



Rozelle Interchange
WestConnex

JOHN HOLLAND | **CPB CONTRACTORS**

CareerSeekers™
New Australian Internship Program



CareerSeekers

Transforming Communities Social Inclusion on the Rozelle Interchange Project





We want you to hear from the CareerSeeker recruits on the project. Where you see a light blue box, these are their words.

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A message from Steven Keyser

When we talk about infrastructure transforming lives, our minds often turn to the end users and communities who benefit from completed projects. When project delivery teams invest in making a positive social impact, infrastructure has the powerful potential to transform the lives of the workers who build and supply them, too.

I am proud of the Rozelle Interchange Project's longstanding partnership with CareerSeekers, an organisation dedicated to connecting refugees in Australia with meaningful employment opportunities in their area of expertise. We engaged our first employee through the CareerSeekers program in 2021, and at the time of writing this the Project has employed 17 more. The program has certainly made a positive impact to the lives and livelihoods of the participants and their families. You can read more about their uplifting experiences throughout this book. Equally however, we have been enriched by having the opportunity to work with some amazing people and watching them seize this small opportunity provided to them and make the most of it. Through their valuable contributions, the refugees we've hired on the Rozelle Interchange have proven themselves to be a group of talented professionals who have shown dedication, an unwavering drive to succeed and an extensive set of technical skills. Their diverse experiences have contributed to creative problem-solving and provided richness and depth to the team culture across the entire team.

I encourage anyone who might be interested in participating in the program to reach out to the CareerSeekers organisation or one of the JHCPB team involved in implementing the program on the Rozelle Interchange. You can find their contact information at the end of this book. I know they share my own thoughts; that our partnership with CareerSeekers has truly been one of mutual benefit for all involved.

To my colleagues on Rozelle who have come through the Career Seekers program, we are so glad you took the first steps of your career in Australia as a member of our team. We are grateful for your valuable contributions and look forward to continuing this journey together with you as we close out this project and move onto many others.

Steven Keyser
Project Director,
The Rozelle Interchange Project and
Western Harbour Tunnel - Southern Tunnel Works

The Opportunity

CareerSeekers is a non-profit organisation helping refugees begin their professional careers in Australia via three month internships. The CareerSeekers program has two streams: mid-career professionals who hold tertiary qualifications and previous professional work experience, and a university student stream. All people presented by CareerSeekers have full rights to work in Australia.

Prospective interns are screened by CareerSeekers for suitability and participate in an orientation and work readiness training. Once complete, CareerSeekers places them with companies that are looking for matching candidates.

CareerSeekers participate in a 12-week internship with the host employer and are engaged and paid as casual workers during this time. They continue to be supported by the CareerSeeker organisation during and after their internship.

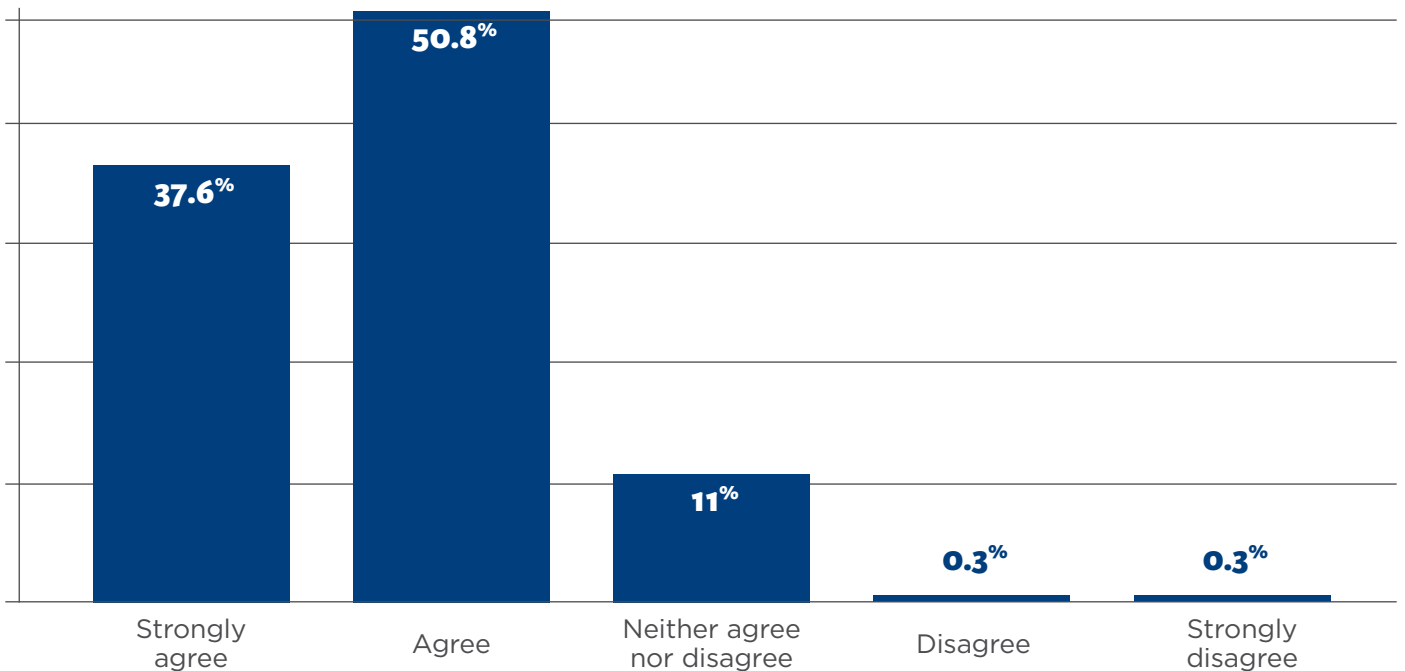
The internship is an opportunity for the participants to learn as much as they can about Australian workplace practices and culture, develop new technical skills and build a network

of professional connections. For employers, it's an opportunity to fill a staff vacancy and assess the suitability of the CareerSeeker for permanent employment at the end of their internship.

