African Internship Program
Commonwealth Bank

“CULTURAL UNDERSTANDING IS ESSENTIAL IF WE WANT TO BUILD GENUINE AND IMPACTFUL RELATIONSHIPS WITH OUR COMMUNITIES, CUSTOMERS AND COLLEAGUES” – HUSS MUSTAFA, GENERAL MANAGER OF MULTICULTURAL COMMUNITY BANKING

Summary
Launched 21 October 2016, Commonwealth bank partnered with the Melbourne Employment Forum (MEF) to offer expanded services to African refugees and migrants within the City of Melbourne by helping them become work ready, and secure sustainable employment.

Opportunity
The City of Melbourne recognised that there were challenges faced by newly arrived African Australian refugees and migrants in securing employment due to lack of local experience, language difficulties and insufficient knowledge of employment pathways available to them.

Action
Partnering with the MEF, Commonwealth Bank has been addressing this issue one client at a time through an internship program in their local Branch network. This partnership also addresses the broader issue of social cohesion for African Australians, acting as a platform for educating the broader business community about what African Australia community has to offer. The aim was also to dispel stereotypes about the capabilities and resourcefulness of this community cohort.

Achievement
The Victorian Regional Manager has supported the program and there are currently 2 interns in Melbourne’s western suburbs from a pool of 8 candidates. The view is to expand the program nationally with other cultures that represent their local areas.