287_564_Internship, Mentorship and Workplace Inclusion (實習、指導和工作場所包容)

TOTAL DURATION: 00:26:40

Time in	Time out	Transcription	Translation
00:00:15	00:01:51	Ryan: 歡迎收聽 Speak My Language 母語講故事是中我們的時期,每一集中我們的時間,每一年的學問,每一年的學問,每一年的學問,不可以是一個的時間,不可以是一個的時間,不可以是一個的時間,不可以是一個的時間,不可以不可以不可以不可,不可以不可以不可以不可以不可以不可,不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不	Ryan: Welcome to Speak My Language, a podcast where in each episode we share the exciting life experiences of people with disabilities within our multicultural communities. I'm your host Ryan Chan. I am serving the Ethnic Communities Council of Queensland. In the podcast, we will hear about the life led by friends with disabilities in our multicultural community, learning how to use newly acquired skills and community resources to live a better life every day. We invite friends with physical disabilities to share their own stories, and we will also find special guests from various organisations to tell us about nice places and interesting activities suitable for friends with physical disabilities. Hello everyone! I'm Ryan. The guest we have today is Tia Kwan. I will call her Tia. She is from the Australian Network on Disability, also called AND. If translated into Chinese, it is 澳洲殘障人士網絡 (Australian Network on Disability). Tia is here today to mainly introduce the two job search and career counselling programs run by their organisation. These programs will help people with disabilities or long-term illnesses to better integrate into the workplace and obtain career counselling. Hello, Tia. Thank you for taking the time to join our podcast today.
00:01:51	00:01:53	Tia: Hello,Ryan,大家好,我是 Tia	Tia: Hello, Ryan. Hello everyone, my name is Tia.
00:01:54	00:02:18	Ryan: Tia,我知道,你是負責營運,這兩個項目的負責人,你的 Title 是 Program Coordinator 來自 Australian Network on Disability 的機構,你可以簡單講講兩個項目叫甚麼名字,以及他們的內容是甚麼嗎?	Ryan: Tia, I know that you are in charge of the operations of these two programs. Your title is Program Coordinator from Australian Network on Disability. Can you briefly tell us the names of the two programs and what they involve?
00:02:18	00:04:35	Tia: 無問題,我主要 Run 的兩個計劃, 一個叫 Stepping into Internship program,是一個實習計劃,另一個叫 PACE Mentoring Program 是一個職業 輔導計劃。Stepping into Internship program 是一個實習計劃,專門供有殘 障,或者長期病患的大學生感受,一個 實習的機會,這個實習的機會,是跟我	Tia: No problem. I run two programs, one is called Stepping into Internship program, which is an internship program, and the other is called PACE Mentoring Program, which is a career mentoring program. Stepping into Internship program is designed for college students with disabilities or long-term illnesses to obtain an

		們話講演員 們的好, 一個 一個 一個 一個 一個 一個 一個 一個 一個 一個	internship opportunity. This opportunity is provided by our members and organisations, including many large companies, banks, government agencies. They run internship programs, offering paid positions. The internship is not an unpaid. Through these programs, students can expand their resumes, gain a better understanding of workplace conditions, while receiving professional guidance. The other PACE Mentoring Program is for everyone no matter you are a student or not. As long as you are over 18 years old with disabilities or long-term illnesses, you can apply for this career counselling program. No age limit. Then we will match you with a mentor in the workplace. These mentors are from organisations that are members in our network. So the big companies, big government agencies, etc., that we mentioned will have people from various professions as potential mentors. You will meet or have meetings with them to understand what you need to pay attention to in your job search, or to help you with your career planning, etc. It will be helpful to your career.
00:04:35	00:05:00	Ryan: 聽落這兩個 Program 都幾有針對性,是針對我們長期病患的人士或者是殘障人士,去扶助他們,幫他們在他們遇到困難時消除障礙,以及可以順利步入職場,可否簡單介紹一下兩個Program 最主要有甚麼價值,或者有甚麼獨特的優勢呢?	Ryan: Sounds like these two programs are very targeted. They are aimed at people with long-term illness or disabilities to support them, helping them to overcome obstacles and successfully enter the workplace when there are difficulties. Can you briefly introduce the main value of the two programs, or what are their unique advantages?
00:05:00	00:06:23	Tia: 主語	Tia: The main idea of our two programs is to help our Australian workplaces or employers to remove barriers that people with disabilities or long-term illnesses often encounter. For example, it is said that usually one out of every five disabled people in the workplace encounters discrimination, part of which comes from their employers. We hope that by inviting more employers or more organisations to join our program, they will realise that there is a need to be more inclusive, to have a more diverse workplace and employees. We want to remove these barriers, and we also hope to help participants in our programs, such as students or job seekers, understand their strengths, recognise their career direction, and maximise their potential to make their