Giving back to humanitarian causes and empowering others to begin their lives in Australia is a fulfilling experience for teams and individuals. In the 2022 Rozelle Interchange Staff Engagement Survey, 88% of respondents 'agreed' or 'strongly agreed' that the social initiatives on the Project were important to them.



Are the Project's social responsibility initiatives important to you? (RIC Staff Engagement Survey 2022)



Benefits of the CareerSeekers program for employers

According to the 2022 Arcadis Construction Costs Index Report, there has been an 80% rise in vacancies for specialised and skilled workers since late 2019.²

Experience on the Rozelle Interchange Project has shown that there are a multitude of compelling reasons for organisations to engage people through the CareerSeekers program. We've listed some below.

- A genuine business opportunity. The program opens access to a new pool of talented, educated professionals with higher level education qualifications, helping to close the industry skills gap.
- Through their diverse backgrounds and experiences, new recruits offer new perspectives and ideas that can drive better organisational decision-making.¹



Samim Safa

- CareerSeeker interns are passionate about succeeding in their careers and highly motivated.
- They persevere through challenges and have a lower turnover rate compared to standard recruitment streams.
- Giving back to humanitarian causes and empowering others to begin their lives in Australia is a fulfilling experience for teams and individuals. In the 2022 Rozelle Interchange Staff Engagement Survey, 88% of respondents 'agreed' or 'strongly agreed' that the social initiatives on the Project were important to them.
- The CareerSeekers program is well-organised and provides excellent support and training to the participants, making it a seamless process for organisations to engage with.
- The internship model reduces the risk of hiring new starters for organisations.

The engineering sector is experiencing a significant skills shortage, as demand surpasses available supply. Infrastructure Australia forecasts labour demand growth of 42,000 in 2023, leading to a peak of 442,000; more than double the projected available supply.³

A message from John Crane

I'm not ashamed to admit that we naively stumbled into the success we've had with the CareerSeekers program and the wonderful people we've employed through it.

On a personal level, my first involvement was when we were asked to help conduct some mock interviews. I volunteered as a good corporate citizen and because I thought my mum would be impressed that I was trying to assist refugees. I had absolutely no intention of hiring anyone and just thought, on behalf of the Rozelle Interchange, we were "doing the right thing".

My candidate was in his third year of electrical engineering. When he relayed to me the challenges he'd endured through his primary and secondary education, what he'd achieved, and was achieving, at university and the clarity and determination about what he wanted to do with his career, the "mock" interview very quickly became serious. I realised I was sitting in front of a candidate that demonstrated all of the qualities you'd be looking for and (against all of CareerSeeker's rules) I asked him there and then if he wanted to come and work on the Rozelle Interchange Project.

I went back to the Project, convinced the Mechanical and Electrical Director that this guy would be a good fit and it turned out to be a great decision. He impressed from day one, very quickly becoming a valuable member of the team.

As we monitored the success of our first CareerSeekers undergraduate intern, I was introduced to the mid-career stream. Again, another opportunity for mock interviews came up and, again we hired the candidate I interviewed (this time in accordance with the rules).

It was around this point that we realised we had a stream of candidates that could help address the challenging recruitment market. Hiring interns through CareerSeekers and then converting them to fulltime employees became one of our key recruitment channels. And what was really pleasing was the way the hiring managers and leaders, across all the disciplines, would talk about the success and encourage more people to consider candidates from the program.

I'm so proud of our project for embracing this initiative. Not just because it has such a positive social impact, but because it has been such good business. And I'm equally proud of, and grateful for, our colleagues that have come through the program. They've made us a more successful project and they've enriched our lives. Their resilience, dedication and work ethic is an example for us all.

If you are seeking skilled workers to join your team, I implore you to consider hiring people through CareerSeekers.

John Crane
People, Environment and Stakeholder Director,
The Rozelle Interchange Project and
Western Harbour Tunnel - Southern Tunnel Works

Coming to Australia

CareerSeekers are humanitarian entrants (refugees) who have been forced to leave their home due to war, violence, conflict or persecution.

In moving to a new country, they have left behind family, friends, work, and the familiarity of home. For many, English will be a second, third, fourth or fifth language. Establishing a new life in Australia and navigating the country's different norms and customs is an understandably daunting task.

"The language barrier was, and still is, challenging for me."

- Mujib Lmar

"Understanding the transport system was difficult."

- Maryna Meredith

"Australian slang and the different English accents can be hard to understand."

- Sayed Gulabzoy

"Communication was the main challenge, especially with the various accents... However, it builds my confidence when I see all these people from different backgrounds, and who all have different accents, who are working as a team and communicating effectively."

