



DAY 1: Tuesday 22nd August

8.30 – 5.30

Exhibition Open

8.30 – 9.00

REGISTRATION

9.00 – 9.15

WELCOME TO COUNTRY

9.15 – 9.30

OPENING ADDRESS - Sally Sinclair, CEO NESA

9.30 - 9.50

The Hon Jane Prentice MP

Assistant Minister for Social Services and Disability Services

9.50 – 10.00

Rowena McNally

Independent Chair NESA

10.00 – 10.45

PLENARY: CRUNCHING THE FUTURE OF WORK

Future Crunch

Technology is transforming the world of employment and flipping traditional structures upside down. Understanding and responding to these changes is essential for any organization wanting to harness the opportunities of a rapidly changing global economy in the 21st century.

10.45 – 11.15

MORNING TEA

11.15 – 1.30

CONCURRENT WORKSHOPS

| Session One 11.15 – 12.20 | Service Delivery | Leadership and Strategy | Governance and Policy |
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| <p>Please choose 1 workshop</p> | <p>Responding to serious incidents</p> <p><i>How to balance duty of care with service duties at times of crises. Privacy rules, security and alternative strategy options. Practice for challenging behaviour.</i></p> <p>Presenters: Ali Jalayer, Assistant Secretary, Specialist Programmes Department of Employment, Department of Human Services</p> <p>Facilitator: Nicole Dwyer, CEO Workskil</p> | <p>Innovation in employment and inclusion</p> <p>Jessica May, CEO Enabled Employment</p> <p><i>The company is a commercial private entity with an entirely new approach to employment for people facing barriers to entering the workforce due to discrimination or stereotyping. Enabled Employment has brought together multiple innovative elements to make this happen including the use of remote work, the employment agency business model and the latest cloud technology to make the process easy for employers and employees.</i></p> <p>Paul Brown General Manager Jigsaw</p> <p><i>Jigsaw is a social enterprise that creates employment, training and skill development opportunities for people with disability, offering outsourcing services to corporate and government, particularly in the area of Information Management</i></p> <p>Facilitator: Sally Sinclair, CEO NESA</p> | <p>Remote employment and participation services</p> <p><i>The Department of the Prime Minister and Cabinet will update attendees on the latest information on the Community Development Programme, and the consultation process on a new employment and participation model for remote Australia.</i></p> <p>Facilitator: Matt Clarke, Deputy CEO NESA</p> |
| Session Two 12.25 – 1.30 | Service Delivery | Leadership and Strategy | Governance and Policy |
| <p>Please choose 1 workshop</p> | <p>Joining the dots Collaborations that work</p> <p>Panel: Niamh McTiernan, Principal Advisor Brotherhood of St. Laurence <i>Transition to Work</i></p> | <p>Retaining and building frontline capability</p> <p><i>Remuneration survey summary The importance of retaining and building your frontline workforce capacity in consumer driven markets</i></p> | <p>Indigenous employment: Where are we now and where are we heading</p> <p><i>Attendees will have the opportunity to engage with a panel including representatives from the Department of the Prime Minister and</i></p> |



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| | <p>Renaë Lowry, Executive Director MatchWorks: <i>National Workforce Network</i></p> <p>Brendan Bourke, Head of Client Services, yourtown Community Projects <i>Youth Transitions</i></p> <p>Facilitator: John Perry, Manager and Director Jobs Queensland</p> | <p>Presenters: Paul Maguire Maguire Consulting Annette Gill Principal Policy Advisor NESA</p> <p>Facilitator: Anthony Steel, CEO Mission Providence</p> | <p><i>Cabinet, Department of Employment and a provider.</i> <i>This panel will explore what is working, and what's being done to improve outcomes for Aboriginal and Torres Strait Islanders.</i></p> <p>Panel: Department of the Prime Minister and Cabinet Ali Jalayer, Assistant Secretary, Specialist Programs, Department of Employment Provider representative</p> <p>Facilitator: Matt Clarke, Deputy CEO NESA</p> |
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1.30 – 2.30 LUNCH

