get some Australian work experience?
- Prepare documents that give information about your personal, educational and work backgrounds.

If you need care for your children in order to work, study or look for work, it is important to know that most children's services have long waiting periods. So place your child's name on child care centres' waiting lists as part of your preparation stage. Contact your local council about services in your area. Councils are listed in the Telstra White Pages, under individual council names. Or, look up Child Care Centres in the Yellow Pages. Also, some education and training agencies do provide childcare and a few employers provide childcare in the workplace.



I prepared myself by making a list of what I needed - a resume, cover letter and referee. Also a list of where to look for work - newspapers, websites, notice boards and small businesses I would approach.

Omid Nakhaie, Customer Service Representative



Where to Get Help

There are a number of services that can help you with information and support for finding work

There are a number of services that can help you with career information and counselling. These include:

Centrelink and Job Network

Centrelink is the gateway to a large range of government services for the community. Centrelink is an Australian Government Agency operating under the Department of Human Services to deliver payments and services on behalf of the Department of Employment & Workplace Relations (DEWR), the Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA) and the Department of Education, Science & Training (DEST).

One of these services is Job Network. Job Network services are provided by a number of organisations known as Job Network Members. Centrelink's role is to assess your eligibility and level of assistance required and provides you with a choice of Job Network members to whom you can be referred.

You may be able to use Job Network to help you get a job.

If you are a job seeker from a culturally and linguistically diverse background, the Job Network can help you. Your Job Network member can help you to identify what's been stopping you from finding a job if you have been unsuccessful so far. They may be able to provide interpreter services if you need them.

What Should You Do?

Register with Centrelink as 'Looking for Work'. They can assess your abilities and refer you to the type of employment service that can best help you to find a job. Centrelink may refer you to Job Network. You will need to find out who the Job Network members are in your area. To do this, you could:

- Ask Centrelink
- Call Job Network members
- Look on www.jobsearch.gov.au
- Ask family or friends who have used Job Network about their provider
- Choose a Job Network member to help you. It's important that you choose your Job Network member carefully. In most cases once you choose your Job Network member you'll stay with them until you find work.

In some areas, there are specialist employment services for job seekers from a non-English speaking background and you may decide to choose one of these as your Job Network member. Ask Centrelink if there are any in your area.

Helping You Find Work

When you go into a Centrelink office, look for the 'Helping You Find Work' area. In this area you will find touchscreen computers which have information about job vacancies and lists of all Job Network members and their contact details.

Other services include local and national newspapers, a telephone, a fax machine, photocopiers, other career reference material and personal computers and printers to enable you to prepare resumes and job applications. Anyone who is looking for a job can use Employment Self Help Services.

Job Matching

Job Network Members contact employers to find jobs and match your skills and experience to these jobs - this is called Job Matching. Whatever your skills, qualifications or experience, Job Network Members who offer Job Matching services can help you find a job. You must enrol with at least one Job Matching Member if you are receiving Newstart Allowance or Youth Allowance as a job seeker.

You can enrol with certain Job Matching Members or all Job Matching Members. By enrolling with a number of members, you improve your chances of getting a job. By enrolling, the Job Network Member can match you against jobs without you needing to be in the office.

As eligible job seekers, you will have received a personalised Job Network Card. It is important to have your Job Network Card with you when you contact a Job Network member as this allows the member to verify your eligibility for Job Network services. If you have not received or have lost your Job Network Card, contact Centrelink.

Job Search Training

If you have been a registered job seeker for at least three months and are ready for work but need to improve your skills in looking for work, Job Search Training will help you improve these skills and help you find work.

Job Search Training involves 15 days of assistance including such activities as resume writing, job application writing, interview techniques and effective methods of approaching employers. These activities will be tailored to meet your individual



requirements. Through information you provide, Centrelink works out whether this service will help you. If so, Centrelink will refer you to a Job Search Training member of your choice. If you are referred, you are required to participate. If you do not, you may be penalised by a reduction in your Newstart or Youth Allowance.

Intensive Assistance

Intensive Assistance provides one to one assistance and support to help you find and keep a job. Centrelink works out whether this service will help you. You can choose the Intensive Assistance Job Network member you want to work with. If you are referred to Intensive Assistance, you are required to participate. If you do not, you may be penalised by a reduction in your Newstart or Youth Allowance. Other specialised assistance may be available if you need additional help.

Centrelink can refer you to the Community Support Program, Career Counselling, or Literacy/Numeracy training. A Centrelink officer will let you know if these options are available.

Job Network is about connecting the right person to the right job, and Centrelink staff are there to help you. A lot of information and contact details are available on the touch screens in Centrelink offices. Take the time to have a look. If you would like to make an appointment at your local Centrelink office, call 131 021 to book a time. If you have a question, call their Customer Call Centre on 132 850. Information is also available on the Centrelink Website: www.centrelink.gov.au.

For information in other languages call 131 202.

Centrelink offices are located at:

Darwin - Cnr Knuckey and Litchfield Streets

Casuarina - 50 Bradshaw Terrace

Palmerston - Cnr Temple Terrace & Maluka Street

Katherine - 4 Second Street

Tennant Creek - 19 Paterson Street, Commonwealth Centre

Alice Springs - 60/62 Hartley Street

Nhulunbuy - Endeavour Square



Starting a Small Business



The main thing I learnt was that you need to create your own opportunities. By doing anything and working for anyone. By starting from the bottom did I make my way up towards my goals.

Henry Yap, Local Business Owner

Territory Business Centres provide a high standard of service and are the initial contact and referral point for all services and products provided by the Department of Business, Economic and Regional Development including business planning assistance, general business information services and links to departmental assistance programs.

At a Territory Business Centre you can:

- Register a business name
- Conduct a business name search
- Determine relevant licences and permits necessary to operate a business
- Obtain a variety of business related licence applications
- Obtain internet facilities for business information on-line
- Access a range of useful business information on services and products offered by the Department of Business, Economic and Regional Development.

They offer free Small Business Workshops in Darwin and regional centres addressing issues such as starting a business, business structures and tax, marketing, an introduction to bookkeeping and business planning. Information can be accessed 24 hours/7 days a week at the Territory Business Centre website: www.nt.gov.au/business. Freecall 1800 193 111 or call in and see them at any of these locations.

Darwin

Ground Floor, Development House
76 The Esplanade
Telephone: (08) 8982 1700
Facsimile: (08) 8982 1725

Katherine

1 Randazzo Building
18 Katherine Terrace
Telephone: (08) 8973 8180
Facsimile: (08) 8973 8188

Alice Springs

Peter Sitzler Building
67 North Stuart Highway
Telephone: (08) 8951 8524
Facsimile: (08) 8951 8533

Tennant Creek

Shop 2, Barkly House
Cnr Davidson and Paterson Streets
Telephone: (08) 8962 4439
Facsimile: (08) 8962 4411



Apprenticeships

People of culturally and linguistically diverse backgrounds have taken up apprenticeships/traineeships in the scientific and technical fields, as well as tourism and hospitality. People have shown a growing interest in traineeships in the automotive industry. Centrelink offers assistance with access to apprenticeships.

The Northern Territory Australian Apprenticeship

Australian Apprenticeships combine training and employment leading to nationally recognized qualifications. Entry qualifications are not required.

