

Industry Skills & Diversity Resource Guide

July 2024



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Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation's First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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1	First version June 2022
2	Updated version July 2024

1. Transport for NSW commitment

1.1 Our mission

Transport for NSW is committed to supporting the economic and social wellbeing of NSW by leveraging its investment to enable jobs, grow skills and increase workforce and supplier diversity.

The Social Procurement and Workforce Development (SPW) team collaborates across industry, Government, and communities to enhance industry skills and diversity outcomes aligning with the procurement board directions for Skills, Training & Diversity in Construction, Transport Procurement Policy 2020 and Future Transport Strategy.

The SPW team focuses on four key areas which support delivery of these outcomes: jobs (including employment pathways for local and regional people), skills, workforce diversity and local and diverse business capability building (**Figure 1**).

We create meaningful change for people and communities when delivering our projects.



Figure 1: Social Procurement and Workforce Development key focus areas

1.2 Our team

Transport's SPW team collaborates, listens and co-designs place-based initiatives with industry and government partners across our four key focus areas (**Figure 1**). Examples and case studies of the SPW team's initiatives can be found at <https://caportal.com.au/tfnsw/tiip/spw>.

We offer industry skills and diversity expertise throughout key project stages, from planning and procurement to delivery. Support includes preparation and administration of industry skills and diversity contractual requirements.

2. About this guide

2.1 Who is this guide for?

The Industry Skills and Diversity Resource Guide (the Guide) supports Transport's delivery partners (head contractors) and the broader supply chain (subcontractors and suppliers) in meeting SPW requirements and commitments.

The Guide lists government (Australian and NSW Government) and industry programs, funding and initiatives relating to:

- business capability and diverse suppliers, and
- jobs, skills and workforce diversity.

2.2 About this Guide

This Guide supports industry growth and diversification – providing information on support programs and initiatives that can assist Transport's delivery partners in achieving their industry skills and diversity requirements and commitments.

The Guide does not prescribe actions to meet contractual requirements, nor is it an all-inclusive stakeholder guide. Rather, it provides delivery partners, sub-contractors and suppliers with useful information to better navigate and foster a greater understanding of the industry skills and diversity sector as well as contribute positively to a diverse and inclusive workforce. As this guide is developed at a point in time, some information may become out of date therefore the user is encouraged to visit provider's website for the latest information about that organisation.

For more information on the Guide or to reach out to the SPW team, please contact ip.spw@transport.nsw.gov.au.



3. Business capability and diverse suppliers

3.1 Overview

This section contains general information to assist in meeting industry skills and diversity requirements relating to business capability building and supply chain diversification; for example, programs to help connect with and engage small to medium enterprises, social enterprises, Aboriginal businesses, and disability enterprises.

In deciding if this section applies to you, it is worth considering the following:

- ***I am an Aboriginal business and want to build my capacity and capability.*** How do I do this and who can support me?
- ***I am part of a procurement team.*** Who can help me promote the procurement opportunity widely and to diverse suppliers?
- ***I am a small or medium enterprise and need support in preparing a tender for an upcoming procurement opportunity.*** Are there organisations that can provide this service fee free?
- ***My company was awarded a construction project contract.*** The contract requires that the workforce (direct or indirect) includes people with disability. What organisations can help me connect to disability services?
- ***I am a regional based small business and need support to grow my business.*** Who can assist me?



Organisations included in this section:

Stakeholder	Priority Target Group			
	Aboriginal Businesses	Disability Enterprises	Social Enterprises	Small & Medium Enterprises
NSW Indigenous Chamber of Commerce	✓			
Yarpa	✓			
Supply Nation	✓			
BuyAbility		✓		
Social Traders			✓	
Industry Capability Network	✓	✓	✓	✓
Many Rivers	✓			✓
Sydney Startup Hub				✓
Service NSW Business Connect	✓	✓	✓	✓
Small Business Commissioner				✓
Invest Regional NSW				✓
Indigenous Business Australia	✓			
Investment NSW				✓
Business NSW				✓

3.2 Stakeholder details

NSW Indigenous Chamber of Commerce

The NSW Indigenous Chamber of Commerce Inc. (NSWICC) offers a holistic suite of services and support to Aboriginal entrepreneurs, business owners, social enterprises and jobseekers and, end to end consultancy, advice and facilitation services to assist Government, the private sector and other enablers to maximise their social and economic impact when engaging with Aboriginal people, communities and businesses in NSW. All NSWICC services support its mission to fuel a culturally rich and economically prosperous New South Wales.