| 2.30 – 3.40 RAPID KNOWLEDGE EXCHANGE | | 3 x 20 minute sessions |
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| | Topic | Your Facilitator |
| 1 | Mental health first aid - the fundamentals | Alex Peterson, NESA |
| 2 | Top tips for writing tenders and proposals | Annette Gill, Principal Policy Advisor, NESA |
| 3 | jobactive – contract management framework | Michael Whitmore Branch Manager Employment Melbourne State Office Department of Employment |
| 4 | NESA Practitioner Toolkit | Damien Opolski, Senior Policy Advisor, NESA |
| 5 | Indigenous employment – including programmes | Matt Clarke, Deputy CEO, NESA |
| 6 | Case management fundamentals | Matthew Eldridge, Director, Controlled Chaos |
| 7 | Responding to family violence | SA |
| 8 | jobactive performance framework | Dr Louise O'Rance, Director, Employment Services Reporting and Analysis, Department of Employment |
| 9 | Empowering job seekers through choice & control | Tessa Thompson, General Manager Policy and Communications, NESA |
| 10 | Developing job Seekers with complex circumstances | Sharon Mamo AOD Specialist |
| 11 | Retaining the front line - staff recruitment and retention | Paul Maguire, Maguire Consulting |
| 12 | Leadership development | Maria Smith, Bounce Australia |
| 13 | Job seeker compliance | Ty Emerson, Assistant Secretary, Job Seeker Activation and Cluster Support Department of Employment |
| 14 | Work for the Dole | Michelle Boundy, Acting Assistant Secretary, Work for the Dole, Department of Employment |
| 15 | Employer experiences, engagement & servicing | Helen Willoughby, Group Manager, Delivery and Engagement, Department of Employment |
| 16 | ParentsNext | John Perry, Manager and Director, Jobs Queensland |
| 17 | Transition To Work | Katrina Currie, Manager, Work and Learning BSL |
| 18 | PaTH Internships and Work Experience | Simon Arnold, Director, Internship Program, Department of Employment |
| 19 | Technology and innovation | Ray Leggott, Director On Line Engagement & Learning Department of Employment |
| 20 | Risk assessments | Nicole Dwyer, CEO, Workskil |
| 21 | Employment Fund | Anne Rainger, Director, Employment Fund Department of Employment |
| 22 | Cultural competence | NESA |
| 23 | Enterprise development | Clariti |
| 24 | Where are the jobs? | James Jordan, Director, Occupational and Industry Analysis, Department of Employment |



3.40 – 4.00

AFTERNOON TEA

4.00 – 4.30

PLENARY

4.30 – 5.15

PLENARY: It's What People Do, Not the Position They Hold That Really Makes a Difference

Peter Baines OAM

Peter is a former forensics officer with the NSW State Police Force who developed his unique leadership style by leading international identification and recovery teams into Indonesia and Thailand following acts of terrorism and the 2004 South East Asian Tsunami. He would go on to work in the counter terrorism area of Interpol, spent time with the United Nations Office of Drug and Crime and also worked in Saudi Arabia and Japan after natural disasters hit those countries. In January 2014, Peter was recognised in the Australia Day honours with the awarding of the Order of Australia Medal for his International Humanitarian work.

5.15 – 5.30

DAY 1 WRAP UP

7.15 – 7.30

NESSA's 'GALA AWARDS FOR EXCELLENCE' DINNER

Pre-Dinner Drinks

DAY 2: Wednesday 23rd August

8.30 – 3.00

Exhibition

9.00 – 9.20

Senator the Hon Michaelia Cash

Minister for Employment,
Minister for Women
Minister Assisting the Prime Minister for the Public Service

9.30 - 10.30

MAKING CHOICE WORK - A Panel Discussion
Introductory Presentation – Choice and Control in DES