			career smoother.
00:06:23	00:06:35	Ryan: 我想了解一下參加你們項目的機構,剛剛提到會有些大公司,政府機構,可否介紹幾個,舉個例?	Ryan: I would like to know about the institutions participating in your programs. You just mentioned that there are some large companies and government agencies. Can you give a few examples?
00:06:35	00:07:30	Tia: 其實我們有好多參加機構,好多都是來自澳洲好大的公司,營運,他們有私營或者公營,其實都好多不同的,有多學,我們有銀行,有大學方面的範疇者之一,我們甚至會有法學方面的我們的計劃,我們甚至合同的計劃,我們甚至公司,其實實內,其實實內,其實實內,其實實內,其實實內,其實實內,其實實內,其實實	Tia: In fact, we have numerous participating organisations, many of which are big companies in Australia, private and public ones. In fact, they are from many different fields, including banks, universities, law firms, engineering companies. Another example is NDIA. They are all part of our programs. We even have SBS, TV stations, and zoos! IT companies as well. They are across the board. And we actually learned that there are many organisations in Australia willing to change or participate in plans about diversity or inclusion.
00:07:30	00:08:21	Ryan: 真是各行各業,都會參加的機構,我真是大開眼界,我以前都不知道有這種針對性的項目,以及可以適合各個專業的學生,或求職者可以去參加。接下來,我想稍了解一下你們…你們項目入面的內容以及做法,我想知知管明機構是會以甚麼方式去支持或者幫助參與者,在參與這些 Program 的過程中一步去前進,以及這些導師,他們是有甚麼作用,以及是扮演一個甚麼樣的角色去幫助這些參加者?	Ryan: It is an organisation that all walks of life participate in. It is really an eye-opener for me. I never knew that there is such a targeted program and that it could be suitable for students of different majors or job seekers. Next, I want to know a little bit about the content and approach of your programs. I want to know how your organisation supports or helps participants step by step? And what is the mentor's role in helping the participants?
00:08:21	00:10:47	Tia: 這 Stepping into Internship Program Coordinator ,一個很好的問題。 首先從 Stepping into Internship Program Coordinator ,一個很好們有關 是 M M M M M M M M M M M M M M M M M M	Tia: That's a great question. First of all, we can start with the Stepping into Internship Program. This program has an overall program coordinator. Then, we keep contact with our interns and students. Each intern has a supervisor. We often check in with their managers in the workplace. We may email or call the interns to talk about their day and find out what they do, whether they need help or encounter any difficulties. We all understand that intern students may find it a little uneasy in a workplace when they just start the internship. We communicate by phone or email, trying our best to make them feel less lonely. We usually talk about what kind of work they actually do, such as whether their bosses or colleagues have good work arrangements. Workspace adjustment is the thing we specifically ask about. When we hand over an intern student name list to participating institutions,

		工作場所的我們將實習學生的名單學生的名單學生的名單學生的名學生會與機構時,我們會講到這些學生會會更要的工作條件,可能有些學生會問之類我們會確保溝通的時間之類我們會確保溝通的。我與學生有關整都會有做到。這些聊天的時間之類,也會有人對別人不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不可以不	we mention the working conditions these students need. Some students may need some time adjustments, such as flexible office hours. We ensure that after communicating all adjustments are achieved. I personally enjoy checking in and chatting with interns because I think that makes students really happy. Some of them will stop feeling so lonely, having someone chat with them and discuss what projects they are working on. They are also happy to meet other people. We also celebrate with them and feel happy for them.
00:10:47	00:11:06	Ryan: 聽起來除了職業上面的發展,亦都會可能建立到一些工作上跟同事,上司,甚至是工作中遇到的其他人,有一些比較正面的關係,例如是職業上的一些 Network 方面的關係,可以這樣說嗎?	Ryan: It sounds like in addition to professional development, it is also possible to establish some relatively positive relationships with colleagues, bosses and even other people you meet at work. It is just like professional networking. Can I say so?
00:11:06	00:13:00	Tia: 無錯,別學的學學的學學的學學的學學的學學的學學的學學的學學的學學的學學的學學的學學的學	Tia: That's right. All our participating supervisors or managers need to attend a training called Disability Awareness and Confidence Training before the internship starts. This training helps them better understand students with disabilities, making them more confident in helping or providing some support. You also mentioned building different relationships, which is actually correct. A lot of students and their mentors in the PACE Mentoring Program develop deeper relationships because they meet every two weeks and they talk about a wide range of things. When we do the matching, we will take personal interests into consideration. We happened to have a mentor and a student who are both interested in photography, and we paired them. They are good friends now and they go out and take pictures together. So it is not just a good professional relationship in the workplace. It has become a long-term partnership, that is, like partners. Everyone learns different things from each other, and do interesting things together.
00:13:00	00:13:34	Ryan: Tia,我知道你們的項目,兩個項目都已經是 Run 了好長一段時間了,例如這個實習的項目,Internship 已經是由 2005 年開始有,而這個 PACE,即是職業輔導的計劃,是 2013 年開始做了,我想知道過去這麼多年,你們有沒有收集到一些數據上的訊息,可以反映到這兩個計劃是可以如何幫到我們的參	Ryan: Tia, I know that both your programs have been running for a long time. For example, the internship program has been in existence since 2005, and the PACE career counselling program started in 2013. I would like to know if you have collected any data over the past few years to reflect how these two