Email: procure@nswicc.com.au

Phone: 02 9154 4313

Website: www.nswicc.com.au

Yarpa

Yarpa is a partnership between the NSW Aboriginal Land Council (NSWALC) and the Australian Government, offering a one-stop-shop for First Nation businesses, industry, and community.

Yarpa provides custom business solutions, skills training, and support in three key areas:

- **Business Support:** Coaching and mentoring, practical training, and hands-on assistance to steer First Nations businesses toward growth and sustainability.
- **Employment Support:** Advice and support for employers and Employment Service Providers wanting to create opportunities and achieve outcomes for First Nations people.
- **Industry Support:** Straightforward collaborations with corporate, industry and government sectors, targeting impactful, measurable outcomes.

Website: www.yarpa.com.au

Supply Nation

Supply Nation is a not-for-profit organisation that supports the growth of Aboriginal businesses by promoting supplier diversity to its membership. It provides a directory of verified Aboriginal businesses with over 4,500 businesses currently listed.

Supply Nation works with contractors to assist them in identifying suitable Aboriginal-owned businesses to engage to achieve their targets. Supply Nation members have access to a suite of benefits. Membership fees are tiered in line with procurement spend.

For more information about fees visit: supplynation.org.au/membership-fees/

Supply Nation can assist with connecting corporate members and Aboriginal owned businesses to explore opportunities to work together. Members can also attend networking events and access training to build their supply diversity program.

Phone: 1300 055 298

Website: www.supplynation.org.au
(contact form: supplynation.org.au/contact/)

BuyAbility

National Disability Services (NDS) is the national peak body for disability services representing over 11,000 service providers. BuyAbility is an initiative of the NDS that seeks to grow supported employment to give people with disability the opportunity to participate in the workforce through socially responsible procurement opportunities. It employs over 20,000 people with disability who are currently unable to work without support.

BuyAbility is an initiative of National Disability Services (NDS) aimed at growing supported employment to give people with disability the opportunity to participate in the workforce. They highlight and celebrate the successes of the BuyAbility Social Enterprises as significant economic and social contributors to their local communities.

BuyAbility is committed to increasing employment opportunities of people with disability through socially responsible procurement opportunities for BuyAbility Social Enterprises. The BuyAbility Website provides government and private business with a website to identify and source BuyAbility Social Enterprises nationally and you can search by location or by business category.

Phone: 1300 043 517

Website: <https://buyability.org.au/>

Social Traders

Social Traders is a not-for-profit organisation that drives social enterprise procurement and engagement through supply chains across Australia. By connecting certified social enterprises with business and government members, Social Traders leverages social procurement to create positive impacts through job creation, community services, and support for marginalised groups.

With over 600 certified social enterprises ready to supply services to business and government, Social Traders educates and trains business teams in social procurement practices, aiming to promote proactive and positive procurement from social enterprises.

As the National certifier for Social Enterprise in Australia, Social Traders validates the commitment and operations of social enterprises to positive social and environmental impacts through certification.

Social Traders can provide construction companies with:

- Access to a public and national database of certified social enterprise construction suppliers via Social Enterprise Finder (Visit: <https://bit.ly/37o00q3>)
- Business membership which can help private and public sector procurers shape the systems, structures, and internal culture to build a lasting social procurement strategy.

Phone: 03 8319 8444

Email: Business@socialtraders.com.au

Website: www.socialtraders.com.au

Industry Capability Network

ICN NSW is supported by NSW Government to assist urban and regional communities to increase economic prosperity.

ICN NSW was established in 1985. Everything it does is guided by a clear vision to help increase economic activity and jobs for the business community of New South Wales and, more generally, Australia.

