



developing Australia's employment future

Annual Report 2011/2012

Our Mission:

To lead a sustainable, effective and diverse employment and related services industry through:

- Influential representation and advocacy
- Strong partnerships
- Member support and development



Who we are

The National Employment Services Association (NESA) is the peak body for Australian employment and related services. NESA was established in 1997 to be the voice of the industry and provide inclusive representation regarding the effective and efficient delivery of employment and related services. NESA maintains a broad overview of the employment services framework and our representation covers the breadth of employment service programs funded by the Australian Government.

NESA's membership is diverse and includes not for profit, community, private and public service delivery organisations engaged in the delivery of the full suite of employment and related services. Employment assistance is delivered to the majority of Australia's unemployed citizens through Job Services Australia (JSA) and Disability Employment Services (DES) (Disability Management Services and Employment

Support Services). Other programs and complementary services in the employment services framework include Indigenous Employment Programs (IEP) (Employment Panel and Economic Business Panel), Community Development Employment Projects (CDEP), New Enterprise Incentive Scheme (NEIS), Group Training, Australian Apprenticeships Support Services Program and Harvest Labour Services. Members deliver services through a network of more than 3500 sites across metropolitan, regional, rural and remote Australia.

Year In Review 2011-2012

contents

Who we are	2
Chair Report	4
CEO Report	5
developing	6
Australia's	8
employment	16
future	20
Financial Statements	22



Chair Report



This year has seen a number of developments open up some welcome opportunities including the new Remote Jobs and Communities Program, the Mature Age Participation Assistance program and improved job placement incentives. There were also various challenges that have had a substantial impact on members and the broader

employment and related services industry. The industry has shown remarkable strength and resilience in meeting these challenges head on.

NESA's charter is to be the voice of the employment and related services industry. During the year, NESA advocated strongly on behalf of members for the resolution of the issues that were significantly impacting on the sustainability and performance of the industry. NESA's position on these issues, which included changes to contractual arrangements and increases in compliance regimes, was transparent and presented a view carefully balanced from the diverse range of perspectives obtained from consultation with our members.

During the year NESA also ensured that we were 'at the table' providing strategic and constructive input into discussions on the future framework of employment and related services to improve the service now and in the years to come.

NESA works tirelessly to influence policy and programme decisions and it is your vision, your voice and your support that assists us in putting forward the strongest position to Government, Department of Education, Employment and

Workplace Relations (DEEWR) and other key stakeholders.

During the year the Board continued to discharge its duties and to ensure that the performance of the organisation was underpinned by effective corporate governance. The Board reviewed its Strategic Plan and this review reaffirmed that the direction of the organisation was still meeting its strategic objectives. The review also focused on the potential shape of the industry over the next five years to establish a foundation for further strategic discussions and to position NESA as the key voice in influencing future contracting arrangements.

It has been a privilege to work with the Board of Directors and Sally Sinclair and her enthusiastic team. I would also like to thank Jules Vandyke who retired from the NESA Board in November 2011, for her dedication to the advancement of the industry.

I extend my thanks to the Government and its Ministers, Shadow Ministers, DEEWR and other key stakeholders for their collaborative and consultative approach when working with us.

In the coming year, NESA will continue to focus on advancing the interests of the industry and strengthening the employment and related services framework to enable the industry to thrive so it may help more Australians to find opportunity through employment.

Stephen Creese
Independent Chair



NESA Board of Directors: Front Row L-R: Nikki Brouwers, Stephen Creese (Independent Chair) and Julie Graham

Back Row: L-R: John Perry, Andrew Hills and Peter White

Absent: Katrina Spies

Retired: Jules Vandyke



NESA Staff: Front Row L-R: Carole Gregson, Sally Sinclair (CEO), Shirley Fisher and Annette Gill

Back Row: Ting Cheng-Haines, Max Croft, David Murray and Helen Rozsavolgyi

Absent: Veronica McGowan and Cath Berryman

CEO Report



The Australian employment and related services industry operates in a complex and challenging social and economic environment. NESA members develop individually tailored employment assistance and link with appropriate community partners to achieve wrap around service delivery to address each job seeker's specific circumstance

and goals. Many of these job seekers are our Nation's most disadvantaged citizens.

