



**Employment Solutions** • Making a difference to the lives of migrants and refugees in your local community

What's been happening?

**Hear how we have helped migrants and refugees find employment in South Australia.**

**LEARN HOW WE WORK WITH EMPLOYERS TO HELP THEM FIND THE BEST CANDIDATES TO FIT THEIR BUSINESS**



Sonder's Employment Solutions program supports the needs and aspirations of migrants and refugees who call South Australia home.

What do we offer?

**Individualised,  
flexible  
support**



**Guidance along the  
entire journey to finding  
sustainable, meaningful  
employment**



**A doorway to mental  
health services**

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**Migrants often leave their support systems back in their home countries and very easily feel despondent and depressed when they are unsuccessful in getting jobs. Most migrants feel getting a job is the start to settling to new life in Australia and feel under pressure when this is not happening.**

**This program uses Career Coaches who build confidence, self-esteem, and helps migrants contribute to Australian society by finding jobs. It helps migrants navigate the Australian job market which can be different from other countries.**

*Vaneshree, Employment Solutions Client*



# Hear from our clients.



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**It has been a very difficult time for me during the pandemic, but when I see my Career Coach, she can tell when something is wrong. She would give me help to do lots of things.**

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**Intensive vocational support and access to integrated wellbeing is a core feature of the Individual Placement and Support (IPS) model. At a time when industries have been hit with uncertainty, the ripple effects on the everyday lives of workers make this support more crucial than ever.**

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## Mariam's Story

Mariam applied to join the Employment Solutions program after Sonder visited her English class.

As an experienced cleaner, she had no difficulty securing interviews and simply needed extra guidance to pass the final stage. With mentoring from her Career Coach, Mariam successfully secured a sought-after cleaning position based at Adelaide Airport.

However, when COVID-19 reached Adelaide, Mariam found that her role in the city's travel hub was not required. As they had been maintaining regular sessions, she and her Career Coach were able to act promptly.

Mariam's Career Coach supported her to identify her rights as a part-time employee and she will retain her position in her cleaning role once airlines re-open.

She also needed to relocate houses during this stressful time. Mariam's Career Coach linked her with a range of housing support services, and advocated on her behalf to ensure that her family had a safe place to live until finding another home.

Mariam is now settling into a new home and continues to be a vital part of the workforce in a newly secured role as a school cleaner.



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**I have just started working but I still want to stay with Sonder because I haven't found a program like this until now.**

## Modeste's Story

Modeste has lived in Australia for 15 years and has seen the job market go through a number of changes during this time, including a shift towards online recruitment processes.

Whilst he has extensive experience with local employers in seasonal work, this shift to online job-searching and virtual interviews and inductions has meant that Modeste's skills and experience have gone under the radar, unnoticed by employers who would otherwise be interested in his expertise.

Since joining the program, Modeste's Career Coach has been working with him to increase the skills required for succeeding in today's job market.

When Modeste applied for a role, his Career Coach was able to support him as he progressed through each stage of the process, and together they navigated the unexpected circumstances that can arise between the initial application to the final induction.

As a result, Modeste has been successful in obtaining a role at Thomas Foods, one of Australia's largest family-owned food distribution businesses, a natural fit for his skills and experience.

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**A program that uses hands-on and culturally responsive methods is essential for older migrants and refugees who need to meet the needs of today's employers.**

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**It's hard when you first come to Australia as a refugee. Sonder has helped me know how to look for a job and what to do in an interview, to understand issues with Centrelink and have helped me to find work.**

**I am so happy for the Sonder Employment Solutions program. It's given me a lot of hope.**

*Anok, Employment Solutions Client*

*Hear from our clients.*



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**Even though I found a job, I can still receive support. With the help of Sonder, I had different interviews and was able to choose the better offer from different companies.**

**Comprehensive assistance to find the right job for the right person allows the individual to achieve economic independence, while taking steps to pursue their preferred career.**

### **Sikandar's Story**

Sikandar has lived in 19 different countries and has always been able to establish himself because of his work ethic and existing skills. However, Sikandar had a different experience when arriving in Australia.

Sikandar joined Employment Solutions seeking help with his applications, knowing that he could prove himself as a valued worker with the right opportunity.

With his Career Coach supporting him to craft a resume which showcased his experience, Sikandar began receiving immediate attention from employers.

He has since secured work with a labour hire agency, Seven Point Pork Abattoir, the Adelaide Day Centre for Homeless Persons and, most recently, Lifestyle Bakery. This is a role he is thoroughly enjoying.

**By recognising the unique skills and knowledge of migrants and refugees, workplaces can be enriched with diverse perspectives and improve connections with the whole community.**

### **Razia's Story**

When Razia came to Australia, she brought with her a rich professional background - first working in Medical Imaging within hospitals, then becoming involved with the United Nations High Commissioner for Refugees.

As Razia's qualifications were not recognised in Australia, she needed to return to study to recommence work in the field of medicine. For several years she studied to be admitted into a nursing degree at university, all the while working in part-time roles. Razia felt it was very difficult to have to start her career from the very beginning.

Razia joined the program having just received an offer to start a Bachelor of Nursing, hoping to form a plan to reach her goals.

