The Institute for Community, Ethnicity and Policy Alternatives (ICEPA) invites you to the following symposium:

**OVERQUALIFIED AND UNDERVALUED:**

employment barriers for culturally diverse people in Australia

_The sky here compensates for solitude. Blue-clouded. Cloudy-blue. Intensely-blue. It's not the promised land. Maybe in the distant future it'll be the last one on earth – the basis here for the much vaunted lucky country – but for the moment it's neither the realisations of one's dreams nor the land of milk and honey._

_Rosa Cappiello (1984), Oh Lucky Country_

This quotation demonstrates the situation faced by many immigrants and refugees in Australia. If they settle here, will their employment match their qualifications, dreams and aspirations? What are the barriers to achieving advancement and upward mobility in the labour market?

The symposium will explore issues related to representation and participation of culturally diverse people (immigrants, refugees) in the public and private sectors, including factors promoting and prohibiting their employment and career advancement.

**Symposium aims**
- to explore issues faced by immigrants in seeking employment and in the workplace
- to gain a better understanding of the institutional frameworks that are utilised in the employment of immigrants including recruitment, recognition, qualifications, experience and discrimination
- to outline Victoria University’s research program on employment discrimination
- to explore examples of good practice in selected agencies in the employment of a culturally diverse workforce
- to promote networking among concerned individuals and organisations.

**Who will be attending?**
A range of key stakeholders have been invited such as: government departments, migrant organisations, multicultural associations and private organisations

**WHEN**
Friday 21 August 2009

**TIME**
9.00am-1.00pm

**WHERE**
City Flinders Campus, Victoria University Convention Centre, Function room 1, Level 12
300 Flinders Street, Melbourne

**RSVP**
Essential: Contact Sue Butterworth by Friday 14 August 2009
Phone: 9919 5478
Email: Sue.Butterworth@vu.edu.au

For further information, please contact Dr Beata Leuner at ICEPA at Victoria University by email: beata.leuner@vu.edu.au or telephone 9919 5482
# Symposium Programme

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.00am</td>
<td>Registration and coffee</td>
<td></td>
</tr>
<tr>
<td>9.15am</td>
<td>Opening of symposium</td>
<td>Chaired by Professor Hurriyet Babacan, Director of the Institute for Community, Ethnicity and Policy Alternatives (ICEPA), Victoria University</td>
</tr>
<tr>
<td>9.20-9.25am</td>
<td>Welcome and introduction</td>
<td>Professor Linda Rosenman, Deputy Vice Chancellor Research and Region, Victoria University</td>
</tr>
<tr>
<td>9.25-9.30am</td>
<td>VU Postdoctoral project overview</td>
<td>Dr Beata Leuner, Postdoctoral Research Fellow, ICEPA, Victoria University</td>
</tr>
<tr>
<td>9.30-9.45am</td>
<td>Keynote presentation</td>
<td>Associate Professor Santina Bertone, Associate Dean (Research and Research Training) Faculty of Business and Law, Victoria University</td>
</tr>
<tr>
<td>9.45-9.55am</td>
<td>Q &amp; A</td>
<td></td>
</tr>
<tr>
<td>9.55-10.10am</td>
<td>Presentation</td>
<td>Mr Mark Heaysman, Group CEO, Diversity@Work</td>
</tr>
<tr>
<td>10.10-10.20am</td>
<td>Q &amp; A</td>
<td></td>
</tr>
<tr>
<td>10.20-10.35am</td>
<td>Presentation</td>
<td>Ms Jenny Singleton, Executive Director Workforce Planning and Development for the State Services Authority</td>
</tr>
<tr>
<td>10.35-10.45am</td>
<td>Q &amp; A</td>
<td></td>
</tr>
<tr>
<td>10.45 -11.15am</td>
<td>Morning tea and networking</td>
<td></td>
</tr>
<tr>
<td>11.15-11.30am</td>
<td>Presentation</td>
<td>Ms Valentina Smith, Communications and Engagement Manager for ANZ Retail Products</td>
</tr>
<tr>
<td>11.30-11.40am</td>
<td>Q &amp; A</td>
<td></td>
</tr>
<tr>
<td>11.40-11.55am</td>
<td>Presentation</td>
<td>Mr George Savvides, Managing Director, Medibank Private</td>
</tr>
<tr>
<td>11.55am-12.05pm</td>
<td>Q &amp; A</td>
<td></td>
</tr>
<tr>
<td>12.05-12.10pm</td>
<td>Summary of key issues</td>
<td>Professor Hurriyet Babacan, Director, ICEPA, Victoria University</td>
</tr>
<tr>
<td>12.10-12.40pm</td>
<td>Three workshops</td>
<td>• Factors promoting employment</td>
</tr>
<tr>
<td>12.40-12.55pm</td>
<td>Report back by workshop spokespersons</td>
<td>• Factors prohibiting employment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Measures which should be adopted to address this problem</td>
</tr>
<tr>
<td>12.55pm</td>
<td>Seminar concludes</td>
<td>Professor Hurriyet Babacan, Director, ICEPA, Victoria University</td>
</tr>
</tbody>
</table>
OVERQUALIFIED AND UNDERVALUED:
employment barriers for culturally diverse people in Australia