Hotline: 1300 137 130

Email: enquiry@aacnt.com.au

Website: www.australianapprenticeshipsnt.com.au

Information about apprenticeships in languages other than English can be found at www.australianapprenticeships.gov.au. Offices are located in the following places:

Darwin

6 Searcy Street Darwin NT 0800
GPO Box 3049 Darwin NT 0801
Telephone: (08) 8935 8200
Facsimile: (08) 8935 8231

Nhulunbuy

Westral Street Nhulunbuy NT 0880
GPO Box 3049 Darwin NT 0801
Telephone: (08) 8935 8200
Facsimile: (08) 8935 8231

Katherine

Katherine Training Centre
19 Second Street Katherine NT 0850
GPO Box 3049 Darwin NT 0801
Telephone: (08) 8935 8200
Facsimile: (08) 8935 8231

Alice Springs

19 Hartley Street Alice Spring NT 0870
PO Box 8270 Alice Springs NT 0871
Telephone: (08) 8953 3311
Facsimile: (08) 8953 4090

Tennant Creek

Barkley Employment and Training
Shop 3/163 Paterson Street
GPO Box 3049 Darwin NT 0801
Tennant Creek NT 0860
Telephone: (08) 8953 3311
Facsimile: (08) 8953 4090



Where to Look for Work

There are many sources to help you look for work, for example, Job Networks, Centrelink, newspapers, job websites and community notice boards.

When looking for work it is important to explore as many sources as possible. As well as helping you improve your chances of finding work, this will expand your knowledge about the industry and occupation that you are aiming to work in.

Newspapers

In the Northern Territory, the newspapers that advertise the majority of available positions are:

- The Northern Territory News (Darwin and other regions – daily. The majority of job advertisements are published on Wednesdays and Saturdays).
- The Katherine Times (Katherine - weekly).
- The Tennant & District Times (Tennant Creek - weekly).
- The Centralian Advocate (Alice Springs - fortnightly).

Local libraries usually have all the major newspapers. Libraries are listed in the Yellow Pages.

Internet

There are websites that currently advertise jobs all around Australia. When you visit these websites you can specifically search for the type of job and location you would like to work in. Job websites include:

- www.jobsearch.gov.au
- www.mycareer.com.au
- www.seek.com.au
- www.careerone.com.au
- www.nt.gov.au/jobs

The Job Advertisement

Job advertisements vary in their level of detail and the type of information provided. Generally, they include a brief description about the job such as duties



and salary, state the qualifications, experience and skills required, and give details about how to apply and whom to contact for more information.

The following is a sample job advertisement:

SECRETARY

We are seeking a highly exp. Secretary to work in our Legal Branch. Must type 70w.p.m. good communication skills and be self motivated. Salary 35 K (neg) p.a., some o.t. req.

Duties: w.p., reception, preparing legal reports and documents. Temp. pos. for 6 mths. Apply in writing by 11/6/02 to: Ms D Santos, Manager, Legal Branch, Biaco Ltd., PO Box 888, ALICE SPRINGS NT 0871 Telephone: 8888 8888.

The sample job advertisement, like many others, uses abbreviations to save on space and therefore cost.

Here is a list of some of the most commonly used abbreviations:

appt – appointment	cas – casual	exp - experience/d
hrs – hours	info – information	K - thousand
i.t. - information technology	mths – months	neg - negotiable
o.t. - overtime	p.a. - per annum	p.t. - part time
p.w. - per week	pos. – position	pref - preferred
prev – previous	quals – qualifications	req - required
temp – temporary	wk – week	
w.p. – word processing	w.p.m. – words per minute	

Approaching Employers Directly

Another common way of finding out about job vacancies is to ask employers directly. This can be done in person, by telephone or in writing. Approaching employers directly can be an effective way to look for work, particularly if you are looking for a trade position.

Other Places to Look for Work

There are many other places where jobs are advertised. Some unions advertise vacancies in the occupations and industries that they cover (for example, printers). Also, many shopping centres and community centres have notice boards where job vacancies are displayed.

Applying for a Job

There are a number of ways in which you can go about finding work.

Applying by Telephone

When phoning an employer about a position, it is important to be well prepared. Whether you are applying for the job over the telephone or calling the contact person shown in the advertisement to get more information, here are some useful hints:

- Have all the relevant information about your work and educational background in front of you so that you can answer questions quickly and accurately
- If you are responding to an advertisement, think about the requirements for the job and how this relates to your work experience and training
- If you have the name of a contact person then ask for him or her by name. If not, ask to speak to the person responsible for recruitment of staff for the position that you are interested in
- Introduce yourself and speak clearly and confidently. Explain why you are calling (for example "I am calling about the position of computer operator advertised in The NT News on Saturday 17 August")
- Have a list of questions prepared
- Find out how to apply for the job (for example, whether you have to fill in a form or do a written application)
- If you do not need to apply in writing, ask for an appointment to discuss the job in more detail
- Ask for a statement of duties or other relevant information (for example, for government jobs the "contact person" will send you the necessary information).

The Written Application

The quality of your written job application will often determine whether or not you get an interview. It is an opportunity to convince the employer that your skills, qualifications and experience are relevant to the job and valuable to the organisation.

It is not necessary for the application to be long but it is important that it is easy to read, has all the relevant information and gives a good impression of its writer.

The following sections explain the usual components of a written application:



- An Application Letter

The purpose of this letter is to demonstrate how your skills and employment history meet the requirements of the job.

- A Personal History

A personal history (also known as a resume or curriculum vitae) is an outline of your personal details, work experience, educational background and other interests and skills. There are many different ways of doing a resume. This depends on the type of work you are applying for and your personal choice. In general, your personal history should be attached to the application letter and should give details of the following:

- Personal details
- Educational background
- Work history
- Other relevant skills or information (for example membership of an organisation and language skills)
- Referees (minimum of two)

Addressing the Selection Criteria

If you are applying for a government position, you need to attach a section that explains how your skills address the essential and desirable criteria for the job. The application form and information from the contact person will usually explain what this section should include.

Copies of Qualifications

Send copies (not originals) of major qualifications relevant to the position. Take original documents with you to the interview.

Preparing a Resume

Your resume (or Curriculum Vitae) should be updated to address the requirements of the job for which you are applying. It should include:

- Your name
- Address
- Telephone number
- Email address
- Tax file number (TFN) or Australian Business Number (ABN)
- Education
- Tertiary qualifications

- Secondary qualifications
- Other qualifications and skills
- Awards and achievements
- Work experience
- Languages spoken
- Memberships and associations (professional and social)
- Hobbies and extra-curricular activities. (These can help determine if you are a 'team player', show leadership potential, social responsibility, community involvement etc)
- Referees or references from people who know you to be a person of good character, a good worker, etc.

References and/or Referees

Referees are people who know you and are prepared to give information about your skills and experience. References can be obtained from someone who has supervised your work (including work experience placements), a teacher or lecturer, or from someone in a respected position who has known you for some time.

References can be written or can be given by telephone. It is important that you ask referees before you include them in your personal history. If you are giving a referee's details to be contacted by telephone include her/his name, position, organisation and telephone number.

Work Experience

Overseas work experience is very valuable and should be highlighted when applying for work. However, many employers in Australia do not understand the standards and quality of work in industries overseas. This is where having some work experience in Australia is very useful. This helps you become familiar with Australian workplace practices and obtain a reference (a letter from the employer which provides details of your work duties and your performance). There are training and work placement programs that can help migrants gain some Australian work experience. These are usually short term training courses with an English language element.



By doing work experience I learnt about the Australian workplace, this made me more confident in finding a job. From doing work experience I also gained a referee. By having Australian work experience and a referee I found it much easier to find work.
Bebelyn Cabunsoi, Finance Officer



Volunteering

Volunteering is a way of giving and receiving. When you volunteer, you give part of yourself, your time, knowledge, skills and feelings. You give to your family, to your friends, to your neighbours and to your community. Volunteering enhances your personal growth as well as opportunities in finding work. It is extremely useful in gaining an understanding of how the Australian workplace works, getting references and possibly turning into a paid job. For more information on volunteering opportunities in the Northern Territory, contact any workplace that where you might find employment or visit www.govolunteer.com.au or www.volunteeringterritory.org.au. You can phone Volunteering Territory on (08) 8981 0027.

Getting Around

In the Northern Territory there are many different types of transport to help you get around. Public transport includes taxis, mini-buses and public buses (the Yellow Pages will have contact details).