- Mohammed Saeed

At the same time, refugees and asylum seekers share many of the same hobbies as Australians, and are often able to continue pursuing their passions here. Getting involved in local activities is a valuable way to integrate with their new communities and make connections with others.

"My hobbies are going for easy hikes in nature, football and finance. I also enjoy looking after my daughter."

- Muhittin Kucuksucu

"Out of work, I love to spend time with family and friends, attend social events and help others. I also love watching and playing soccer. My favourite team is Real Madrid."

- Samin Safa

"I'm passionate about swimming, and regularly take a dip in the communal pool. I also enjoy playing football as a hobby."

- Nadeem Ibrahim

"I like cooking, learning and gardening."

- Georges Baba

"Outside of work, I enjoy Taekwondo, trampolining and I'm a car enthusiast."

- Mostafa Rahimi

Our new team mates on the Rozelle Interchange Project

NAME	ROLE	TEAM
Muhittin Kucuksucu	Quality Coordinator	Project Controls
Sayed Gulabzoy	Assistant Accountant	Finance & Admin
Samim Safa	Site Engineer	Engineering
Ali Al-Farawi	Junior Engineer	Engineering
Maryna Meredith	Quality Administrator	Functional Support
Mohammed Saeed	Site Engineer	Engineering
Moreen Gorgees	Engineering Intern - Undergraduate	Engineering
Mostafa Rahimi	Engineering Intern - Undergraduate	Engineering
Georges Baba	Undergraduate Engineer	Project Controls
Nadeem Ibrahim	Junior Engineer	Project Controls
Mujiburahman (Mujib) Lmar	Community and Stakeholder Admin	Functional Support
EbrahemAl-Ameri	Engineering Intern	Engineering
Hosam Shohfi	Engineering Intern	Engineering
Rose Kalash	Community and Stakeholder Admin	Finance & Admin
Sorour Seifi	Engineering Intern (PCS)	Engineering
Mareeo Asranika	Junior Engineer	Engineering
Randy Al Hadaya	Undergraduate Engineer	Engineering
Maryam Jerjos	Finance Intern	Finance & Admin



Unrecognised Expertise

Finding meaningful employment in Australia's competitive job market can prove to be an insurmountable challenge for many refugees and asylum seekers.

Research by the Australian Institute of Family Studies shows that only a quarter of refugees who arrive in Australia find employment within two years of arrival.⁴ In many cases, this is despite individuals applying for up to hundreds of jobs for which they hold relevant international qualifications.

Migrants interviewed by Engineers Australia felt that a lack of Australian work experience, a perceived low value placed on international experience, and a lack of local connections were the greatest obstacles to employment.⁵

Programs like CareerSeekers are invaluable in helping these new migrants connect with employers and overcome barriers to entry.

The talent pool of professional humanitarian entrants clearly represents a vast, untapped opportunity for employers across Australia.

"I have tried to apply for many professional jobs over three years. However, I wasn't given a chance due to my lack of local experience."

- Maryna Meredith

"I applied for around 100 jobs without securing employment."

- Samim Safa

"Upon arriving in Australia, and like many others who come from overseas, I faced difficulty in finding a job in my professional field due to my lack of local experience and my degree not being recognised. Despite my efforts in applying for numerous positions, I was disappointed to not have been granted an interview to showcase my technical skills and knowledge."

- Nadeem Ibrahim



Sorour Seifi

"I applied for 10 roles before joining the Rozelle Interchange."

- Rose Kalash

"I applied for more than 30 roles before I joined the Rozelle Interchange."

- Mujib Lmar

Over the past 2 years, engineering vacancies have grown by 80% nationally compared to 42% for all averaged Australian occupation vacancies.⁶

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Rozelle Interchange Project
CareerSeekers



“The CareerSeekers organisation is quite selective and only works with those people who have sufficient written and spoken English, and an appropriate work ethic, to make it in a large organisation like ours. They work with people studying, or with experience in, all professional areas (engineering, finance, communications, admin, legal, quality etc.)

I can't emphasise enough that this is a genuine business opportunity, that just happens to have a great social inclusion aspect. People who are given this opportunity are loyal to businesses willing to invest in their development and are much less likely to leave the business.”

- **John Crane**, People, Environment and Stakeholder Director, Rozelle Interchange

TESTIMONIAL

“Maryna is eager, enthusiastic, energetic and engaged. She has a high attention to detail and asks questions as needed. CareerSeekers presented us with a candidate that had these traits. In a quality role, for someone coming in with zero experience, this was half the battle won. Maryna has truly excelled beyond our expectations.”

Fabian Santa-Maria
Senior Quality Advisor, Rozelle Interchange

Tom Bentley
Project Manager, Rozelle Interchange

“Samim is a hard-working and dedicated member of the team with a keenness to learn. He has a genuine desire to be part of the team and add value.”

“I have found the program great for introducing an eager young engineer (George Babas) to the enjoyable world of major projects.”

Brendan Dowling
Quality Manager, Rozelle Interchange



Diverse Skills and Contributions

Our CareerSeeker colleagues often offer a diverse skillset and international experience that can add significant value to their new Australian workplaces.

It is well established that diversity enhances business decision-making, with one study suggesting that teams comprising a wide range of ages and different geographic backgrounds make better business decisions than individuals 87% of the time.⁷

On the Rozelle Interchange Project, our new team members have been successfully engaged in the following areas:

- Mechanical and Electrical Engineering
- Civil Engineering
- Quality Assurance
- Completions
- Property and claims
- Community and Stakeholders
- Finance

“I have a bachelor’s degree in mechanical engineering. I previously worked as a technician in the solar cell field for about 4 years, and then I worked as an engineer in the petrol industry for 10 years.”