ICN introduces businesses of all sizes to new business opportunities large and small across NSW, via a network of experienced industry procurement and supply chain specialists.

Industry Skills and Diversity Resource Guide

Phone: 0412 526 605

Web: www.icn.org.au/icn_nsw



Many Rivers

Many Rivers is a not-for-profit, for-purpose organisation supporting people and communities to achieve their business and economic goals. They offer small business support and community economic development support to help people start and grow small businesses, including regional and remote Aboriginal businesses.

The Many Rivers Business Support Program involves Microenterprise Development Managers providing extensive specialist business support to clients to assist in building and growing a client's business. This is a free service and eligible businesses, or start-ups can access support, full details can be found on its website.

Businesses can undertake a self-assessment for eligibility at: manyrivers.org.au/are-we-right-for-you/

Phone: 1300 626 974

Email: enquiry@manyrivers.org.au

Website: manyrivers.org.au

Sydney Startup Hub

The Sydney Startup Hub was created by the NSW Government and is the largest innovation centre in the southern hemisphere. It is located in the Sydney CBD and brings together startups, incubators, accelerators and innovation programs under one roof representing the diversity of the startup community. The role of the hub is to connect, grow, educate, create partnerships, and help to build a culture that enables all actors within the NSW innovation ecosystem to prosper. The high-density concentration helps spark innovation, ignite collaboration, and provide easier and superior access to networks, skills, funding and leadership.

Website: www.investment.nsw.gov.au/living-working-and-business/sydney-startup-hub/about

Service NSW Business Connect

Service NSW Business Connect is a NSW government advisory service that provides generalist business advice to small businesses or those looking to start a business.

A team of qualified Business Connect expert advisors provide specialist advice that is dedicated and personalised, such as business strategy, recruitment and retention, and financial management. All Business Connect advisors are accredited with experience running their own business and have formal qualifications in a business-related discipline.

Business Connect support is fully funded by the NSW Government for eligible small businesses and individuals considering starting a new business in NSW. Businesses in all industries can access up to 8 hours of support each year, subject to availability. To access support, you must register with Business Connect and book an appointment online. Other services include workshops, webinars and online resources.

Website: www.service.nsw.gov.au/business/business-connect

Small Business Commissioner

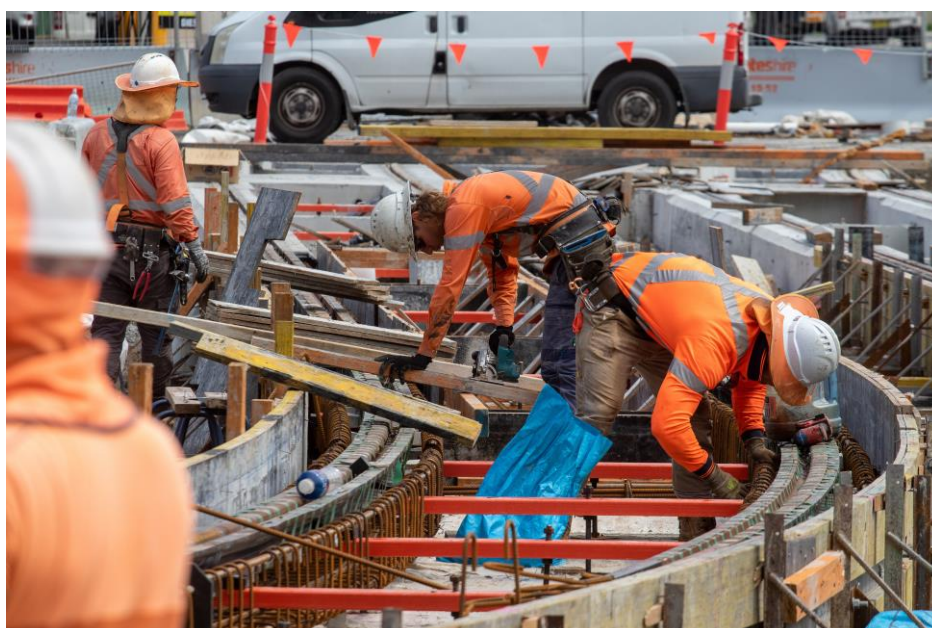
The Small Business Commission is an independent authority which:

- Provides a central point of contact for small businesses to make complaints about their commercial dealings with other businesses and their dealings with government agencies,
- Facilitates the resolution of disputes involving small businesses through mediation and other appropriate forms of alternative dispute resolution,
- Encourages government agencies and larger businesses to enter into productive working relationships with small businesses,
- Supports the fair treatment of small businesses.