If you drive a car you will need:

- Australian Drivers License
- Registration
- Compulsory Third Part Insurance

If you drive a car without any of the above, it is breaking the law and there are serious fines and penalties if you break these laws. To get a driver's licence, there are some tests that you will need to do. You will also need to practice your driving; this can be with a driving instructor (this can be found in the Yellow Pages). To find out how to get an Australian Drivers Licence, visit the Motor Vehicle Registry of the Northern Territory. You can check out the website www.nt.gov.au/transport/mvr.



The Job Interview

How to prepare for your job interview

A person's performance at the interview will have a major impact on his or her success at getting the job. It is an opportunity for the applicant to convince the employer that she or he is the best person for the job. Here are some basic points that can help you succeed in the interview.

Prepare for the Interview

Try to find out as much information as possible about the job and the organisation. For example:

- Where does the position fit into the structure and role of the organisation? Get a copy of the organisation's annual report or other relevant documents if possible.
- What would you be doing if you got the job? Some organisations will have a "duties statement". Ask for a copy before your interview.
- What are the conditions of employment (for example, working hours, wages and training opportunities)?
- What skills will you need to do the job? The job advertisement will usually list the skills and knowledge required.

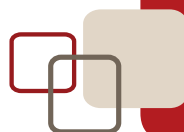
What Usually Happens at an Interview

Job interviews are conducted by one person or a panel of people. Sometimes there are more than three interviewers, particularly if it is a senior position. The interviewer/s usually have a prepared list of questions that are asked of each person interviewed. The length of the interview will vary but can take between 10 minutes to an hour.

Possible Questions from the Employer

Through the interview, the employer will be trying to assess:

- Your skills that are relevant to the job which include:
 - Work experience
 - Qualifications and training
- Your attitude to the position and to the organisation
- Your ability to communicate with other people
- Your potential to learn new skills.



Think about what the interviewer/s are likely to ask and prepare some points on each possible question.

For example:

- Why are you interested in this position?
- Can you briefly outline your experience and training relating to this position?
- Why do you think you would be good at this job?
- What is your understanding of this company or organisation?
- What are your future career plans?
- How soon would you be able to start?

Towards the end of the interview, there is usually an open question like “Is there anything else you would like to add in support of your application?” When answering questions try to be brief and straight to the point. There are likely to be questions that you have already covered in your written application. Repeat the information briefly and refer the interviewer/s to the relevant section in the application.

Possible Questions You Might Ask

It is a good idea for you to ask one or two questions during the interview. It shows that you have thought about the job and prepared for the interview. The types of questions that can be asked include:

- Asking for more information about a particular aspect of the job.
- How soon will you be making a decision about this position?
- When did you want the successful applicant to start?
- What training opportunities are available?
- What is the starting salary?
- What are the usual hours of work and will the job involve any overtime?

Hints for a Successful Interview

- Plan to arrive early so that you have time to relax before the interview.
- It is normal to feel nervous. Try to relax by taking deep breaths.
- Dress neatly and suitably for the job you want to get. Make sure that what you are wearing is comfortable and will not irritate you during the interview.
- Make eye contact with the interviewer. If you are being interviewed by more than one person try to address each one on an individual basis.

- Take references and other relevant documents for the interviewer/s to look at if needed.
- Avoid negative statements. For example instead of saying “I have only been in Australia for eight months and don’t really have much experience here” you can say “I have considerable experience from overseas...and since arriving here I have completed the... training program which has given me... skills”.

If You Don’t Get the Job

Some jobs are very competitive, with many people applying for the one job. Most people will go through a number of interviews before they are offered a job. Some employers will notify all applicants about the outcome of their application. Others will only notify successful applicants.

If you have not been notified, you can contact the employer to find out whether or not you have got the job. If you do not get the job, here are some steps you can take:

- Ask your interviewer to advise you why you were not suitable for the position. This might help you for next time.
- If you feel that procedural processes have not been fair you may contact the Office of the Employment Advocate.
- Evaluate your plan and your approach. For example, there may be other possible types of jobs that you can apply for or you may need to consider doing more training.
- Talk to friends, relatives and other people in your situation.
- Keep trying. The job you will get may be the next one you apply for.

Where to Go for Help

There are a number of services that can help provide you with career counselling, information and assistance with job applications and interviews. These have been discussed in other parts of this Handbook. Centrelink, in many areas, provide special instruction in job search techniques. These are provided through Job Search Training Courses and Job Clubs which provide training and ideas on looking and applying for work.



Conditions of Employment

The different conditions of employment

As in other countries, in Australia most people work for wages, salaries or a share of the profits if they own the business. People are usually employed on either a full-time, part-time or casual basis.

Income tax is taken from the employee's wages by the employer and paid to the Government. This is called PAYG (Pay As You Go) tax. There are three main types of legal documents governing the payment of wages and the conditions under which people work.

These are:

- Awards
- Enterprise agreement
- Australian Workplace Agreements (AWA's).

What is an Award?

Awards set out minimum wages and conditions of employment for specified employees. Awards may be Federal or State. Federal awards are made by the Australian Industrial Relations Commission (AIRC). Federal awards normally cover key terms and conditions of employment. This includes:

- Minimum rates of pay and allowances
- Overtime, shift penalty and other penalty rates
- Hours of work
- Leave provisions eg: sick/personal leave, recreation leave.

Awards may include provisions about specific issues such as superannuation or long service leave.

The Difference between a State and Federal Award

The Federal and State workplace relations systems are administered separately. Federal awards are the responsibility of the AIRC. State awards are the responsibility of State industrial tribunals.

In the Northern Territory and the Australian Capital Territory employers and employees are covered by the Federal industrial relations system only. 'Common Rule' awards in both Territories can apply to all employees in a particular industry whether or not their employers are named in the award. There are occupations in the Northern Territory that are award-free; for example, mango pickers.



Enterprise Agreements

Enterprise Agreements are another way for employers and employees to set rates of pay and conditions of work. The major difference is that agreements cover a single workplace or employer. Enterprise Agreements may be registered or certified under State or Federal laws. There are many similarities between awards and enterprise agreements. An enterprise agreement, like an award, can be negotiated with the employer in the workplace by a union representing the employees. An enterprise/ certified agreement can be negotiated directly with employees as a result of changes to the Federal laws in 1996.

Once approved, the employment conditions set out in an enterprise agreement are legally binding and will override equivalent award provision. For more information about Enterprise Agreements, contact the Workplace Infoline on 1300 363 264 or visit www.workplace.gov.au.

Australian Workplace Agreements

An Australian Workplace Agreement (AWA) is an individual written agreement between you and your employer that sets out the terms and conditions of your employment. An Australian workplace agreement does not start to operate until your employer lodges it with the Workplace Authority.

The conditions in the Australian Fair Pay and Conditions Standard (the Standard) will apply, if the conditions in the Australian workplace agreement are less favourable to the employee. The Standard contains five minimum conditions.

You can appoint a person to help you, or represent you. This person is called a bargaining agent. A bargaining agent can be a friend, relative, solicitor, union representative or any other person whose advice you trust. If you decide to appoint a bargaining agent, you must do it in writing. Your employer cannot refuse to recognise your bargaining agent, but you must give your employer a copy of the written appointment.

You do not have to sign an Australian Workplace Agreement. However, under the law, if you are a new employee, your employer can make the offer of a job conditional on signing an AWA. Your employer must declare that they have followed the correct procedures for making an AWA. Your employer must lodge the declaration and a copy of your AWA with the Workplace Authority, within 14 days of the AWA being made.

If you believe that the correct procedures have not been followed, you can call the Workplace Infoline on 1300 363 264 or visit www.workplaceauthority.gov.au



Workplace Rights and Entitlements

Rights in the workplace

All people working in Australia under the Federal workplace relations system are entitled to certain benefits from minimum workplace rights and conditions of employment. It doesn't matter whether a worker is employed on a casual, part-time or full-time basis, whether they are a junior worker, or a worker from overseas, everyone has basic workplace rights.