- Hosam Shohfi

“I studied in Iran, and graduated from BIHE uni. I have experience working as an Estimator and Site Engineer.”

- Sorour Seifi

“I worked in the finance field from September 2012 to Aug 2021 in Afghanistan with different local and international organisations.”

- Sayed Gulabzoy

“I studied Electrical Engineering in Malaysia, and then went back to Saudi Arabia and worked as a junior engineer for two years.”

- Ali Al-Farawi

“I hold a Bachelor of Civil Engineering and a Master of Business Administration, specialising in Supply Chain Management. Throughout my career, I have had the opportunity to work with different national and international organisations in the fields of supply chain, procurement, and civil engineering, both in Afghanistan and Dubai.”

- Nadeem Ibrahim

“I studied a Bachelor of Civil Engineering in Istanbul. I worked for around 5 years in Turkey as a site engineer and then in quality control in a structural design office.”

- Muhittin Kucuksucu

Adapting to Cultures

“The working hours and processes were different.”

- Samim Safa

“The biggest challenge I faced was the different culture and language barrier”

- Ebrahim Al-Amerii

“Firstly, starting my career after a long time in a different culture was challenging for me. It was Covid time, and I started my role at home and couldn't meet face-to-face with my colleagues. As a new starter, getting respect from the site team took time.”

- Muhittin Kucuksucu

“I was unfamiliar with the company culture and it was a challenge to meet people in this new environment.”

- Sayed Gulabzoy

“The environment was completely different than I expected, the English language was a barrier.”

- Rose Kalash

Beginning a new role is daunting enough, but doing so in a new country, often away from family, friends and the comforts of a home you had to flee can easily be overwhelming. While fear of persecution, physical threats and political unrest have been left behind, there are still many challenges for the newly employed refugee.

We asked our new colleagues about the greatest challenges they faced entering the Australian workforce. Overwhelmingly, responses mentioned adapting to Australian workplace culture.

“Firstly, there were many new norms and standards to learn, as well as work-related slang and acronyms which were used on a daily basis. Secondly, it was challenging to adjust to a new workplace culture with different communication styles and expectations. However, I remained optimistic and worked hard to overcome these obstacles. I planned, organised, and managed my time effectively, and ultimately succeeded in adapting to my new environment.”

- Nadeem Ibrahim



Mohammed Saeed and his team

In 2021-2022, the majority of offshore humanitarian visas granted by Australia were to refugees from Afghanistan, Iraq, Myanmar and Syria. The cultural differences faced by refugees who originate from these countries can be significant when they first join Australian workplaces.

Managers and team members need to be aware, patient and respectful of these potential differences, and help their new team members adapt to different ways of working.

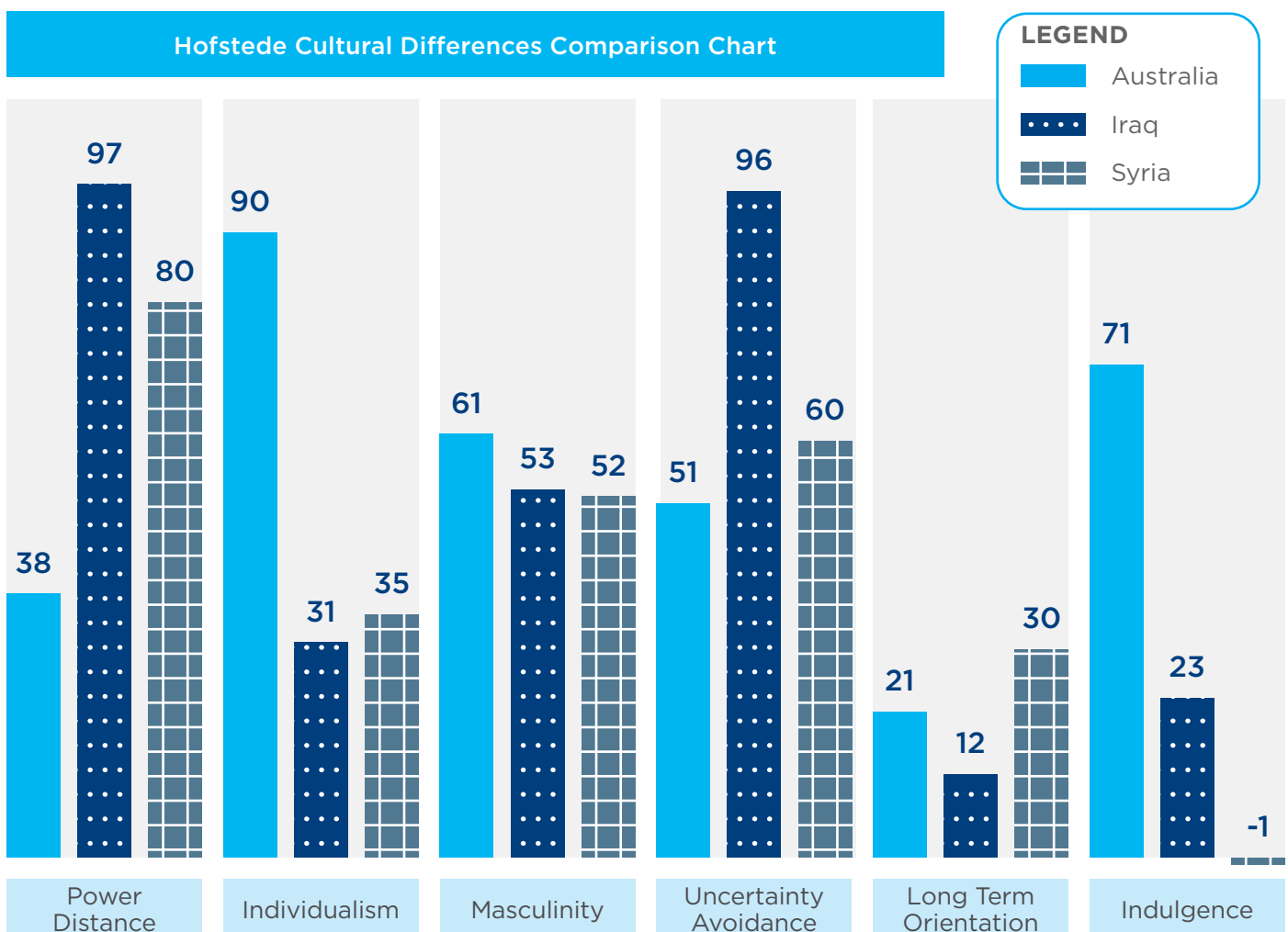
The Country Comparison Tool shown below is hosted by Hofstede Insights. The tool compares the different patterns of thinking that people in different geographical areas attach to various aspects of life, and which become crystallised in the institutions of societies.