As an advocate for the interests of small businesses the Commission operates a subsidised mediation service to help businesses resolve disputes quickly and efficiently. The Commissioner works with government, industry groups and other stakeholders to reduce red tape and make it easier for small businesses to operate.

Phone: 1300 795 534

Website: www.smallbusiness.nsw.gov.au



Invest Regional NSW

As Australia's only investment promotion agency dedicated entirely to regional areas, Invest Regional NSW combines deep local knowledge and connections to deliver exciting investment opportunities across New South Wales.

The regional investment attraction team provides tailor-made investment facilitation and information services for domestic and international investors, including site selection, financial support and bespoke workforce development.

The regional offices of Invest Regional NSW provide targeted programs and customised services including:

- **Matchmaking:** identification of commercial opportunities and introduction to industry networks and clusters.
- **Soft landing:** information on relocation, visa requirements and local support for staff.
- **Talent validation:** scoping of talent pool, assistance with recruitment and training and bespoke workforce development.
- **Competitive support:** Financial and non-financial support including the \$110m Regional Investment Activation Fund.
- **Tailored data and technical analysis:** comparative investment metrics and industry specific data.
- **Site selection:** identification of locations that meet your site-selection criteria.
- **Immersion:** bespoke site visit programs based on key requirements.
- **Solution brokering:** an in-region network of investment attraction specialists to help you navigate government.

Phone: 1300 679 673

Email info@investregional.nsw.gov.au

Website: <https://www.investregional.nsw.gov.au/>

Indigenous Business Australia

Indigenous Business Australia (IBA) was created to assist and enhance the economic development opportunities of Aboriginal and Torres Strait Islander people across Australia. It provides support to Aboriginal and/or Torres Strait Islander people seeking to start a business and for those seeking to grow their business.

Business support includes:

- business information sessions and online course,
- access to external business consultant for advice in areas such as procurement and tendering, accounting, and growth strategies,
- links to other networks and resources.

Phone: 1800 107 107

Website: www.iba.gov.au/email-us (includes a contact form)



Investment NSW

Investment NSW is the NSW Government's economic development and investment attraction agency. It works to reinforce NSW as the most desirable place in the world to visit, study, invest and do business. The agency provides access to a range of grants and rebates to support businesses to grow or recover.

Investment NSW delivers a range of initiatives including:

- The Boosting Business Innovation Program (including TechVouchers) builds innovation partnerships between Publicly Funded Research Organisations and SMEs, with improved access to researchers, training, and facilities.
- The Jobs Plus Program provides support to companies who want to establish and expand their footprint in NSW.

Phone: 02 9000 1365

Website: www.investment.nsw.gov.au/about-investment-nsw

Business NSW

Formerly the NSW Business Chamber, Business NSW is the peak body for businesses in NSW. Business NSW can assist both small and large organisations engage with local businesses directly and indirectly through terms of local chambers of commerce, for smaller businesses, and such organisations as Illawarra First, Business Sydney and Business Western Sydney, for larger businesses. They also offer mentors for startups and entrepreneurs looking to grow their skills and businesses and an apprentice and recruitment management service.

Phone: 13 26 96

Website: www.businessnsw.com

4. Jobs, skills, and workforce diversity

4.1 Overview

This section contains information to assist in meeting requirements relating to jobs, skills and workforce diversity. It includes contact details for organisations that can help contractors, subcontractors, and suppliers recruit, retain, and upskill current and future employees. These organisations and their programs can also equip businesses with the tools to foster a workplace that respects and promotes a more inclusive and diverse workforce.