The Basics

All workers are protected by a minimum set of conditions which cover:

- The right to guaranteed minimum wage rates
- Maximum working hours
- Protection from undue pressure, coercion and duress
- The right not to be sacked unlawfully.

In addition, all permanent employees are entitled to:

- 4 weeks paid annual leave
- 10 days paid sick/carers leave
- One year unpaid maternity or paternity leave.

Federal workplace law sets out specific rules and protections relating to the termination of an employment relationship. These rules relate to the entitlements a worker may be owed at the conclusion of their employment, whether the termination of the employment was unfair or unlawful, and for the enforcement of entitlements due under an industrial instrument in the case of redundancy.

In most cases, workers employed on a permanent basis will be owed entitlements at the time their employment ends. These can include payment for accrued annual leave and accrued or pro-rata long service leave if the employee is eligible.

If a worker believes that they have not received payment for all of their entitlements at the time their work ends, the Workplace Ombudsman can investigate and take action to make sure that all legal entitlements are paid. The Workplace Ombudsman has the power to enforce compliance with these rights and will independently and impartially investigate all complaints.

The Workplace Ombudsman

The Workplace Ombudsman is a new independent Commonwealth agency responsible for compliance with Federal workplace law. The Workplace Ombudsman serves to protect and enforce the rights of workers and employers under Commonwealth workplace relations laws.

The role of the Workplace Ombudsman is to impartially assist and enforce compliance with Commonwealth workplace laws including the Workplace Relations Act 1996, the Independent Contractors Act 2006 and associated regulations. The Workplace Ombudsman provides the following services to workers and employers in Australia:

- Assists workers and employers to understand their rights and obligations under Federal workplace law
- Promotes and monitors compliance with Federal workplace law, including providing assistance and advice and disseminating information
- Investigates complaints or suspected contraventions of Federal workplace law
- Inquires into any act or practice that may be contrary to Federal workplace law
- Institutes proceedings to enforce Federal workplace law; represent workers who are, or might become, a party to proceedings under the Workplace Relations Act 1996.

The Workplace Ombudsman appoints Workplace Inspectors empowered to investigate and enforce compliance with Commonwealth workplace laws. The work of the Inspectors may be in response to an individual complaint or allegation, or part of wider audit campaigns. Inspectors thoroughly and impartially investigate all complaints and works with the parties for voluntary resolution of issues. In cases where the alleged breach is serious, willful or repeat in nature, legal action may be initiated by the Workplace Ombudsman to recover entitlements and/or seek penalties via the courts if appropriate.

When should you ask the Workplace Ombudsman for Help?

If you believe that your workplace rights and obligations are not being upheld, for example if you are not paid the correct wage or not paid annual leave, you should ask for help from the Workplace Ombudsman. You can confidentially lodge a formal complaint to have your matter investigated, check progress with an existing complaint, or report an alleged breach of a Federal workplace law.

Contacting the Workplace Ombudsman

The Workplace Ombudsman can be contacted through a number of ways.

- Over the telephone - call the Workplace Ombudsman Help Line on 1300 724 200 to lodge a complaint for the cost of a local call.



- Over the internet - visit the website at www.wo.gov.au to lodge a complaint online, use the “Live Help” secure online chat link to an adviser. There is also a range of information, publications, tools and other resources available free.
- By email - via a special “Contact Us” email form available at www.wo.gov.au.
- By post - address your letter to the Workplace Ombudsman at GPO Box 9887 in your capital city.
- In person - visit one of their offices located in each capital city and in 18 regional areas across the country.



Protection from Discrimination, Harassment and Racial Vilification

The laws that protect you from discrimination, harassment and racial vilification

Discrimination

Discrimination means treating someone unfairly because they have an attribute such as race, disability, religion, parenthood, pregnancy etc. Sometimes people have negative views or prejudices about groups of people who are different from them. When these unfair assumptions about people lead to unfavourable treatment, it is termed unlawful discrimination.

In the Northern Territory, Anti-Discrimination laws say that employers cannot treat their employees unfairly because of these attributes:

- Race – colour, nationality, ethnic or religious background or because of a relative's race
- Sex – gender
- Sexuality – homosexual, bisexual, transsexual or heterosexual
- Marital status – whether you are single, married, de facto, divorced or widowed
- Pregnancy – for example, being sacked or put on lesser duties for lesser pay because you are pregnant
- Parenthood – for example, being told that you cannot have the job because you have children and so might take too much time off work
- Impairment – physical, intellectual disabilities, HIV, AIDS, epilepsy, diabetes etc., temporary as well as permanent impairment
- Trade union or employer association activity, including membership of a trade union or employer association
- Religious belief or activity
- Political opinion or activity
- Irrelevant medical record – for example, refusing to give a person a job because they have had a lot of illnesses or an injury at a previous job
- Irrelevant criminal record – using a drink driving record as a reason for not giving a person a job even when no driving is required in the job



- Breastfeeding – saying to a woman she can't come back to work because she is still breastfeeding
- Association with a person who has one of the above attributes – for example not hiring someone because their partner has AIDS.

An example of discrimination may be refusing to employ someone who is capable of doing a job, just because he or she is not born in Australia, or to insist a person speaks fluent English without an accent when that is not a requirement of the job.

In addition to Territory laws, there are also national laws that prevent race, sex and disability discrimination and encourage large companies to make sure those women employees are treated equally to men.

Harassment

In general, harassment is any unreasonable behaviour that is not wanted and:

- Humiliates you (puts you down)
- Intimidates you
- Is not acceptable in the circumstances (for example fair and necessary criticism of work performance is not harassment).

Anyone can be harassed. For example, people of any age or race, sex or religion.

Harassment is often about one person (or a group of people) using power inappropriately over another person/group of people. But harassment can also happen between people when there is no power relationship. It may simply create a hostile environment.

In the Northern Territory, it may be against the law for you to be harassed because of the attributes listed earlier such as race, sex, age, sexuality etc. It is also against the law for a person to be harassed because of his or her relationship to or association with a person of a particular sex, race, marital status, etc.

Racial Vilification

Racial vilification is a type of discrimination. Racial vilification is generally any act that happens publicly as opposed to privately, and that could incite (encourage, urge or stir up) others to hate, have serious contempt for, or severely ridicule you, or a group of people, because of your race, colour or national or ethnic origin. This includes vilification because you are thought to belong to any of these groups.

Vilification can occur by way of:

- Speeches or statements
- Abuse that happens in public
- People wearing symbols, such as badges, or clothing with racist slogans, in public
- Posters or stickers in a public space.

Vilification is against the law in Australia in relation to race. The Commonwealth

Racial Discrimination Act 1975 protects people from racial vilification.

To make a complaint, organise training or awareness sessions, or for more information on discrimination, harassment or vilification contact:

Northern Territory Anti-Discrimination Commission

7th Floor, 9-11 Cavenagh Street Darwin NT 0800

Telephone: (08) 8999 1444

Freecall: 1800 813 846

Website: www.nt.gov.au/justice/adc

Human Rights and Equal Opportunity Commission

Telephone: (02) 9284 9600

Freecall: 1300 656 419

TTY: 1800 620 241 (For hearing impaired people)

Facsimile: (02) 9284 9611

Website: www.hreoc.gov.au



Unions

Unions are registered organisations that cover a wide range of occupations including nurses, office workers, shop employees, tradespeople and labourers.

The main activities of unions are to seek the best possible wages and working conditions for their members, and to help people who are in conflict with their employers.

Unions also provide other services to their members including financial advice, superannuation, workers compensation, occupational health and safety, information on recognition of overseas qualifications and training in a variety of areas. In some industries preferential treatment may be given to union members.