Equally members connect with, understand and support employers to meet their workforce and skill needs. Our members deliver these services in the context of variable community infrastructure and labour market conditions. The commitment of our members to create genuine and lasting change through employment and inclusion during the 2011-2012 year resulted in achievements worthy of celebration (ref: table on pg 16).

As the industry peak body, NESA is strongly committed to supporting our members and contributing to the ongoing development of the Australian employment and related services framework. NESA continued to develop strong linkages with local and international stakeholders and also furthered our knowledge base through joint research projects and other initiatives. NESA ensured evidence informed positions were developed to support industry objectives. During 2011-2012 NESA undertook a range of activity on behalf of the industry with a continued focus on:

- Advocating for continuous improvement to the employment and related services framework, including the reduction of unnecessary administration;
- Promoting the valuable work of the industry to ensure relevant stakeholders understand the employment and related services industry and its achievements;
- Providing strategic input into initiatives and policy developments relevant to the work and objectives of employment and related services being developed across Government portfolios;
- Monitoring the impact of proposed initiatives and reforms on the industry;
- Representing the industry in support of an improved operational environment including consultation regarding guidelines, contract variations and systems in relation to all programs;
- Representing the industry regarding contractual arrangements including terms of trade;
- Representing the industry regarding employment services purchasing arrangements;

- Providing intensive assistance to members in preparation for and support during the conduct of JSA and DES purchasing;
- Delivering a provider perspective through a vast array of submissions and papers to inform effective policy and program arrangements;
- Delivering information, tools and resources to support member operations and development;
- Building key stakeholder relationships to support representation and policy objectives for employment and related services.

NESA engaged with international networks to gain insight into better and innovative global practices to support our representation for improvements to service provision and the operational environment. During the year I was a keynote speaker at events coordinated by the OECD Local Economic and Employment Development Programme (LEED) Employment and Skills Strategies for South East Asia (ESSSA) in China, the OECD LEED Forum in Berlin, the US National Association of Workforce Boards in Washington and the Asian Development Bank and the International Labour Organisation in Manila.

I would like to thank the Federal Government, DEEWR, the Federal Opposition, other Federal departments, our industry partners, supporters, key stakeholders and employers, for their collaborative approach when working with us throughout the year.

I would also like to express my thanks to the NESA Board of Directors and in particular Independent Chair Stephen Creese for their commitment to and support of NESA. I am also proud of the dedication and commitment that my team demonstrates on a daily basis to the employment and related services industry and our members. NESA could not achieve what it does without a strong team.

The year ahead holds a number of challenges with continued work to address existing issues as well as further development of the employment and related services framework. NESA will continue to advocate strongly for arrangements which support a vibrant employment and related services industry, one that is appropriately positioned and resourced to undertake its vital work of building stronger participation and inclusion through employment.

Sally Sinclair
CEO



Australia's employment and related services is a dynamic and ever evolving industry. Australia has a diverse landscape so providers of employment and related services have to tailor their services to meet local conditions and characteristics.

NESA is committed to the development of Australia's employment and related services' framework to ensure we have the best possible services for unemployed Australians.

NESA recognises that diversity creates a range of perspectives so it carefully balances the views of its members to achieve positions that have the best potential to strengthen the industry.

These positions were fundamental to NESA's representation and advocacy throughout the year. During 2011-2012 NESA participated regularly in a number of consultative, advisory and working/reference groups including:

- Remote Participation and Employment Services Engagement Panel
- DES Reference Group
- Consultative Forum on Mature Age Participation
- Standing Council on Tertiary Education, Skills and Employment Workforce Development Supply and Demand Principal Committee
- Mental Health Expert Working Group
- Partners in Recovery Expert Reference Group
- Disability Support Pension Advisory Group
- DEEWR/NESA Bi-Lateral
- JSA Advisory Working Group
- JSA/DES Reports Working Group
- DES Operational Working Group
- DES-ESS Transition Group
- Employment Partnership Committee
- IT Advisory Group
- Employability Skills and Attributes Framework Consultation Group
- Core Skills for Work External Consultative Group

NESA also provided an industry perspective in specific consultation sessions/forums including:

- The Mental Health Commission and the 10 Year Plan – Budget implementation workshop
- Employment Pathway Plans for Early School Leavers
- Very Long Term Unemployed Consultation sessions
- JSA Transition Arrangements
- Wage Connect Subsidy
- National Partnership Agreement on Homelessness
- Australian Apprenticeships Reform Stakeholder Forum

NESA was active in promoting a range of Government initiatives including the Mature Age Participation - Job Seeker Program and other elements of Building Australia's Future Workforce package. NESA shared knowledge, provided advice and promoted the benefits of employing mature age job seekers and job seekers in rural communities, especially Indigenous Australians, through representation at the Corporate Champions, Experience+ Career Advice and Remote Jobs and Communities Program forums and information sessions.