In deciding if this section applies to you, it is worth asking questions such as:

- **The contract includes a minimum Aboriginal employment % target.** What services and are available to help my business achieve this?
- **The contract includes a 20% Learning Workers requirement.** What services and funding are available to help my business achieve this?
- **I want to recruit apprentices.** What services can assist me in recruiting apprentices to meet my contractual requirements?
- **I want to upskill my workforce.** What programs can I access?
- **I want to engage work experience students.** What programs can I access?
- **I am a Workforce Development Coordinator.** Our apprentice has asked me what financial incentives are available for her. What financial assistance is available?



Organisations included in this section:

Stakeholder	Priority Target Group					
	Aboriginal	Refugees/ asylum seekers	Person with disability	Women	Youth	Apprentices/ trainees
National Indigenous Australians Agency	✓					
Workforce Australia (Department of Employment and Workplace Relations)	✓	✓	✓	✓	✓	
Job Access -Disability Employment Services (DES)			✓			
Apprentices Employment Network (AEN) / Group Training Organisations						✓
National Australian Apprenticeship Association						✓
Australian Apprenticeships Support Network						✓
Humans Like Us		✓	✓			
Settlement Services International	✓	✓				
Training Services NSW	✓	✓	✓	✓	✓	✓
NSW Department of Education – Regional Industry Education Partnerships (REIP) Program					✓	

4.2 Stakeholder Details

National Indigenous Australians Agency (NIAA)

The Australian Government funds and delivers a range of programs specifically for First Nations peoples. Funding is allocated through the Indigenous Advancement Strategy (IAS), National Partnership Agreements, Special Accounts and Special Appropriations.

The NIAA administers the IAS and works to improve the way the Australian Government does business with First Nations peoples to ensure funding outcomes improve the lives of First Nations peoples.

The NIAA is also responsible for:

- Leading and coordinating Commonwealth policy development, program design and implementation and service delivery for Aboriginal and Torres Strait Islander peoples;
- Providing advice to the Prime Minister and the Minister for Indigenous Australians on whole-of-government priorities for Aboriginal and Torres Strait Islander peoples;
- Leading and coordinating the development and implementation of Australia's Closing the Gap targets in partnership with Indigenous Australians; and
- Leading Commonwealth activities to promote reconciliation.

Information on current and future grants can be found on their website.

Website: <https://www.niaa.gov.au>

Workforce Australia (Department of Employment and Workplace Relations)

Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment. This service commenced operating 1 July 2022 and is delivered by the Department of Employment and Workplace Relations. This program replaced Jobactive and brings together other programs, including Transition to Work, creating a single front door for government employment and skills services.

Workforce Australia aims to help eligible job seekers to find a sustainable job, change jobs or create their own job, connecting employers with job seekers, and a network of providers to deliver tailored case management.

Workforce Australia supports business and industry with tailored recruitment and workforce planning. Workforce Australia Online for Business streamlines how businesses find and hire the right people, with the right skills, at the right time.

Website: <https://www.workforceaustralia.gov.au/>

Job Access - Disability Employment Services (DES)

Funded by the Australian Government and delivered by industry professionals, Job Access provides a one stop shop service for advice and support on employing people with disability including free and expert support to help remove barriers to employing people with disability. This includes an advice service, employer engagement team, workplace modifications, support and training.

Through DES, people with disability, injury or with a health condition may be able to receive assistance to prepare for, find and keep a job. DES providers are a mix of large, medium and small for-profit and not-for-profit organisations that are experienced in supporting people with disability as well as assisting employers to put in place practices that support the employee in the workplace.

Website: <https://www.jobaccess.gov.au/employers>
<https://www.jobaccess.gov.au/people-with-disability/about-des>

Phone: 1800 464 800

Apprentices Employment Network (AEN) / Group Training Organisations

Apprenticeship Employment Network NSW/ACT is the peak body representing a network of independent, not-for-profit group training organisations (GTOs) in NSW and ACT. Its objective is to work with their GTO members to create additional high-quality apprenticeship and traineeship opportunities. GTOs act as the primary employer to apprentices and trainees and place them with other businesses known as 'host employers'.