In Australia, membership of a trade union is voluntary. Employees may choose to join, but cannot be forced to. The law protects employees from unfair treatment as a result of belonging (or not belonging) to a union. The law also protects the right of an employee to union representation in negotiations, and grievance and dispute procedures. Most unions have elected representatives (delegates) in the workplace.

If you would like more information, please contact:

Unions NT

38 Woods Street

Darwin NT 0800

Telephone: (08) 8941 0001

Facsimile: (08) 8981 3947

Email: nttlc@octa4.net.au

Website: www.unionsnt.com.au

Superannuation

Long term investment for your retirement

Superannuation is a specially designed long-term investment for your retirement.

Superannuation is known as 'retirement savings' or 'pension income' around the world. Investing in superannuation while you are working is designed to help you build a nest-egg for your retirement. Nearly every employed person in Australia is a member of a superannuation fund.

Superannuation in Australia is commonly known as 'Super'. In most cases, your employer is required by law to pay an amount equivalent to nine percent (9%) of your earnings into a superannuation fund of your choice. You can also contribute extra money into your Super. To find out if your employer is paying

the right amount of money, you should check with the people who manage your superannuation fund.

For more information, please contact:

ATO Superannuation Infoline: 131 020

ATO website: www.ato.gov.au/super

Australian Securities & Investments Commission (ASIC): 1300 300 630

ASIC website: www.fido.asic.gov.au

Taxation

An important legal responsibility

A Tax File Number (TFN) is a unique number issued to individuals or organisations by the Australian Taxation Office (ATO) and is needed for all forms of receiving income. Apply for your TFN as a first priority. The fastest way for new settlers to obtain their TFN is through the internet. Online TFN registration is available 24 hours a day, 7 days a week and all that is required is your passport details and your Australian address. After about 10 days you should receive your new TFN in the mail. Application forms are available from Centrelink offices, by printing from the ATO website or by ringing the TFN Helpline. Processing time for the issue of the TFN is 28 days.

When you start work, your employer will ask you to complete a TFN Declaration form on which you need to write down your TFN. If you do not already have your TFN, the employer is not allowed to take out more than the normal amount of tax until the standard TFN processing time has elapsed. If you earn any income in a financial year (between 1 July and 30 June), you must lodge an Income Tax Return by 31 October of that year, unless other arrangements have been made.

Australia has a Goods and Services Tax (GST) of 10 per cent on most items. The GST is included in the price you are asked to pay. Some things such as basic food, most education and health services, eligible child care and nursing home care are GST-free.

If you operate a business you will need an Australian Business Number (ABN) for your dealings with the Australian Taxation Office and other businesses.

For more information, please contact:

Australian Taxation Office

Tax File Number Helpline: 132 861

Business and GST enquiries: 132 866

Personal Tax Information Line: 132 861

Website: www.ato.gov.au

Tax File Number online registration: www.ato.gov.au/individuals



Employee Rights

Your rights at work

Equal Employment Opportunity

All government agencies (Commonwealth, State/Territory and Local) have Equal Employment Opportunity (EEO) policies. This means firstly, that people must be chosen for a job on the basis of their abilities, without discrimination or favouritism. Secondly, it means that government agencies should develop ways to increase the number of people from non-English speaking backgrounds (and certain other groups such as women) in their workforce. Some private sector companies also have equal employment opportunity policies.

Health and Safety at Work

Employers in the Northern Territory are responsible for making their workplaces safe and healthy. Workers are responsible for following safety rules in the workplace. The employer must talk to workers about safety matters and in larger workplaces there may be a committee of workers and managers to maintain a safe working environment.

Employers must have workers' compensation insurance. This means that if you are injured at work, the insurance company will pay for your medical costs and your employer will pay your wages while you cannot work. In the Northern Territory, you are also covered if you are involved in an accident on your way to or from work. If you do get injured, your employer should help you to get back to work as soon as possible. This may mean giving you different duties while you are recovering.

For more information, please contact:

Office of Work Health and Electrical Safety

Freecall: 1800 019 115

Nationwide: 1800 193 111

Website: www.worksafe.nt.gov.au



In my work I am surrounded by many hazards, I need to ensure that my employer provides a safe working environment.

Regina Andrua, Cleaner

Other Employer and Employee Responsibilities

If you are employed to do a certain type of work or duty, you should not be asked to do totally different tasks as this may be considered a form of termination.

An employee does not have to obey a command that involves any illegal activity (such as driving if he or she does not have a licence). You can expect your employer to:

- Show you what to do or give you training
- Help you get experience and confidence in your work
- Let you develop and use your skills at work
- Keep you informed about things that affect you
- Ensure a safe working environment
- Pay you on time and provide you with a pay slip explaining your pay, tax and all other deductions.

Your employer will expect you to:

- Arrive to work on time
- Have a good attendance record
- Be interested in the work
- Follow instructions and accept suggestions
- Ask for help if you need it
- Obey safety rules
- Dress suitably for the job.

Your duties to your employer are to:

- Obey the employer's lawful and reasonable demands
- Do the work in a careful and competent manner
- Account to the employer for any money or property you receive while at work.

For more detailed information on the rights of workers in employment you can contact the Workplace Infoline on 1300 363 264 or visit www.workplace.gov.au; or

Unions NT

38 Woods Street

Darwin NT 0800

Telephone: (08) 8941 0001

Facsimile: (08) 8981 3947

Email: nttlc@octa4.net.au

Website: www.unionsnt.com.au



Overseas Qualifications

How to get your overseas qualifications recognised in Australia

People with overseas qualifications often wonder whether they should have their qualifications assessed. This decision depends on the type of occupation in which the individual wishes to engage and the type of qualifications held.

In Australia there is no single authority that assesses or recognises all overseas qualifications. There are many professional, government and other organisations involved, depending on the type of qualification or occupation and whether the assessment is for the purpose of work or further study.

In some occupations, it is not necessary to have qualifications recognised in order to practice that occupation in the Northern Territory. In other occupations, registration or licensing is required by law.

In occupations where there are no legal requirements, employers may still wish to have overseas qualifications presented to them in a form that explains how they compare to Australian qualifications or training.

Overseas Qualifications Unit (OQU)

If you wish to have your overseas qualifications assessed, the OQU may be a good first point of contact.

The Northern Territory OQU operates from the Office of Multicultural Affairs, within the Department of the Chief Minister, and provides advice and assistance on overseas qualifications assessment procedures, employment and related issues.

It also provides comparative educational assessment using written guidelines developed by the National Office of Overseas Skills Recognition (NOOSR).

Assessments by the OQU are made only for those who have permanent residence status or have a valid visa allowing the holder to work or study in Australia.

If you would like more information, please contact:

The Overseas Qualifications Unit
Office of Multicultural Affairs

11th Floor, NT House
22 Mitchell Street Darwin NT 0800
GPO Box 4396 Darwin NT 0801
Telephone: (08) 8999 3867
Facsimile: (08) 8999 3889

Website: www.nt.gov.au/dcm/multicultural/overseas.html

Why Do You Require Recognition of Your Overseas Skills, Qualifications and Experience?

There are three reasons why you would need to have your qualifications recognised. They are for:

- Further training
- Employment
- Skilled immigration to Australia.

As a general rule: If you require recognition of your qualifications for further training, you need to seek recognition from the individual training institution. If you require recognition of your qualifications for immigration, you first need to seek advice from the Department of Immigration and Citizenship (Telephone: 131 881), and purchase the General Skilled Migration handbook which explains the process and provides the forms you will need to apply for skilled migration.

If you require recognition of your qualifications for employment purposes, then the employer will need to be satisfied that you meet the requirements for the job. In the case of regulated occupations, that will mean that you have to seek recognition from the relevant licensing or registration authority.