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		加者?	programs can help our participants?
00:13:34	00:14:51	Tia: 我們都有好多不同的數據反映學上 們兩個計劃,是可以在不有好數數的 實習學生,可以在不可的數數。 實別也們的對數的們之 是有數學生,不可以在,我們之 是有數學生,不可以 是對學生,不可以 是對學生,不可 是對學生,不可 的的 可 的的 可 的的 可 的 的 可 的 的 的 的 的 的 的 的	Tia: We have good amount of evidence that shows our two programs really help participants in different aspects. Students in our internship and career counselling programs have better career development. A survey we conducted in 2018 showed that 80% of our intern students found a job within four months after graduation. As for the career counselling PACE Mentoring plan, our 2020 survey showed that 39% of our interns successfully found a job within four months of the program, and that 41% said they were more confident in job interviews. So I think these data show that our two programs are of great help for students with disabilities or people with disabilities. 88% of our students said that they will keep contact with their mentors in the future. It is not only a professional relationship, but also more of a positive connection.
00:14:51	00:15:48	Ryan: 而我覺得除了你以上說到這些有力的數據,我覺得這個部分,即是說到更是說會有可能建立到長期健康的關係,都障別,因為我們知道時間,也是是我們做的一些。 我們做的一些。 我們做一些,我們知道時關好, 是 我們一些, 對學的一些不够 的一些人 對學的一些人 對學的一些人 的一些人 對學的一些人 的一些人 的,我想有一些人 的,我想有一些人 。 他們會在參問,或者一些好的 feedback 跟你們說。	Ryan: And I think in addition to the convincing data you mentioned above, I think the possibility of establishing a long-term and healthy relationship is very important. When we produce these podcasts, we have learned that people with disabilities often need healthy relationships, which serve as one of the most important elements of living happily with a disability. Tia, you have talked a lot about some of the advantages brought by these programs from your perspective and the benefits it generates for the participants. I would like to know if there is feedback from students after participating in the program, some opinions, or some good feedback.
00:15:48	00:17:16	Tia: 當然有,我們有好多學員在輔導期 間會跟他們的導師做很多不試好的學園的一個模擬的個人 實好的一個模擬的個人 實好的一個人 實好的一個人 可 一個一個一個一個一個 一個一個一個一個一個一個一個 一個一個一個一個一個一	Tia: Of course, many of our students do different activities with their mentors during the mentoring period. For example, they conduct a mock interview and ask their mentors to help review their resumes, cover letters, etc. Mentors, as an experienced and trustworthy person, provide opinions and suggestions to their students. Thus, we receive a lot of positive feedback, and many stories that we hear are inspiring, very encouraging. Not only from interns or students, in fact, our mentors, our managers and workplace managers all have good feedback. For example, more than 90% of our supervisors and managers agree that they feel that having more