The differences in the values shown in the chart below under each category suggest that CareerSeekers may have several substantial cultural hurdles to overcome when first entering the Australian workforce.

Four cultural dimensions in particular are likely to be relevant:

1. Power relationships
2. Individualism
3. Uncertainty avoidance
4. Indulgence

The graph below compares the patterns of thinking between Australians and people from countries where many refugees to Australia come from recently: Iraq and Syria.



Power Distance

Power distance refers to the attitude of societies towards power inequalities. It is the extent to which a society expects and accepts that power is distributed unequally.

AUSTRALIAN WORKPLACES

Within Australian organisations, hierarchy is established for convenience. Superiors are always accessible and managers rely on individual employees and teams for their expertise. Both managers and employees expect to be consulted, and information is shared frequently. At the same time, communication is informal, direct and participative.

Individualism

Individualism has to do with whether people's self-image is defined in terms of "I" or "We".

In individualist societies like Australia, people tend to look after themselves and their direct family only. In collectivist societies, people belong to 'groups' that take care of each other in exchange for loyalty.

AUSTRALIAN WORKPLACES

Australia has high individualism. In the business world, this means:

- Employees are expected to be self-reliant and display initiative.
- Hiring and promotion decisions are typically based on merit or evidence of what one has done or can do.



Mostafa Rahimi

POSSIBLE REFUGEE EXPERIENCES

For many refugees, hierarchy in an organisation may be seen as reflecting inherent inequalities. Subordinates expect to be told what to do and the ideal boss is one who provides direction in all areas.

"You shouldn't be afraid to ask questions when you don't understand something."

- Nadeem Ibrahim

"It's the time to ask and to learn, so don't be hesitate to ask people around you."

- Moreen Gorges

POSSIBLE REFUGEE EXPERIENCES

Refugees may be acclimatised to much lower levels of individualism. In the workplace, this can mean:

- Receiving correction or criticism from their manager in front of others may be considered shameful and lead to a perceived 'loss of face'.
- Hiring and promotion decisions often take account of the employee's in-group and family connections.

"If I was giving advice to new CareerSeekers, I would say: Do not take any feedback personally, and try take advantage of the feedback."

- Sayed Gulabzoy

"Take initiative. Go above and beyond what is expected of you. Volunteer for tasks and offer to help out when needed."

- Nadeem Ibrahim

Uncertainty Avoidance

This deals with how cultures feel about uncertainty and unknown situations.

AUSTRALIAN WORKPLACES

Australia ranks intermediate in this dimension, meaning Australian workplaces have a moderate attitude to adopting risk.

POSSIBLE REFUGEE EXPERIENCES

Refugees may be more familiar with workplaces that have a high preference for rules and adhering to rigid codes of behaviour. Innovation may be less important than conforming to traditional ways of doing things.

“New recruits should not hesitate to suggest new ideas or projects.”

- Nadeem Ibrahim

Indulgence

Indulgence is the extent to which people try to control their desires and impulses.

AUSTRALIAN WORKPLACES

Australia is a relatively indulgent country. Employees are likely to place a high value on work-life balance, leisure time, enjoying work and having fun.

“Always look for that friendly conversation and get to know the team better. The work will always be there.”

- Mostafa Rahimi

POSSIBLE REFUGEE EXPERIENCES

Refugees may have experience working in more ‘restrained’ workplaces. Leisure time and fulfilling one’s desires may be seen as less important than doing what is perceived to be ‘right’.



TESTIMONIAL

“When I took over the Community Team we needed to fill a customer facing role immediately for a parental leave cover. We knew about the great work that CareerSeekers had done to fill similar roles across the project and turned to them. Fortunately they did not dissapoint and had someone qualified and ready to work immediately available.