Recognition is having your qualifications and experience accepted as fact. It is not always necessary to have overseas qualifications assessed by NOOSR or the Charles Darwin University. For many jobs you can apply directly for employment and employers can decide whether to recognise your training and experience or not.

Trades Recognition Australia

GPO Box 9879

Canberra ACT 2601

Telephone: (02) 6121 7456

Facsimile: (02) 6121 7768

Website: www.dewr.gov.au/tra.htm

National Office of Overseas Skills Recognition

GPO Box 9880

Canberra ACT 2601

Telephone: (02) 6240 7644

Freecall: 1800 020 086

Facsimile: (02) 6242 7636

Website: www.dest.gov.au/noosr

Professional or Trade Recognition is where qualifications are accepted by the qualifying authority. This may involve comparison of overseas course content to Australian course content, relevant work experience and the relevance of the



course to the requirements of Australian industry. Professions in Australia may be regulated by law, may be self-regulating or not be regulated at all.

Legally Regulated Occupations

A number of occupations are required by Northern Territory law to be registered. Registration is the licensing, approval, admission, certification, or any other form of authorisation, of a person required by law to carry on an occupation. Examples of occupations requiring registration include medicine, nursing, pharmacy, architecture, law and dentistry. No person can work in these occupations without registration.

The procedures for assessment vary according to the occupation. Each State in Australia has its own registration laws and registration organisations. If you are registered to practice in an occupation in the Northern Territory, this does not necessarily mean that you can automatically practice in another State. However, under the mutual recognition arrangements, a person who is registered to practice an occupation in Australia or New Zealand is entitled to practice an equivalent occupation provided they apply to the relevant registration authority. Substantive registration will generally be granted within one month.

Moreover, there are some occupations which are registrable/licensable in some States but not others. For example, school teaching, occupational therapy and hairdressing.

For many regulated occupations the minimum level of training acceptable in the Northern Territory is a Bachelor degree from university which requires a minimum of three years study. Overseas trained doctors and dentists require more than three years of study and must meet the requirements of the Australian Medical Council and the Australian Dental Council respectively before they may practice in Australia. In other professions, they may need to complete a further period of training as determined by the relevant professional association. Some of these occupations are: architect, accountant, chiropractor, dentist, doctor, lawyer, nurse, optometrist, osteopath, pharmacist, physiotherapist, podiatrist, psychologist, radiographer, surveyor, tax agent, valuer, and veterinary surgeon.

Registrable/Licensable Trades

Trade training in Australia generally involves completion of an apprenticeship of up to 4 years, which includes off-the-job training at a Technical and Further Education (TAFE) or equivalent training provider. Formal recognition of qualifications is only required in occupations that are regulated. Examples of regulated trades are:



- Aircraft trades
- Plumbing and gas fitting
- Motor vehicle repair
- Residential building trades and builder
- Electrical and air-conditioning trades.

For contact details please refer to the Useful Contacts section, starting on page 46.

Other Regulated Occupations

There are a number of other regulated occupations where training is not undertaken through the university degree or trade system. Training is received through a variety of methods including on-the-job training. Examples are: air traffic controller; boiler attendant and engine driver; boilermaker/blacksmith; construction equipment operator; customs broker; dental occupations (other than dentist); marine personnel; optical dispenser; real estate agent; and travel agent.

Self-Regulated Occupations

Self-regulated occupations are those which do not require registration (eg. accountancy, engineering and social work). Instead, an association or union has been established to control its standards. Each association has developed its own guidelines for assessing skills and allowing membership, often at different levels.

The most notable of these self-regulated occupations is accountancy where consumers expect accountants to be certified practicing accountants or chartered accountants. People with overseas qualifications can approach the appropriate professional body for details of how to apply for membership. For contact details please refer to the Useful Contacts section, starting on page 46.

Unregulated Occupations

Many occupations are not regulated by law. These include economists, social scientists, research officers, marketing, training officers and lecturers.

Overseas-trained professionals are not required to register or to take examinations in order to obtain a job in these occupations. However, a comparative educational assessment may prove useful when seeking employment in these unregulated professions.

Technical Occupations

Most technical level occupations do not need to meet formal recognition requirements. It may be useful to find out how overseas qualifications compare with an Australian qualification by applying to NOOSR or the OQU, or by checking



the 'Country Education Profiles'. It may also help to join the particular professional association or union.

Trades

It is not always necessary to have a trade certificate to work in a trade area, but it may assist with employment and/or promotion prospects and to obtain a licence in trades that require one.

Some employers, however, prefer that trades people have recognised trade qualifications. Depending on the particular trade, trade recognition involves using a combination of comparative and competency based on assessments when certifying overseas skills. Contact the Overseas Qualifications Unit (OQU) on (08) 8999 3867 for advice or check the Useful Contacts section, starting on page 46.

Secondary School Qualifications

Secondary education certificates may be assessed for employment or study purposes by the Senior Secondary and Certification Section Curriculum Services Branch Northern Territory Department of Employment and Training Education.

For further information, contact the Branch on (08) 8999 3585.

Assessment Fee Subsidy

The Department of Education, Science and Training, through NOOSR, helps overseas trained professionals who are Australian permanent residents to obtain recognition of their qualifications in Australia. The NOOSR Assessment Fee Subsidy for Overseas Trained Australian Residents scheme pays the fees for some assessments of overseas qualifications where occupations are regulated or, in other professions, the fees for any examination required.

Assistance is available for one attempt only at each examination stage or assessment. To be eligible you must hold, or be covered by a Centrelink Health Care Card, Pensioner Concession Card or Commonwealth Seniors Health Card. For more information including eligibility for assistance contact NOOSR on

Freecall number 1300 363 079.

Admission for Colleges and Universities for Further Study

Universities, private colleges and Vocational and Tertiary Education in Australia make their own decisions about the level of overseas qualifications required for admission or credit purposes. If you want to undertake further study at a college

or university, you should go to the institution directly. Sometimes the university or college will need time to consider your enquiry or application. In some cases the college or university will ask applicants for admission to obtain a general educational assessment. If the OQU cannot help, the university may contact NOOSR for advice on Freecall number 1300 363 079.

Bridging Courses

Bridging courses assist overseas trained professionals to meet or prepare to meet specific academic or professional requirements for:

- Registration or other entry to regulated professions
- Membership of a professional body or other occupational entry to self-regulating professions.

Bridging for the Overseas Trained Professional Loan Scheme (BOTPLS) is a Commonwealth scheme to make loans to overseas-trained professionals who do not meet the requirements for entry to their professions in Australia. The loans will be applied to pay fees for bridging courses (BOTPLS courses). It is similar to the deferred payment arrangements available under the Higher Education Contribution Scheme (HECS) and the Postgraduate Education Loans Scheme (PELS). Further information, including the professional occupations eligible under BOTPLS, is available at: www.dest.gov.au/noosr/brgcourses.htm. The details of the new arrangement are currently being determined. For more information, contact NOOSR on Freecall number 1300 363 079.

Documents

Documents that are in languages other than English must be translated into English before they are submitted for assessment. Official translations made overseas may be acceptable to assessing bodies and employers. It is recommended that any required translations be carried out by accredited translators in Australia. The following documents should be translated into English:

- The degree (or diploma or other qualification)
- The transcript of records (list of subjects and results achieved)
- Other relevant materials (eg: employment histories, work references).

You can have your document translated by: Translating and Interpreting Services (TIS) Department of Immigration and Citizenship (DIAC) telephone: 131 450.

DIAC offers free translation of settlement related documents subject to eligibility. The Interpreting and Translating Service Northern Territory will provide translations of overseas qualification and related documents for a fee.

