



An Australian Government Initiative



Small Business Case Study

ABC Café operates in the Pilbara seven days per week. Because of the lengthy operating hours and constant clientele, the owners need a Café/Restaurant Manager who can take over the day-to-day running of the café and supervise service staff while they focus on the management and occasionally have some time off to focus on other business. They have advertised locally and nationally and have not been able to find someone of the calibre and experience needed or who would be prepared to move to the region. They then find a backpacker from Spain, Angelica, who has restaurant management experience and a qualification. They employ her in a full-time role and she has helped boost the level of service and increase the clientele and allowed the owners to focus on their other business, but her visa will expire in a few months.

As Café/Restaurant Manager is not available in standard skilled migration programs and they can't find an Australian who can or will do the job despite trying for months, they request access to the Pilbara DAMA for one position of Café/Restaurant Manager. They are endorsed by the Pilbara DAR within 3 business days and then submit a Pilbara DAMA labour agreement request online to the Department of Home Affairs. Two days later the ABC Café owners lodge a nomination with Department of Home Affairs for Angelica as Café Manager.

A few weeks later the Pilbara DAMA labour agreement is approved, valid for five (5) years. Angelica's nomination and subsequent visa applications are approved allowing her to stay for four (4) years, working for ABC Café.

A year later, the same happens in respect of the ABC Café and their need for a Cook, again with no success filling it from within the Australia labour market. They request to add a Cook position to their existing Pilbara DAMA labour agreement, which is approved, with an age concession and English concession. Although they hadn't found a prospective nominee as yet, the news that they have a pre-approved Cook position with concessions has reached numerous people, and they are approached by several prospective candidates. After identifying the most suitable one, Rico from Brazil, they then nominate him for a four-year temporary visa under the Pilbara DAMA.

Angelica and Rico each may have access to a permanent visa pathway after three years with ABC Café. Rico's skills and experience has been instrumental in ABC Café's ability to also take on a local apprentice Cook. Angelica has helped refine the service skills of the floor staff, adding a bit of Spanish 'flair' in the process.