His role on the project is an essential part of maintaining compliance with our regulators. He is also the first point of contact for satisfied and dissatisfied community members.

Lmar had previous and very relevant experience in diplomacy in his home country of Afghanistan. Combining this with his easy nature and team focused attitude, it made it an easy choice to transition him to full time employment with John Holland.

As a member of the Community Relations Team Lmar will experience many aspects of the project and he will be progressing from Rozelle to the Western Harbour Tunnel where he will be a big part of a small but valued team.”

Stephen Antonopoulos,
Communications and Stakeholder Manager, Rozelle Interchange

Chris Grabham
Completions Manager, Rozelle Interchange

“I do believe this has been a great experience for myself and my team. It has been great getting to know Nadeem and see him integrate into our team. He is so keen to learn, take on new work and do a good job.”

“It has been a really good experience working with Muhittin. He has been great in all respects, from training to working with the team. He is a valued member of the team.”

Amin Shakya
Quality Manager, Rozelle Interchange

Simon Dunham
Finance Manager, Rozelle Interchange

“Sayed is a hard worker and a pleasure to work with.”



Making a Difference

“I’m very lucky and happy. I want to recognise my manager. He is the best manager in the world and made me feel very comfortable from the first day of my internship.”

- Maryna Meredith

“I am committed to continuously improving my skills and knowledge through various professional development opportunities. I see myself in an important position in the next 5 years, continuously growing and contributing to the success of the company.”

- Samim Safa

“The experience I have gained in seven months on the Rozelle Interchange Project is equivalent to two years of experience on other projects.”

- Mohammed Saeed

“It is a once in a lifetime opportunity to work on such a major complex project. I never expected that I would get the chance to work on such a massive and successful project. I am very proud.”

- Samim Safa

“This project has been a great opportunity for me to grow and advance my professional career.”

- Nadeem Ibrahim

“The Rozelle Interchange is the most interesting and challenging project in Australia. Everyone would like to put it on their resume. I’m very lucky to have found a job here.”

- Muhittin Kucuksucu

Our new recruits on the Rozelle Interchange Project have had an incredibly positive impact on their teams. Whether it be bringing fresh ideas, international experience or a new level of cultural awareness to the project, we are immensely grateful for the contributions of the 18 individuals who have joined us through the CareerSeeker program.

We surveyed their managers and supervisors and asked whether they would recommend the CareerSeekers program to other organisations. Without exception, all respondents said ‘Yes’.

Gaining work experience on the Rozelle Interchange has helped our colleagues grow their professional skills. They have a brighter outlook on their futures, ambitious goals to succeed and are grateful for the opportunity to work on one of Australia’s largest infrastructure projects.

“I would like to build my way up from intern to graduate, site engineer, project engineer and eventually senior project engineer.”

- Mostafa Rahimi

“I enjoy Quality (where I am now) and I believe that my skills suit it. I’m happy to stay in Quality and would like to have more interactions with people at a higher level.”

- Maryna Meredith

“As a refugee I appreciate this opportunity, the time I spent in John Holland on the Rozelle Interchange Project has helped me to learn about the Australian workplace culture.”

- Moreen Gorges

“It has been an amazing experience.”

- Ali Al-Farawi

“I just want to say a BIG thank you for this opportunity.”

- Sorour Seifi



Mujib Lmar and the community team





“CareerSeekers gives them a level of training to understand the cultural differences of working in Australia, and it helps them transition into an an Australia working environment. Their work experience is second to none, the way that they come to work every day, want to be here - their quality of work, the level of work, their ethic - it’s been a joy to have these people come and stay on the job and start their career.”

- **Jacob Leslie**, Upstream Commercial Director, Rozelle Interchange

“When i came here,
I had no friends or
family members, I was
on my own.”

- **Muhittin Kucuksucu**

“It was a bit of a struggle, but
Australia gave us a home.”

- **Randy Al Hadaya**

“I was scared at the beginning, because
I don’t have any local experience and
come from a teaching background, not
a business background. The team was
very supportive - they were always
encouraging me to ask questions.”

- **Maryam Jerjos**

A message from CareerSeekers

Imagine being forced to flee Australia and trying to start your career in a country where you didn't know anyone, didn't understand the cultural norms, didn't have any local work experience and were still learning the language.

A longitudinal survey found that nearly 1/3 of refugees who arrived in Australia had held professional or managerial roles in their country of origin. Fast forward 3 years and only 6% had managed to find similar roles here. That's an enormous cost to those people and their families, but also a missed opportunity for employers and our society in general.

CareerSeekers is a non-profit organisation that supports people who have come to Australia as refugees or asylum seekers to start their professional careers in Australia. We are passionate about the power of meaningful employment to change lives of people who have come to Australia as refugees, and strong believers in the contribution people from refugee backgrounds can make, if given an opportunity.

But ultimately, we can only do that with the support of incredible employers who are prepared to take practical steps to support refugees by offering employment opportunities. This is precisely what the Rozelle Interchange Project has done.

With the project's support, 18 people from refugee backgrounds - mostly engineers - have had an opportunity to kick start their professional careers in Australia. And in the process have demonstrated their determination, resilience, skills and loyalty.

On behalf of the participants in the CareerSeeker program, thank you to Rozelle Interchange Project for your open-mindedness and forward thinking that has changed lives, as well as contributed to the success of the project.