For more information, please contact:



Interpreting and Translating Service NT

Level 2, RCG House, 83-85 Smith Street Darwin NT 0800

GPO Box 4621 Darwin NT 0801

Telephone: (08) 8999 8506

Email: itsnt@nt.gov.au

Website: www.nt.gov.au/ntg/interpreters.html

Private Translators

Before using private translators, check that they are accredited by the National Accreditation Authority for Translators and Interpreters (NAATI). This means that their language skills have been tested and graded in levels in accordance with recognised standards. NAATI is a national standards body owned by the Commonwealth, State and Territory Governments of Australia. It is a company limited by guarantee under the Commonwealth Corporations Law 1991.

For more information, please contact:

NAATI NT

C/- Multicultural Council of the Northern Territory

Shop 15 Malak Shopping Centre

Malak Place, Malak NT 0812

Telephone: (08) 8945 9615

Facsimile: (08) 8945 9155

Email: daroff@naati.com.au

Website: www.naati.com.au

English Language Skills

The level of English that you will need in order to work in Australia will depend partly on the type of work you are interested in doing. If you need to improve your English, there are a number of agencies that provide English language courses. The type of course you can do depends on your level of English, how long you have been in Australia and the reason why you want to learn English.

Adult Migrant English Program (AMEP)

The Department of Immigration and Citizenship (DIAC) provides English language training under the Adult English Program. AMEP teaches Certificates I, II and III in Spoken and Written English to students who are referred by DIAC. Free childcare is provided for DIAC students. Subject to availability, other students may attend classes for a fee.

To be eligible for the AMEP job seekers must:

- Contact CDU's AMEP,



- Be eligible – we can tell if you bring your visa to the AMEP office,
- We have full time and part time classes,
- Be happy for us to assess your speaking, listening, reading and writing levels, before you start class, so we can put you in the best class for you.

For more information, please contact:

Adult Migrant English Program

Charles Darwin University

Darwin NT 0909

Telephone: (08) 8946 6578

Freecall: 1800 019 119



Improving their English skills and learning about life in Australia helps our AMEP students to become more employable. They also meet people from their country, and from new countries, and make many new friends.

***Lindee Conway, AMEP Manager,
Charles Darwin University***



Providers Supporting Employment and Training

The services providing support for employment and training.

Myriad Group Training

Myriad Group Training provides employment opportunities for apprentices and trainees, and also operates as the International College of Advanced Education (ICAE) which offers courses ranging from entry-level statements of attainment and certificates through to advanced diplomas; graduates can use our training as a pathway to further vocational training or higher education. Myriad Group Training is also funded to provide pre-employment training courses for migrants and refugees.

For more information, please contact:

Telephone: (08) 8941 5959

Street Address: 46 The Mall, Darwin

Email: info@icae.edu.au

Website: www.mgt.org.au

BJ Network Consulting

BJ Network Consulting provides training for unemployed people as well as staff development training for people already in the workplace.

For more information, please contact:

Telephone: (08) 8981 1866

Street Address: Unit 4/9 Charlton Court, Stuart Park

Email: info@bjaustralia.com.au

Website: www.bjaustralia.com.au

New Enterprise Incentive Scheme (NEIS)

The New Enterprise Incentive Scheme (NEIS) is a self-employment program, which helps you put your business ideas into practice.

NEIS provides a range of assistance for setting up your own business which includes:

- Training in small business
- Business skills and business plan development
- Income support for up to 52 weeks
- Business advice and mentor support during the first year of business operation

Let a Centrelink Officer know if you are interested and if you are eligible to access the services, they can refer you to NEIS Job Network members. The NEIS provider in the Top End is Mission Australia.

For more information, please contact:

Ground Floor, Francis Drive Telephone: (08) 8935 0999
Palmerston NT 0830 Facsimile: (08) 8981 4711
Email: ntneis@missionaustralia.com.au Website: www.mission.com.au

Other Job Networks Contacts

Max Employment
36 Cavanagh Street Ground Floor, 4 Cascom Centre
Darwin NT 080013-17 Scaturchio Street
Telephone: (08) 8981 5011 Casuarina NT 0810
Facsimile: (08) 8981 4711 Telephone: (08) 8945 7088
Email: darwin@maxnetwork.com.au Facsimile: (08) 8945 7099
Email: casuarina@maxnetwork.com.au

Jobfind Centre
Suite 3, Ground Floor
Baywood Plaza, Frances Mall
Palmerston NT 0830
Telephone: (08) 8931 1355
Facsimile: (08) 8931 1366
Email: jobfind_palmerston@jobfindcentre.com.au

Financial Support

While you are actively looking for work you may be entitled to a payment from the Government. This payment is called Newstart Allowance. Centrelink offers a range of payments and services for people looking for work, or who have low incomes. Some Centrelink payments have waiting periods for newly arrived migrants. This means that you may not be entitled to a payment straight away. Because each person's circumstances are different, it is important that you contact Centrelink to find out what payments and services you have access to. See the Useful Contacts section starting on page 46 to find the contact details for Centrelink.



Organisations Supporting Migrants

There are services providing specific support to Migrants

Centrelink

Centrelink has a number of services to help people who are migrants or refugees. These services include:

- Centrelink Multilingual Service (CMS Telephone Hotline: 131 202)
- Information written in other languages
- Multicultural Service Officers who work closely with ethnic communities
- Language Services
- Bi-lingual staff.

Multicultural Service Officers in the Casuarina and Palmerston offices can assist migrants by providing you with an interpreter or translator, provide contacts to answer your questions and to obtain Centrelink information in your own language. The Multicultural Officers may be contacted at Casuarina office on (08) 8923 3749 or at Darwin office on (08) 8936 3775.

Northern Territory Working Women's Centre

The Northern Territory Working Women's Centre is a community based organisation that provides free and confidential information, advice and assistance to women on all work related issues such as:

- Pay and working conditions
- Awards and agreements in the workplace
- Health and safety in the workplace
- Discrimination, Harassment and Bullying
- Work and Family Issues
- Unfair Dismissal
- Superannuation.

The Northern Territory Working Women's Centre can also provide training on a range of workplace issues. Access to translators or interpreters can be organised.

They are located at:

NT Working Women's Centre

Unit 1/98 Wood Street Darwin Facsimile: (08) 8981 0433
GPO Box 403 Darwin NT 0801 Email: admin@ntwwc.com.au
Telephone: (08) 8981 0655 Website: www.ntwwc.com.au
Freecall: 1800 817 055

Multicultural Council of the Northern Territory Inc

The Multicultural Council of the Northern Territory (MCNT) is the peak body dedicated to advocacy and representing the interest, concerns and aspirations of Territorians from CALD backgrounds, newly arrived migrants and refugees, particularly those from Non-English Speaking Background (NESB). The aim of MCNT is to promote multiculturalism as a policy for all Australians and to work for social justice.

It advocates on behalf of community groups, represents the needs, interests, concerns and aspirations of these people and communities. MCNT provides services and cultural support groups and workshops in response to identified service gaps and needs, in particular of NESB communities in the Territory. MCNT is funded by the Department of Immigration and Citizenship to provide settlement services.

They are located at:

Multicultural Council of the Northern Territory Inc

Shop 15 Malak Shopping Centre
Malak Place Malak NT 0812
PO Box 299 Sanderson NT 0813
Telephone: (08) 8945 9122
Facsimile: (08) 8945 9155
Email: admin@mcnt.org.au
Website: www.mcnt.org.au



The MCNT works closely with migrants in our community and has ideas and advice for finding suitable employment and adjusting to Australian workplace culture.

Ron Mitchell, Policy and Project Director

Anglicare NT

For a number of years, Anglicare NT has been funded by the Department of Immigration and Citizenship for the Refugee and Migrant Settlement Services Program (RAMSS) from its Ludmilla offices. As part of this program Anglicare NT provides settlement information and advice while ensuring that refugees and migrants are also supported and guided to ensure that they receive appropriate services. Anglicare NT also coordinates the RAMSS Reference Group of agencies and service providers where issues of concern to migrants and refugees, such as employment, are discussed and addressed.