Website: www.aennswact.com.au



National Australian Apprenticeship Association

The National Australian Apprenticeship Association (NAAA) is the national peak body for members of the Australian Apprenticeship Support Network (AASN) that deliver Australian apprenticeship support services. NAAA works with government and industry advocating for a highly regarded, industry centred and inclusive apprenticeship system. While the NAAA does not provide direct service provision, its website contains useful links to navigate the apprenticeship support network, including current policy initiatives and GTOs.

Phone: 0408 656 928

Email: ceo@naaa.com.au

Website: www.naaa.com.au

Australian Apprenticeships Support Network

The Australian Apprenticeship Support Network (Apprenticeship Network) provides information and advice about apprenticeships to employers and apprentices/trainees. It is the first point of contact for apprenticeship questions. Australian apprenticeships cannot commence without an Australian Network Provider.

Apprenticeship Network providers give personalised advice and support services from pre-commencement to completion of apprenticeships (including free career consultations with expert career advisers).

Employers can advertise entry level roles on the partner website Skillsroad Jobs Board for free (visit: <https://skillsroad.com.au/jobs>).

The Apprenticeship Network also provides a free career consultation for individuals looking to start an apprenticeship.

Phone: 1300 363 831
Email: info@apprenticeshipsupport.com.au
Website: www.apprenticeshipsupport.com.au

Humans Like Us

A network of professionals across a range of industries and sectors gathers to share information and connect people to organisations, programs, and services that support the integration of refugees into the Australian workforce. The website contains a variety of information, including a directory of refugee employment services, government employment services, and English language programs. The organisation also connects refugee job seekers to organisations that offer mentoring and coaching, provide information and advice on government programs, policies and funding and grants, and disseminate current research on refugees navigating the job market.

Email: selenachoo@humanslikeus.org
Website: www.humanslikeus.org

Settlement Services International

Settlement Services International (SSI) is a community organisation that supports newcomers and other Australians to achieve their full potential. It supports individuals, children, families and communities via a range of vital human services, from settlement support of newcomers and refugees, through to programs in employment and education, and health, wellbeing and social supports for all Australians, new and old.

SSI offers holistic partner programs to champion organisation's support of diversity, inclusion and social impact.

SSI's social enterprise, Ignite® Small Business Start-Ups, also facilitates small business creation and expansion for people from a refugee or migrant background, people with disability, Aboriginal and Torres Strait Islander people and people from other communities who face barriers to entrepreneurship.

Phone: 02 8799 6700
Email: info@ssi.org.au
Website: www.ssi.org.au



Training Services NSW

Training Services NSW works to improve training outcomes for the people of NSW. We support apprenticeships and traineeships, Smart and Skilled, and adult and community education. It is part of NSW Department of Education.

TSNSW works with industry, providers and the community on vocational education and training. This gives people practical skills and knowledge for the workplace. It can help people entering the workforce for the first time, improving their skills, or developing a new career.

It provides provide funding, guidance and support for programs. This, in turn, supports economic, regional and community development.

The Aboriginal Initiatives from Training Services NSW supports Aboriginal or Torres Strait Islander person looking for an apprenticeship or traineeship, as well as providing assistance with their current training.

Programs include, Barranggirra - Skilling for Employment Initiative, fee-free training and OCHRE Opportunity Hubs

Phone: 13 28 11 (to be directed to your nearest office)

Website: <https://www.nsw.gov.au/departments-and-agencies/departments-of-education/training-services-nsw>

NSW Department of Education – Regional Industry Education Partnerships (RIEP) Program

Regional Industry Education Partnerships (RIEP) is a program of the NSW Department of Education that connects industry and secondary schools to support students in planning their future career paths.

Local RIEP officers can assist by:

- Working with school staff on initiatives that engage local industries
- Working with local businesses to facilitate their access to local schools
- Facilitating activities where employers can communicate with, and inspire, students
- Providing industry validated career information to support school staff, including career advisers
- Providing resources for schools and businesses to build capacity in establishing and maintaining partnerships.

Email: RIEP@det.nsw.edu.au

Website: www.nsw.gov.au/education-and-training/vocational/vet-programs/regional-schools-industry



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