John Gelagin
Cheif Executive Officer,
CareerSeekers

John Crane, People, Environment and Stakeholder Director on the Rozelle Interchange Project, presenting to CareerSeekers



TESTIMONIAL

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“I’m in full support of the program it’s been an invaluable resource to the project. There is a whole potential group of people putting their hand up for opportunities. It’s been a really great experience to be involved with CareerSeekers.”

Jacob Leslie
Upstream Commercial Director, Rozelle Interchange

Dennis Samolczyk
Project Manager, Rozelle Interchange

“Hosam is a hard worker who is keen to learn. He has provided valuable support to the team to assist with resolving issues and conducting site inspections.”

“Lmar is a true professional and very easy to work with.”

Ben Hudson
Community Advisor, Rozelle Interchange



Recommendations

Set up correctly, CareerSeeker internships will be greatly beneficial to the individuals, teams, managers, and organisations that participate. Getting the most out of the internship requires commitment and upfront investment from all involved. The below tables summarise our advice to CareerSeeker participants, managers and organisations on how to approach the program. This advice is based on survey feedback from Rozelle Interchange employees who have participated in the CareerSeeker program, their managers, and the HR team.



Ali Al-Farawi

Recommendations to new participants on the program

Network. Reach out to new people and make new connections.

“Don’t be shy to talk to everyone (small talk).”

- Maryna Meredith

“Do your best to learn from people around you.”

- Moreen Gorges

“Attend all events to make new friends.”

- Sayed Gulabzoy

“Network: Build relationships with your colleagues, attend company events, and take advantage of any opportunities to meet with other professionals in your field.”

- Nadeem Ibrahim

Practise listening to the Australian accent on television and out in the community. Use online resources to help decode Australian slang.

“Try to hear a lot of the Australian English accent.”

- Ebrahem Al-Ameri

Be open-minded to new ways of working.

“Be patient and flexible.”

- Ali Al-Farawi

“Be easy-going and get involved in different activities.”

- Mohammed Saeed

“Try to push yourself and leave your comfort zone.”

- Ali Al-Farawi

“Get out of your comfort zone and try to build relationships with others.”

- Moreen Gorges

Ask your manager about their expectations regarding work hours, break times, uniform/clothing etc. The answers might be very different to what you are familiar with.

“Be on time to work.”*

– Samim Safa

*Samim travels more than 1.5 hours to work, each way, everyday

“Always ask questions.”

– Maryna Meredith

Follow by example. Look at how your colleagues interact and examples of tasks they’ve completed tasks. Use it to guide your own work.

“Look at how other people completed the same task that you did.”

– Sayed Gulabzoy

Seek feedback often.

“Keep asking questions, researching standards and being open to feedback.”

– Samim Safa

“Always ask for feedback about your task and what can be improved, and taking notes.”

– Mohammed Saeed

Set clear goals and objectives for yourself to achieve during your internship.

“Know your objective.”

– Mostafa Rahimi

“Take advantage of the learning opportunities and seek out new skills and experiences. Keep pushing yourself.”

– Nadeem Ibrahim

Engage fully in training offered by your employer, and don’t hesitate to ask for additional training if you feel you need it.

“To succeed, always be interested in learning and developing new skills.”

– Nadeem Ibrahim

“Take notes.”

– Mohammed Saeed

“Attend job-related training, look for quick-guides and refer to available internal resources for systems. When you are taught something, take notes.”

– Sayed Gulabzoy

“Make sure you do practical training.”

– Sorour Seifi

Recommendations to Managers

Seek feedback from the new team member throughout their internship.

Be patient and provide guidance, support, and assistance in navigating the workplace culture, norms, and expectations.

“Patience is the key.”

- Fabian Santa Maria

Promote team-building activities and encourage interactions among employees.

“It has been great getting to know Nadeem.”

- Chris Grabham

Practice cultural sensitivity. Understand and respect the cultural background, traditions, and beliefs of refugees. Be open to learning about their experiences and perspectives.

Recognise achievements. Where deserved, submit Reward and Recognition nominations to celebrate the accomplishments and contributions. Recognise efforts publicly to promote a positive and inclusive culture.

“Sayed was employed as an intern through the 12-week Career Seekers Program as an assistant accountant. He was also asked to assist the environmental team with a large amount of spoil dockets that needed to be reconciled. Support was required in this area due to staff having left the spoil team.

In less than 2 months, and alongside his finance internship, he reconciled 12,000+ dockets which is an impressive achievement for someone who has had no prior spoil/construction experience. He is also learning very quickly in the finance space, already assisting the team in the large volume of end of month processing for all 19 sub-projects.

Sayed’s delivery of the tasks given to him is outstanding and has exceeded

expectations regarding his spoil reconciliation tasks. The environment team’s expectation was 8-12 months completion, however Sayed is gaining headway with this and potentially will have the task completed quicker than anticipated.

While reconciling a large amount of spoil dockets for the project, Sayed completed his 12 week internship. In that time he has already mastered:

- The basics of finance administration for construction projects
- raising requisitions, purchase orders, change orders
- receipting and delivering the invoices
- Making sure the documentation required are attached for payment.

Sayed Gulabzoy



- financial end of month environment
- Posted journals
- Posted accruals

He is always asking questions and making sure he is completing the tasks correctly. He is a key part of the team, an asset to the project, and has made a great/positive impact in the short time he has been here with finance and Environment.”

