

2

SECTION ONE PLANNING FOR AN INDIGENOUS WORKFORCE

help sheet

BUILDING THE CAPACITY WITHIN YOUR BUSINESS TO SUPPORT AN INDIGENOUS WORKFORCE

A culturally inclusive workplace requires that the cross cultural capacity of both the workers and the environment in which they work are directed toward acknowledging and supporting cultural difference.

In the Hospitality industry it also recognises the competitive advantage that the inclusion of Indigenous staff will have for the core business of the organisation. It requires that the Indigenous people who are recruited are appropriately trained and have an opportunity to develop a clear understanding of work place ethics and protocols.

It also requires that management develops an understanding and support for the cultural context from which Indigenous people come from and to which they return on a daily basis.

Reviewing the current activity within your business

- ▶ Have you developed an Indigenous Employment Strategy for your business?
- ▶ Is there an understanding of the cross cultural considerations of employing Indigenous people within your business?
- ▶ Are there any policies in place in regards to Cross Cultural awareness for both Indigenous and non-Indigenous staff – for example in an induction process?
- ▶ Do you currently have Indigenous staff?
- ▶ What strategies do you use to attract Indigenous people to consider employment in your business?
- ▶ What levels of support do you, or can you provide to Indigenous employees?
- ▶ Are you aware of the support agencies, such as Job Services Australia, in your area who can assist and support you in developing an indigenous workforce? Make a list of these for future reference and advice.

2

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A “Whole of Business Approach”

Developing an environment for success requires commitment from the top level and is supported throughout the business.

Ensuring that everyone has an understanding of the “why” you have made a commitment to developing an Indigenous workforce and have been involved in developing the activities with clear understanding of their roles within this will provide the vital success factor required.

Tips to involve your staff in this process:

- ▶ Initiate planning meetings with your staff and have them work through the same process you did, discuss the why’s and the benefits.
- ▶ Discuss goal setting for Indigenous employment, retention and career progression.
- ▶ Ask for feedback and input into identifying roles within departments or work teams for targeted Indigenous recruitment.
- ▶ Involve staff in the selection process.
- ▶ Bring in specialist external facilitators with experience in this area to assist you with this process where necessary. This process can at times be supported by Government assistance.
- ▶ Keep the process simple and engaging.
- ▶ Develop an on-going communications strategy.
- ▶ Communicate what you are doing both within your business and at functions, forums and meetings you attend.

WANT TO KNOW MORE?



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