SPEAKER BIOGRAPHIES

Professor Hurriyet Babacan is the Director of the Institute for Community, Ethnicity and Policy Alternatives (ICEPA) at Victoria University. Hurriyet has over 20 years of experience as an academic, public servant, community worker, researcher and trainer in the government, community and university sectors. Formerly Hurriyet held key positions such as Executive Director, Multicultural Affairs, Women’s Policy and Community Outcomes Branch in the Department of Premier and Cabinet (Qld), Commissioner with the inaugural Ethnic Affairs Commission in Victoria and was Victorian Manager, Office of Multicultural Affairs in the Department of Prime Minister and Cabinet.

Hurriyet has led numerous research projects nationally and internationally. She is currently on two Council of Europe and OECD working parties on Well Being and Institutional Cultural Competence. Hurriyet has published widely in national and international publications on the issues of health, welfare, multiculturalism, immigration, identity, social policy, gender, racism, settlement, child protection, and community development including two publications for UNESCO.

Associate Professor Santina Bertone is Associate Dean (Research & Research Training) in the Faculty of Business and Law at Victoria University, Melbourne. She has been actively researching in the area of immigration and work since the 1990s. Santina led the Workplace Studies Centre for over a decade, winning a wide range of research grants and publishing books and articles on immigrant women, industrial restructuring, migrants and trade unions, productive diversity and equal employment opportunity (over 80 publications and 47 research grants attracted). Santina also spent many years representing migrants as part of the Ethnic Communities Council of Victoria, and has had a range of community and government board roles. She was awarded a Centenary of Federation Medal for her contributions in this area, and in 2008 participated in the Australia 2020 Summit. Her most recent book From Factory Fodder to Multicultural Mediators: a new typology of immigrant work patterns in Australia was published in 2008 by VDM Verlag. Santina has a doctorate from Sydney University and masters qualification in industrial relations from the University of Melbourne.

Mark Heaysman, Group CEO, Diversity@Work

Since Joining Diversity@Work in 2007 Mark has had the opportunity to draw on both his passions and his experiences to lead Diversity@Work to being an organisation that not only provides assistance to companies and organisations seeking to create effective and inclusive environments, but also continues to advance its position as a thought leader with broad applications of theory and experiences to many diverse environments and situations.

Mark has drawn on his experiences gained during his international work to plan, implement and integrate strategies that create inclusive workplaces and communities. Marks greatest desire is to bring vision, strategy, process and accountability to workplaces, enabling equitable inclusion of all people, which Mark believes provides organisations with sustainable advantage as well as delivering people from poverty, exclusion and reliance on others.

Mark is currently on a number of diversity work groups and committees in both a voluntary and professional capacity. There are also a number of community based projects and initiatives that Mark is actively involved in a hands on role or advisory capacity. The strongly held view that collaborative relationships and initiatives are the way to finding and implementing successful solutions is the mainstay of Mark’s approach. With this view he is currently assisting a number of companies, non for profits with linkages to networks in Australia and abroad.

Mark is regularly asked to comment, advise, write and present on a range of subjects at Universities, business events and community group discussions, which he identifies as a great opportunity to get engagement in the vision of a diverse and inclusive world.
Dr Beata Leuner is a postdoctoral research fellow at the Institute for Community, Ethnicity and Policy Alternatives (ICEPA) at Victoria University, Melbourne. She is currently researching employment discrimination against culturally and linguistically diverse groups on a national and international level. She was awarded a Masters of German Studies from the University in Wroclaw, Poland and she completed her PhD and Master of Social and Cultural Sciences at European University Viadrina Frankfurt (Oder), Germany. Beata’s PhD ‘Migration, multiculturalism and language maintenance in Australia: Polish migration to Melbourne in the 1980s’ was published in 2007 by Peter Lang.

Professor Linda Rosenman is Deputy Vice-Chancellor (Research and Region) at Victoria University in Melbourne. Professor Rosenman was Associate Dean of Arts and Sciences at the University of Missouri before returning to Australia in 1987 as Head of School of Social Work and Social Policy at the University of Queensland where she subsequently served as President of the University of Queensland Academic Board, and Executive Dean of the Faculty of Social and Behavioural Sciences. Professor Rosenman has a PhD in Economics and Social Work from Washington University St Louis with extensive experience in research, both in the United States and Australia. Professor Rosenman has a long history of community engagement within and beyond the tertiary sector, and was awarded an Australian Centenary medal for her services to education and the community.