		意他們更加多通過這個計劃他們會對 於管理或者對於支援一個有殘障的團隊 的成員會更加有信心。	diversity in the team is very helpful at work, and more than 80% of them agree that through this program, they have more confidence in managing or supporting team members with disabilities.
00:17:16	00:17:52	Ryan: Tia,我們前面談到好多,關於你們的項目以及參加者的經驗,另外我想知道另一個方面在職場方面,公司,政府部門?這些部分呢?其實我相信他們可以做到很多,即是說令到一個工作場所,令到招聘的過程等等的這些環節,更加無障礙更加有包容性,對於我們有殘障或者長期病患的人士即是這方面呢?可以舉一些例子嗎?	Ryan: Tia, we have talked a lot about your program and the experience of the participants. Now, I would like to know about other aspects from the views of workplace, companies and government departments. What about their role? In fact, I believe they can do a lot, that is, make the workplace, the recruitment process, etc. more accessible and inclusive. What can they do to support people with disabilities like us? Can you give some examples?
00:17:52	00:19:07	Tia: 當活達 Tia: 當 Tia: a Tia: a Tia	Tia: Of course. As employers, whether they are companies, institutions or government departments, there are actually several key areas they can consider and do to make their entire workplace environment more inclusive and accessible. I think the first step is to establish a long-term plan and consider what exactly they want to do and what their goals are. The second is to promote workplace adjustments. Workplace adjustment is to help the disabled people or people with long-term illnesses feel more comfortable in the workplace, enjoy a barrier-free workplace, which helps improve work capability or performance, in addition to making them safer at work. The third area is what we call disability confident, which means helping their team members or their management to become more inclusive!
00:19:07	00:19:18	Ryan: 如果僱主想了解更多如何去提升 他們這些方面的能力,有甚麼地方他們 可以得到你的訊息?	Ryan: If employers want to learn more about how to improve their capabilities in these areas, where can they get your information?
00:19:18	00:20:48	Tia: 有的,其實我們有好多,我們澳洲有很多不同的資訊內容,譬如我們Australian Human Rights 他們有個網站,是專門談到僱主如何可以在招聘過程中避免有歧視的情況出現,譬如另外新南威爾士,New South Wales Department of Family and Community Services 這個政府部門,他們有一個計劃叫 See the possibilities,他們的網站亦都有好多不同的資訊,以及資源去幫助僱主或者機構去聘請殘障人士的。如果你是僱主,我就非常建議去這種機構	Tia: Yes, a lot of information is available in Australia. For example, we have Australian Human Rights. They have a website that specifically deals with how employers can avoid discrimination in the recruitment process. Another example is New South Wales. New South Wales Department of Family and Community Services. This government department has a program called See The Possibilities, and their website contains all sorts of information and resources to help employers or organisations hire

		上,這種網站上去看看,至於求職者其實都有好多不同的資訊,澳洲政府有個Disability Employment Services,DES就專門是負責幫助殘障人士,長期病患者,去做一個持續性的支援,去幫助他們求職搵工,我們的機構 Australian Network on Disability,AND 都有提供諮詢 Consulting 的服務。如果是一個機構,你是一個僱主呢,你想加入我們的網絡,我們好歡迎你加入我們…成為我們的成員,我們就可以提供服務,咨詢的服務令到幫助我們機構更加有包容性,更加無障礙。	people with disabilities. If you are an employer, I highly recommend checking out this kind of organisations or websites. As for job seekers, a lot of information is quite handy. The Australian government has Disability Employment Services (DES), which is specifically responsible for ongoing job seeking assistance for people with disabilities and long-term illnesses. Our organisation, Australian Network on Disability (AND), provides consulting services. If you are an organisation, an employer, and you want to join our network, we welcome you to join us and become a member. We will provide consulting services to help organisations become more inclusive and more accessible.
00:20:48	00:21:19	Ryan: 我相信聽到這裡有好多的聽眾,或者他們的親友都會覺得有興趣去參與這些求職或者職業輔導的計劃,我們就想知道我們好多聽眾是在澳洲的各個州以及領地的,在不同的這些地方,你會可以建議他們通過甚麼方式找到類似你們的服務呢?還是你們這個服務是全國性的?	Ryan: I believe that many listeners, their relatives and friends here would be interested in participating in these job seeking or career counselling programs. They all live in various states and territories across Australia. What are your suggestions for them to find services similar to yours? Or is your service nationwide?
00:21:19	00:22:17	Tia: 其實無錯,我們這個服務是全國性的服務,我們的計劃,無論是實習計劃,憑是職業輔導計劃,亦都是全國性的。我們參與的實習機構或者我們參與的職業輔導導師。他們都是來有各個尼納。一個人類,一個人類,一個人類,一個人類,一個人類,一個人類,一個人類,一個人類,	Tia: Actually, that's right. Our service is nationwide, and our programs, both the internship program and career counselling program, are available nationally. The internship agencies or the career counsellors we deal with are located in various cities and states, including Melbourne, Sydney, Brisbane, Perth, and even Tasmania. If you come from a remote area, our internship and mentoring programs provide remote online mentoring. You can meet with your mentor online to conduct career consultation and career counselling activities. It is not always necessary to meet face to face.
00:22:17	00:24:27	Ryan: 嗯,我都知道你亦有推薦一些其他全澳洲,關於殘障以及求職方面。,我都沒隨以及求職方面。,我不可能,我會所以及求職方面。,我們們不可以去看這些期間,就是可以去看看的的人。 好快喔!以此是一個人。 好快喔!以此是一個人。 好快喔!以此是一個人。 好快」。 好快」。 好快」。 好快」。 好,我們的的人。 一個人士, 一個人士, 一個人工, 一一人工, 一一一一,一一一,一一一一一一一一一一	Ryan: Well, I know that you also recommended some other websites with information about disabilities and job seeking across Australia. I will collect the information later and then put it on our website. Our audience who may be interested shall refer to it and these websites. How time flies! It's almost the end of our podcast again. I would like to thank Tia. Thank you again for taking the time to share with us so much useful information about job seeking for people with disabilities. I personally learned a lot. I will briefly summarise our discussion. First of all,