Anglicare NT recently worked in partnership with Myriad Group Training on an employment project 'Workbridge' with the aim of finding employment pathways for migrants and refugees. This project was funded through the Australians Working Together program of the Department of Employment and Workplace Relations.

They are located at:

Anglicare NT

5 Namarluk Drive, Ludmilla NT 0820

PO Box 36506 Winnellie NT 0821

Telephone: (08) 8985 0000

Facsimile: (08) 8985 0001

Email: anglicare@anglicare-nt.org.au

Website: www.anglicare-nt.org.au

Katherine

15 Third Street, Katherine NT 0850

PO Box 415 Katherine NT 0851

Telephone: (08) 8972 1571

Facsimile: (08) 8971 2794

Nhulunbuy

6 Chesterfield Circuit,

Nhulunbuy NT 0880

PO Box 1791

Nhulunbuy NT 0881

Telephone: (08) 8987 2711

Facsimile: (08) 8987 3661

Alice Springs

16 Hartley Street, Alice Springs NT 0870

PO Box 2579 Alice Springs NT 0871

Telephone: (08) 8951 8000

Facsimile: (08) 8951 8016

Melaleuca Refugee Centre

Melaleuca Refugee Centre provides an environment for the recovery of survivors of torture and trauma, their families and community, through confidential, high quality, holistic services. The Melaleuca Refugee Centre is the initial point of entry for humanitarian entrants into the Darwin community, and is funded under the Integrated Humanitarian Settlement Strategy to provide intensive settlement support to newly-arrived humanitarian entrants for the first six months of settlement.



They are located at:

Melaleuca Refugee Centre

Shop 33 Rapid Creek BusinessVillage
48 Trower Road Millner NT 0810
PO Box 1226 Nightcliff NT 0814
Telephone: (08) 8985 3311
Facsimile: (08) 8985 3322
Email: admin@melaleuca.org.au
Website: www.melaleuca.org.au

Multicultural Community Services of Central Australia Inc.

The Multicultural Community Services of Central Australia Inc. is a community-based organisation in Alice Springs that responds to the settlement and multicultural needs of persons from culturally and linguistically diverse backgrounds (CALD) in Central Australia. They assist migrants, refugees and others from the CALD community to settle in Alice Springs.

They are located at:

Multicultural Community Services of Central Australia Inc

2/20 Parsons Street, Alice Springs NT 0871
PO Box 1160 Alice Springs NT 0871
Telephone: (08) 8952 8776
Facsimile: (08) 8952 5176
Email: info@mcsca.org.au
Website: www.mcsca.org.au



Useful Contacts – Government Departments

Centrelink

Multicultural Services:

(08) 8936 3775 or (08) 8923 3754
Centrelink Multilingual Call: 131202
Appointments: 131021
Customer Relations: 1800 050 004
TTY: 1800 810 586 (For hearing impaired people)

Centrelink Services & Payments

Employment Services: 132 850
Retirement Services: 132 300
Family Assistance Office: 136 150
Disability, Sickness & Carers: 132 717
Financial Service: 136 357
Youth and Student Services: 132 490
Abstudy: 132 317
Business Unit: 131 158
Assistance for Isolated Children: 132 318

Department of Education, Science and Training

GPO Box 3880, Darwin NT 0801
Telephone: (08) 8936 5155
Website: www.dest.gov.au

Department of Employment and Workplace Relations

3rd Floor, TCG Centre
80 Mitchell Street Darwin NT 0800
GPO Box 385
Darwin NT 0801
Telephone: (08) 8936 5000
Facsimile: (08) 8936 5020
Website: www.dewr.gov.au

Department of Immigration and Citizenship

GPO Box 864
Darwin NT 0801
Telephone: 131 881
Website: www.immi.gov.au

Office of Multicultural Affairs

GPO Box 4396 Darwin NT 0801
Darwin Telephone: (08) 8999 3859
A/Springs Telephone: (08) 8951 5389
Website: www.nt.gov.au/dcm/multicultural

Department of Employment, Education and Training

GPO Box 2925
Darwin NT 0801
Telephone: (08) 8901 1357
Website: www.deet.nt.gov.au/training/



Useful Contacts – Recognition Authorities

Certain professions require potential practitioners to pass an occupational English test. Make sure to check if this is so with the relevant registration or licensing bodies. If it is a requirement, Occupational English Testing is conducted by:

Assessment of overseas qualifications

AEI-NOOSR

Telephone: 1300363 079

Website: www.aei.dest.gov.au/AEI/QualificationsRecognition/Default.htm

Occupational English Test

Telephone: (03) 9825 3800

Website: www.occupationalenglishtest.org

Accountants

Institute of Chartered Accountants in Australia

Telephone: 1300 137 322

Website: www.icaa.org.au

Certified Practising Accountants Australia

Telephone: (08) 8981 2116

Website: www.cpaustralia.com.au

Architects

Architects Accreditation Council of Australia

Telephone: (02) 6230 0506

Website: www.aaca.org.au

NT Royal Australian Institute of Architects

Telephone: (08) 8936 1820

Website: www.architecture.com.au

NT Architects Board

Telephone: (08) 8999 8908

Website: www.nt.gov.au/lands/building/boards/architects

Building Practitioners

Building Practitioners Board NT

Telephone: (08) 8999 8964

Website: www.nt.gov.au/bpb

Dentists

Australian Dental Council Inc

Telephone: (03) 9415 1638

Website: www.dentalcouncil.net.au

Electrical Workers

Electrical Workers and Contractors Licensing Board

Telephone: (08) 8981 5435

Website: www.electricallicensing.nt.gov.au

Engineers

Engineers Australia

Telephone: (02) 6270 6555

Website: www.engineersaustralia.org.au

Engineers Australia Northern Division

Telephone: (08) 8981 4137



Lawyers

Legal Practitioners Admission Board

Telephone: (08) 8999 6574

Law Society Northern Territory

Telephone: (08) 8981 5104

Website: www.lawsocnt.asn.au

Medical Practitioners

The Australian Medical Council Inc

Telephone: (02) 6270 9777

Website: www.amc.org.au

The Australian Medical Association NT Inc

Telephone: (08) 8927 7004

Website: www.amant.com.au

Metal Workers

Trades Recognition Australia (TRA)

Telephone: (02) 6121 7456

Website: www.workplace.gov.au/tra

Plumbers and Drainers

Plumbers & Drainers Licensing Board NT

Telephone: (08) 8999 8972

Website:

www.plumberslicensing.nt.gov.au

Surveyors

Surveyors Board of the Northern Territory

Telephone: (08) 8995 5359

Website: www.nt.gov.au/lands/lis/surveyorsboard

Teachers

Teacher Registration Board of the Northern Territory

Telephone: (08) 8999 4197

Website: www.trb.nt.gov.au

Welfare Workers

Australian Institute of Welfare and Community Workers

Overseas Qualifications Assessment

Telephone: (03) 9654 8287

Website: www.aiwcw.org.au

Real Estate Agents

Property Agents Licensing Unit

Telephone: (08) 8935 7734

Website: www.caba.nt.gov.au/justice/licenreg/baal/property_agents.shtml

Social Workers

Australian Association of Social Workers

Overseas Qualifications Unit

Telephone: (02) 6273 0199

Website: www.asw.asn.au

Health Professionals

Health Professions Licensing Authority

Telephone: (08) 8999 4157

Website: www.health.nt.gov.au/Health_Professions_Licensing_Authority_HPLA

The Board under this Authority issue registration to:

Aboriginal Health Workers, Chiropractors, Dentists/Dental Specialists, Dental Hygienists/Dental Therapists, Enrolled Nurses, Registered Nurses/ Midwives, Medical practitioners, Occupational Therapists, Optometrists, Osteopaths, Physiotherapists, Pharmacists and Psychologists.

