

Questions – Mr Bruce McQualter

ANZ Indigenous Employment and Training

1. Please outline the role of the ANZ in providing Indigenous employment and training. **Breaking employee stereotyping on back of skill shortages. Looking outside the box. Leading Australian Corporations by actively participating in CLIEP and through Reconciliation Australia. Launch of our Reconciliation Action Plan in April 2006 was the first for an Australian Corporation. Many have since followed.**
2. Why did the ANZ become involved in providing Indigenous employment and training opportunities?
Business needs – running out of staff. Same time received challenge from Dick Estens via ANZ CEO to employ Indigenous Australians. On examination of our workforce Indigenous authenticity, we found no records kept and antidotal evidence lead us to believe that we knew of 20 Indigenous employees out of a 22000 workforce. This clearly under represented Indigenous Australians.
3. What type and level of employment/training opportunities are selected for targeting to potential Indigenous employees?
School Based Trainee to do Certificate II in Business Services + Full Time Trainees complete Certificate III in Banking and Finance.
4. Geographically speaking, where are the opportunities available?
Potentially to all Australian Branches. Site Selection criteria used re location, size, and leadership quality – regardless or not of local indigenous school populations. Locations matched with quality Work Place Provider and Indigenous School Y10 population. Traineeships are in and planned for North QLD, Northern NSW, Newcastle, Sydney, Wollongong, South Australia, Western Australia and Northern Territory. In 2009 we plan to expand into Southern NSW, Victoria and Tasmania.
5. Are participants guaranteed employment if they satisfactorily complete their training?
ANZ Career Development Managers (2) work with trainees and their ANZ Supervisors to ensure we retain as many as possible. A number of factors come into play. Eg mobility, job availability, trainee's aptitude, as well as overall performance as a trainee.
6. What, if any, connection do you have with the Aboriginal Employment Strategy?
AES is one of four current accredited ANZ Work Place Providers for Indigenous Trainees. We worked with AES Moree to originally develop the concept in 2002, starting with one trainee. Have hosted trainees through AES totalling 150 since then.
7. What relationship, if any, do you have with the NSW/Federal government?
NSW Government – NIL. Federal Government via DEEWR (50% funding for 2 years) for ANZ Indigenous Employment and Training Team
8. What are the funding requirements and how is Indigenous employment and training funded?
Trainees not funded externally – ANZ meet 100% of trainee's salary and training costs. Our Work Place Providers receive Government Incentives for the Trainees – not ANZ. We pay and full fare and expect best quality intake and outcomes. ANZ Indigenous Employment and Training Team this year receive 50/50 funding (from DEEWR Victoria) for 2 years to facilitate achievement of targets outlined in our Reconciliation Action Plan.
9. What do you think makes your organisation successful in this endeavour?

Leadership at CEO level coupled with earlier identified passionate people at the front line to make it happen. Internal engagement sought and obtained by branch staff prior to placement of trainees. Work environment that values and respects cultural diversity.

10. What kind and level of skills do they generally require prior to being accepted? What is the average age and skill level of the people after training?

Basic literacy and math skills with Y10 achievement. Continuity and commitment in relation to school. Positive aptitude to work in a team. Enjoy learning and experiencing new things.

11. In your opinion, how do the services that you provide help Aboriginal communities:

a. increase employment levels for Aboriginal and Torres Strait Islander people
Provide essential skills for employment in retail and corporate Australia and allow Indigenous people opportunities and choices in their lives - like all Australians.

b. to attain skills for maintaining and sustaining own community
Financial literacy shared amongst their families through trainee's exposure to money management principles (ie not living for the day but planning for the future).

c. become sustainable in the long-term
Every trainee has an ANZ Career Development Manager who creates with them a career and training pathway to ensure that sustainable employment is achieved. With our commitment outlined in our RAP plan, we have clearly defined targets for progression of Indigenous Trainees and employees through to Management and beyond.

d. Promote cultural resilience among Indigenous people
Supporting and developing Indigenous Cultural Awareness training for our staff members. By doing this we are providing greater levels of support and understanding for Indigenous Australians.

12. How do you measure the success of your programs? Is there quantitative data available that shows the number of Indigenous people engaged in your programs and the changes to Aboriginal employment levels and opportunities over time?

Retention data. Not only into permanent employment with ANZ but externally as well. Ie 100% who finished traineeship in 2007 have secured permanent employment, 75% of these within ANZ. Internal tracking records created and maintained, reported internally and externally monthly.

13. In your opinion, what do you think the Government could be doing to improve employment levels and opportunities for Aboriginal and Torres Strait Islander people?
Greater awareness and engagement into SBT Programs at local HS level. Large levels of inconsistencies exist in through NSW HS's. In relation to traineeships in general, this varies from a) ignorance, b) to trade only mindsets and c) to total support. Corporate Australia needs more support and flexibility from all levels of Government to unblock bureaucratic barriers that hinder and stifle creativity / momentum. More collaboration between Government and Industry in the development of tailored Vocational Training aimed at specific industry needs rather than generic broad based training.

14. What do you see as the role of business in overcoming Indigenous disadvantage?

Open their mindsets by focussing employing more Indigenous Australians. Use of a Reconciliation Action Plan helps guide and educate staff.

15. What would you like to see come out of this Inquiry?

Highlight positive examples of effective programs and outcomes. Create positive stereotyping.