		十八歲不可可以 大人員 一人 一人 一人 一人 一人 一人 一人 一人 一人 一人	there are two parts: one is the internship, which is suitable for people who are studying in college or university, and the other is career counselling program, which is suitable for anyone over the age of 18 with disabilities or long-term illnesses. No age limit. If you are interested in participating in these programs, you can go to their website AND.org.au to apply. In addition to helping our job seekers to enter the workplace, Tia also mentioned their staff, mentors, and colleagues or clients that participants meet at workplaces all obtained some opportunities in the process. That is, to establish a positive, possibly long-term, relationship with the participants that is beneficial to wellbeing or career development. This is something I think can help people with disabilities a lot and it resonates with our theme, Living well with disability. Living a good life with some good relationships can be of great help. Is there anything Tia would like to say to our listeners at the end of the podcast?
00:24:27	00:25:22	Tia: 首先多謝,Ryan,今次可以來到 Speak My Language 談到我們的 Program ,其實我想提提澳洲其實還有好多資訊,以及資源提供給殘舊或是供給內理。 好多資訊,以及實際者在求職路上,這實務的。 對於不可以, 對於不可以, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於不可, 對於 對於 對於 對於 對於 對於 對於 對於 對於 對於 對於 對於 對於	Tia: First of all, thank you, Ryan, for this opportunity to come to Speak My Language to talk about our programs. I want to add that Australia actually has a lot of information and resources for people with disabilities or long-term illnesses that will help in their job search journey and career development. I would also like to say that the popping up of such programs reflects that workplaces in Australia are in fact making progress. Many organisations participating in our programs are also committed to development towards diversity and inclusiveness, which exactly shows the progress of our society. We all hope to stimulate our greatest potential to help people with disabilities or job seekers live better in Australia.
00:25:22	00:26:31	Ryan: 如果你喜歡我們的節目,請登入我們的官方網站了解更多,我們的網址是 speakmylanugage.com.au,請你將這個好節目介紹給你的親戚朋友聽,另外你亦可以登錄我們的社交媒體專頁 Facebook,Twitter,Instagram 及 LinkedIn 去了解更多的資訊,亦都希望你可以在社交媒體上面,將我們節目的這些專頁分享到全澳洲以至世界各地的聽眾,令到他們都可以關注到我們的內容。Ethnic Communities Council of	Ryan: If you like our podcast, please visit our official website to find out more. Our website address is speakmylanugage.com.au. Please introduce this good podcast to your relatives and friends. You can also check out our social media pages Facebook, Twitter, Instagram and LinkedIn to learn more information. We also hope that you can share our podcasts on social media to listeners across Australia and around the world, so that they can follow our content.

Queensland 對於能夠為昆士蘭州製作的 Speak My Language 這個節目感到非常榮幸。Speak My Language 這個節目是由 Department of Social Services資助,並由各個州及領地的 Ethnic and Multicultural Communities' Councils 及Multicultural Councils,即是各個州的多元文化社區理事會負責製作,我們的播放平台合作方包括有 SBS 及 NEMBC。

The Ethnic Communities Council of Queensland is proud to produce Speak My Language for Queensland. Speak My Language is funded by the Department of Social Services and coproduced by the Ethnic and Multicultural Communities' Councils of each state and territory and Multicultural Councils. Our broadcast partners include SBS and NEMBC.