Flora Carapellucci - Group Manager Disability, Employment & Carers, Department of Social Services
Vicki Rundle, Acting Deputy CEO, Markets and Supports, National Disability Insurance Agency
Keran Howe, Executive Director of Women with Disabilities Victoria
Georgie Harmen, CEO beyondblue

Panel Facilitated by **Dr. Sebastian Rosenberg** - Fellow, Centre for Mental Health Research, Australian National University; Senior Lecturer, Brain and Mind Centre, Sydney Medical School, University of Sydney

10.30 – 11.00

MORNING TEA

Exhibitors Prize Draw - Winners Announced

| 11.00 – 1.05 | | | |
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| CONCURRENT WORKSHOPS | | | |
| | Service Delivery | Leadership and Strategy | Governance and Policy |
| Session One 11.00 – 12.00 Please choose 1 workshop | Frontline skills in a consumer centred market <i>Learning from the NDIS experience this workshop will explore the skills needed by the frontline employment services workforce in a consumer centred market.</i> Presenter: Julie Graham, Executive Director Karingal | Where are we headed? National and International perspectives of future directions and best practice delivery of employment services Panel: Department of Employment Australian/International Trends In Employment Services Dr. Phuc Nguyen, Research Fellow School of Social and Political Sciences, The University of Melbourne | The future of DES <i>What are the new procurement implications? How do you manage responsive structures of upsizing and downsizing fast? How much of a retail market will this be?</i> Presenter: Chris D'Souza, Director, Policy and Provider Team, Disability Employment Services Policy Branch at Department of Social Services Facilitator: |
| | Case management fundamentals <i>Is there a role for case management in modern employment focused service delivery?</i> | | |



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| | <p><i>Can efficiency be applied to the five case management activities; assessment, planning, linking, monitoring, advocacy.</i></p> <p>Presenter: Matt Eldridge, Director, Controlled Chaos</p> <p>Facilitator: Rebecca Nicholls, Director, Global Skills</p> | <p>Dr. Michael McGann , ARC Research Fellow, School of Social and Political Sciences, The University of Melbourne</p> <p><i>Presentation of the findings from the recent surveys that the team at the University of Melbourne has run with frontline staff in the UK and Australia. It will have a comparative focus, comparing trends in Australian employment services with what's been happening in the UK.</i></p> <p>Facilitator: Sally Sinclair, CEO NESA</p> | <p>Tessa Thompson, General Manager Policy and Communications, NESA</p> |
| <p>Session Two 12.05 – 1.05</p> <p>Please choose 1 workshop</p> | <p style="text-align: center;">Service Delivery</p> <p>Employer engagement and promoting diversity</p> <p><i>How to get employers attention and engage them in a discussion about workforce diversity</i></p> <p>Panel: Richard Furnari, Dealer Principal , Fuso Geelong – Community based, Community minded</p> <p>Bryn Pears, Managing Director, Silly Yak Foods</p> <p>Cynthia Andrews, National Manager Staffing Solutions Chandler Macleod</p> <p>Michael Cooper Training & Compliance Manager, Fletcher International Exports</p> <p>Facilitator: Kevin Robbie Director Think Impact</p> | <p style="text-align: center;">Operational and Policy</p> <p>Writing winning tenders and proposals What is government looking for?</p> <p>Presenter: Annette Gill, Principal Policy Advisor, NESA</p> <p>Facilitator: Alicia Weiderman, Senior policy Advisor, NESA</p> | <p style="text-align: center;">Governance and Policy</p> <p>Governance for an agile organisation strategic directions and culture/values</p> <p><i>What is the role of the Board in making decisions that create the future for the communities that they serve?</i></p> <p>Presenter: Jodie Willmer, Board Succession and Diversity Strategist</p> <p>Facilitator: Adrian Panozzo, Director Better Life Group</p> |

1.10 – 2.00

2.00 – 2.20

LUNCH

The Hon Ed Husic MP

Shadow Minister for Employment Services, Workforce Participation and Future of Work, Shadow Minister for the Digital Economy

PLENARY

Sally Sinclair

3.00 – 3.15