After talking with her Career Coach, she decided that a course in pathology collection could kick start her career.

Throughout her placement, she and her Career Coach worked closely together as Razia built professional connections.

She used this experience to secure an interview straight after her placement, and is now working as a Phlebotomist.



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**When I came to Australia, I had to start my career from the very beginning and it was hard to find work. I think sometimes employers see that I am wearing a scarf, they hear that English is my second language, and they know that I am not from here.**

*Razia speaks of the discrimination she has experienced while looking for work.*



# Hear from employers.



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**Sonder is thorough in its supports and works collaboratively with other service providers. ARA and Sonder are committed to working together to ensure newly arrived communities have access to employment opportunities and skill development.**

Without the right support at the right time, navigating new, local systems can be overwhelming.

Collaboration between organisations can aid in providing timely access to wrap-around community services for migrants and refugees, allowing these individuals to thrive.

## Deb Stringer Australian Refugee Association

The Australian Refugee Association (ARA) is one of the leading settlement service providers in South Australia, with over 45 years of experience.

New arrival communities experience a variety of challenges and settlement issues. Addressing these challenges with timely access to community services can allow migrants and refugees to establish themselves in the community and move forward in their working lives.

ARA and Sonder have a shared understanding of the importance of providing holistic and culturally appropriate services to marginalised communities.

The Australian Refugee Association has been working with Sonder for a number of years, and the joint partnership has allowed migrants and refugees to build their confidence towards successful settlement outcomes.



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**The migrant and refugee workers we have brought on have been so passionate. Their empathy enables them to provide better care for people with disabilities. Sonder had people come to talk about the program and then sent candidates forward, ready with everything and prepared. For us, it shows that Sonder knows what they are doing.**

## Emily Korir BETGroup

Emily founded her company, BETGroup, with her husband Bernard in 2016.

As an NDIS provider, BETGroup delivers a wrap-around service of providing in-home care and accessible housing.

In 2012, Emily had a stroke and was told she would never walk or talk again.

This personal experience of living with disability inspired the couple to create their own business which has become one of the most innovative NDIS providers to emerge in South Australia.

Emily and Bernard are continually seeking employees who understand the specific needs of their clients and the industry as a whole.

As they are both migrants from Kenya, Emily and Bernard understand the difficulties that come with finding work in Adelaide.

They have found that the candidates who have come forward from the Employment Solutions program are prepared and showcase a unique enthusiasm to work and learn.

**It is essential for job seekers to prepare for the unique needs of employers. Providing intensive support to migrants and refugees ensures that they are equipped with industry-specific skills when entering the workforce.**



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**Having a diverse organisation gives you a great mix of traditions and values, and creates greater acceptance and understanding within the workforce.**

**The support we receive from Sonder has been excellent. If one of their clients here is having some difficulty, it is great to be able to discuss that with Sonder and work it out.**

James Chapman, *The Food Centre*

**Entering a diverse workforce that values learning from one another offers migrants and refugees a supportive environment in which to succeed.**

### **Dung Huynh, Produce of Desire**

After many years of success in the international corporate world, Dung moved back to Adelaide in 2011 to start his own business, *Produce of Desire*.

Dung's family, along with many other immigrant families, contributed strongly to the agricultural industry and had been growing vegetables in Virginia since the 90s. Dung was a child when he came to Adelaide as a refugee from Vietnam.

His lived experience as a refugee in Australia has helped Dung understand the unique challenges facing migrants and refugees when they attempt to enter the workforce. He has learnt the importance of working collaboratively despite others' differences.

This has been an important factor in cultivating his workforce and creating a supportive working environment.

**Advocating for migrant and refugee employment is helping to change employer perspectives.**

**Inclusive workforces create a safe place for migrants and refugees to access opportunities within the community.**

### **Sreymom Lund, Little Khmer Kitchen**

Sreymom 'Mom' started Little Khmer Kitchen in 2018, after graduating with a masters of nursing. Mom decided to open up the shop to bring Cambodian street food into the heart of the Adelaide Central Markets.

Having spent her childhood growing up in Cambodia, coming to Australia was a shock and the difference in culture and systems was overwhelming in the beginning. She has experienced the difficulty of trying to find a job when most doors are closed.

As she is now a business owner, Mom wishes to pay kindness received from others forward and makes an effort to employ migrants and refugees. Mom has used industry connections from her nursing degree to assist her employees in finding work opportunities.

Through this advocacy, Sreymom is helping to reduce stigma associated with migrants and refugees in the workforce.

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**The main advantage of having migrants and refugees in my workplace is the vibrancy this brings.**

**Our company thrives in having good people with diversity in culture, religion and gender working happily together, so we always try to support migrants and refugees where we can.**



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**There's a perception as employers on how we view migrants and refugees, and more knowledge is important for us to break down those barriers.**

**They're such good working people who want to make Adelaide home.**

Sonder's Employment Solutions service is supported by the Try, Test and Learn Fund – an initiative of the Australian Government Department of Social Services.








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On behalf of the Employment Solutions team at Sonder, thank you to all of our clients for sharing your stories with us.

Thank you to the employers who have worked alongside us and contributed to the lives of our very passionate and determined clients.

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## Get in touch with us!

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