Professor Rosenman is the current President of the Council for the Humanities, Arts and Social Sciences (CHASS), an organisation she has served since its foundation. Professor Rosenman is the former President of the Australasian Council of Deans of Arts, Social Sciences and Humanities and of the Association for Social Work and Welfare Education, as well as a number of other Boards, Commissions and advisory councils in education and human and community services sectors.

Professor Rosenman has published and presented widely on economic security, superannuation and aging with a particular focus upon older women.

George Savvides, Managing Director, Medibank Private
George Savvides took over the helm as Managing Director of Medibank Private, Australia’s largest health insurer, in 2002. In that time the organisation has delivered record membership growth and strong financial performance. Medibank’s revenue has grown to over $4.0 billion per annum with membership of 3.5 million Australians.

George has twenty years experience in the Australian health care industry. He was Managing Director of Sigma Co Ltd, a major Australia pharmaceutical company which he listed on the Australian Stock Exchange in 1999. Formerly Managing Director of Smith+Nephew Pty Ltd, Australasia, and GM of British Oxygen’s Healthcare Division in Australia.

George originally trained as an industrial engineer, and has a Masters Degree in Business Administration (MBA), specialising in Total Quality Management.

George is a Fellow of the Australian Institute of Company Directors and has had 12 years Board governance experience. He is a Non-Executive Director of World Vision International and World Vision Australia, having spent 11 years on the Board of the global aid agency. He Chairs the Finance Committee of World Vision International. He is a Board member of AHIA (Australian Health Insurance association) and iFHP (International Federation of Health Plans).

George plays right wing for the Melbourne University Veterans’ Hockey team.

Jenny Singleton is the Executive Director Workforce Planning and Development for the State Services Authority. Prior to joining the SSA in February 2008, she was the Director Human Resources for the Department of Sustainability and Environment (six years), Director HR for the Department of Infrastructure (four years) and held management positions in HR and OD in several other government departments for another ten years. Jenny’s early career in the VPS was in urban planning and public housing policy.

The key functions of the State Services Authority are to: identify opportunities to improve the delivery and integration of government services and report on service delivery outcomes and standards; promote high standards of integrity and conduct in the public sector; strengthen the professionalism and adaptability of the public sector; and promote high standards of governance, accountability and performance for public entities. Workforce Planning and Development provides advice to government on current and future workforce challenges and strategies to address them and supports public sector entities through producing reports and toolkits on key workforce issues.

Valentina Smith is the Communications and Engagement Manager for ANZ Retail Products. Over the past two years, Valentina has been instrumental in establishing and implementing the Given the Chance program at ANZ, which provides short term work experience opportunities for refugees. Valentina is a great advocate for refugees, mentoring several of the participants at ANZ.

In her six years at ANZ, Valentina has successfully implemented change management strategies, recognising the importance of people and their motivations during periods of change. Valentina has also lead and implemented diversity celebrations within the Retail Products division of ANZ, and established health and well-being activities for a large call centre.
Institute for Community, Ethnicity and Policy Alternatives (ICEPA)

We work towards social transformation and social inclusion by enhancing the capacity of individuals and social, educational and economic systems in organisations, communities and nations through designing and implementing innovative policy solutions to meet the challenges of social exclusion resulting from social, cultural and economic inequalities.

We work with partners locally, nationally and globally in the areas of:

- cultural diversity
- international development
- social inclusion/exclusion
- health and wellbeing
- policy alternatives

We undertake:

- interdisciplinary applied research
- community development
- capacity building
- consulting
- knowledge sharing
- learning and training

ICEPA has high level expertise, academic rigour, and is responsive to the needs of all stakeholders in policy, cultural, economic and political contexts.

Areas of research

Our specific research and development focus looks at the relationships between:

- Cultural diversity: language and communication, young people, ageing, disability, sexuality, gender, refugees, migration, multiculturalism, ethnicity, identity, diasporas, multifaith, community development and diversity management.
- Social inclusion/exclusion: access and equity, disadvantage, racism, human rights, engagement, civic participation, class, education, employment, income, housing, social capital, and inclusive practice.
- Health and wellbeing: information communication technology, health inequalities, women's health, diversity and health, health systems, cultural competence, safety and risk management, domestic violence, child protection and childhood development.
- International development: East Timor, Pacific Islands, international remittances and mobile lending, international mobility, capacity building, peace and human security, entrepreneurship, tourism, disaster management, financial inclusion.

Contact us

Professor Hurriyet Babacan, Director of ICEPA
Email: hurriyet.babacan@vu.edu.au
Phone: +61 3 9919 5478
Fax: +61 3 9919 5479

For other general enquiries please email ICEPA@vu.edu.au