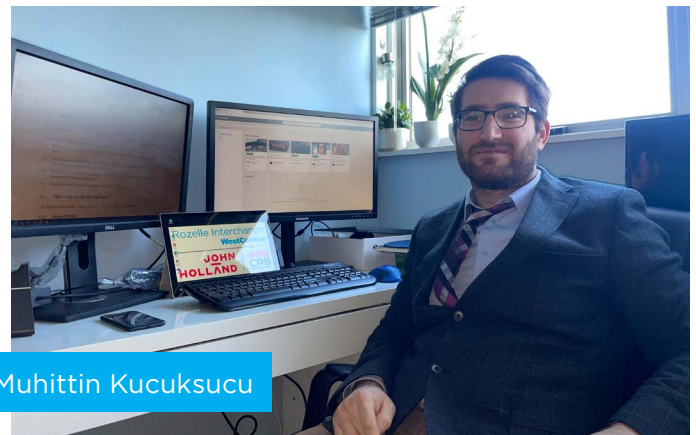
- Rosie Ward and Chetan Jayaram on behalf of the finance and environment team Reward and Recognition Nomination for Sayed Gulabzoy, September 2022

Recommendations to Organisation

1. Make sure senior managers and hiring managers understand the benefits of the CareerSeekers program and are on board. They shouldn't just be taking part because it's a good social inclusion initiative, but also because it's good business.
2. Develop an onboarding program specific to your organisation and the industry you work in.
3. Embrace the volunteer opportunities hosted by the CareerSeekers organisation
 - Participate in the mock interviews and training sessions
 - Send your Senior Leaders in addition to the HR team
4. Develop your own - or repurpose existing - 'jargon buster' documents specific to your industry, breaking down acronyms and commonly used terms
5. Have a senior safety team member take your new team member on a physical walk through the construction site to familiarise them with how to safely navigate a live construction zone.
6. Provide tailored and specific training. This may include:
 - Cultural differences and assimilation
 - Communication etiquette
 - Optional English language training depending on their existing level of competency
 - Systems
 - Australian work entitlements and contracts (superannuation, leave entitlements, redundancy)
7. Communicate clearly. Use clear and concise language when providing instructions or discussing work-related matters. Your industry may have a lot of slang or jargon words so be sure you are explaining this in its full context.
8. Seek feedback. Regularly check in with new employees to understand their experiences, challenges, and suggestions for improvement.
9. When interviewing potential recruits, assess their skills and qualifications accurately, being open-minded to their potential contributions.

Look for the right attitude and mindset. Training and professional development opportunities can always teach them the technical skills they need.

10. Provide mentorship and support. Assign a mentor or buddy who can provide guidance, support, and assistance in navigating the workplace culture, norms, and expectations.
11. Roll out workplace diversity training to promote awareness, empathy, and inclusion among all employees. Encourage team members to embrace and appreciate different perspectives and backgrounds.



Muhittin Kucuksucu



Maryna Meredith

TESTIMONIAL



As a manager on the Rozelle Interchange Project, I had the opportunity to work with three CareerSeeker participants - Moreen, Ali and Ebrahim - and I must say it was an incredibly positive experience. The CareerSeekers program is truly commendable, and I'm grateful to have been a part of it.

From the moment our CareerSeekers joined our team, they demonstrated a high level of enthusiasm and eagerness to learn. They were motivated and committed to making a meaningful contribution to the project. It was evident that they had a genuine passion for their chosen field and were determined to succeed, despite being new to our industry and our specific project, they grasped the complexities of the tasks assigned to them with remarkable speed. They were proactive in seeking guidance when needed and showed great initiative in finding solutions to challenges they encountered. CareerSeekers brought a fresh perspective and unique ideas to our team, their diverse

backgrounds and experiences enriched our team dynamics, fostering a more inclusive and collaborative work environment.

Throughout their time with us, our new team mates consistently demonstrated a strong work ethic being reliable, responsible, and dedicated to delivering high-quality work. The experience at Rozelle Interchange has equipped them with the necessary skills and support to succeed in the workplace. The training and mentoring they received undoubtedly contributed to their success on our project.

I firmly believe that programs like CareerSeekers not only benefit the individuals involved but also the organisations that embrace them. Our new recruits from the CareerSeeker program have made a valuable contribution to our team, and their presence enhanced our overall productivity and team dynamics. I would highly recommend other managers

and organisations participate in similar programs and provide opportunities to talented individuals through initiatives like CareerSeekers. Once again, I want to express my gratitude for the opportunity to be a part of the CareerSeekers program. It has been an enriching experience, and I look forward to seeing more talented individuals thrive and succeed through this incredible initiative.

Additionally, I want to share a personal connection that resonates with the CareerSeekers program. My parents immigrated to Australia in search of a better life, just like many of the participants in this program. They faced their fair share of challenges and worked hard to establish themselves in a new country. I understand the importance of providing opportunities for individuals who are looking for a hand up, not a handout.

Simon Valencia - Mechanical and Electrical Project Manager, Rozelle Interchange

More Information

CareerSeekers

<http://www.careerseekers.org.au/contact/>

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THE ROZELLE INTERCHANGE PROJECT
WOULD LIKE TO EXTEND A HUGE THANK
YOU TO EVERYONE INVOLVED IN BEING PART
OF THE JOURNEY

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