The Australian employment and related services industry plays an important role in ensuring Australia has the capacity to meet the workforce participation and skill needs of businesses and local communities.

As the industry peak body, NESAI is committed to fostering the development of individual and organisational capacity and industry leadership. NESAI is also dedicated to leading and supporting the industry to achieve excellence.

During 2011-2012 NESAI continued to deliver a comprehensive range of services to support members to achieve quality services and desired outcomes for job seekers, employers and the community.





Conferences

NESA's conference schedule is designed to support the dissemination of better practices and continuous improvement within the industry. This includes opportunities to strengthen relationships between industry members and key stakeholders. The 2011-2012 conference program included:

NESA National Conference – *Opportunity through Employment & Inclusion* - Brisbane 8-10 August 2011

NESA's National Conference is targeted to the needs of the management and senior executives of employment and related services organisations. The three day 2011 National Conference program was facilitated by MC Andrew Horabin and included a rich diversity of speakers and topics with over 30 workshops, 12 plenary sessions and an expert panel session led by ABC reporter Barrie Cassidy. Sessions contained a strong theme of fostering creativity and innovation in employment and related services as well as an emphasis on exploring new and better collaborations amongst providers and stakeholders to achieve improved workforce participation and social inclusion.

NESA Practitioners Conference – *Connections* - Melbourne 23- 24 April 2012

The Practitioners Conference focuses on strengthening front-line service delivery practice to build the capacity of the industry's frontline practitioners to meet the challenges faced in finding individual and local solutions to the Nation's employment and inclusion objectives.

The theme for the 8th NESA Practitioners Conference was Connections. The theme was reflective of the importance connections have to the success of employment assistance strategies. MC Tim Ferguson brought humour and a personal perspective to build an understanding of the barriers that face Australia's unemployed and vulnerable citizens.

The conference was attended by 400 delegates and offered a plethora of interactive and informative workshops and plenary sessions with 26 workshops and 6 plenary sessions conducted over the two days. A highlight of this event was a session by Lab Creative in which delegates collaborated to create a theme song. This song was a reflection of the depth of front-line staff's work with clients.

NESA launched a conference App which enabled access to information and the ability to interact with each other and participate in real time polling throughout the conference proceedings. The App, sponsored by RecruitmentSuper, proved to be popular with delegates, with significant hits registered.

2011 NESA Awards for Excellence

The NESA Awards for Excellence provides an opportunity to recognise and promote the significant contribution that the industry makes through its work facilitating employment and social inclusion outcomes. The Awards also allows us to recognise our most critical stakeholders - employers and job seekers.

The 2011 NESA Awards for Excellence showcased the journeys of people who have overcome major challenges in their lives and are now experiencing the joys of being employed, employers who have provided opportunities for disadvantaged job seekers, and employment consultants who have and continue to support people through their journeys into employment.

For the first time in the Award's seven year history, a special commendation award, the Bright Star Award, was granted to an employment consultant who had demonstrated exemplary achievements in just a short time in the employment and related services industry.



The Speed Thinking session at the National Conference was interactive and hands-on.



Practitioners participated in interactive sessions throughout the Practitioners Conference.

The NESA Awards for Excellence were presented by The Hon Kate Ellis MP, Minister for Employment Participation and Early Childhood and Childcare and Minister for the Status of Women.

The 2011 winners were:

- Achiever of the Year – Sponsored by Brookfield Multiplex and Stockland

Winner: Michael Ashman, nominated by Matchworks

- Bright Star Award – *Winner: Chantelle Young, nominated by Global Skills*

- Employment Consultant of the Year – Sponsored by RecruitmentSuper

Winner: Ali Ranjbar, nominated by The ORS Group

- Champion Employer of the Year – Sponsored by Brookfield Multiplex and Stockland

Winner: Jymbilung House, nominated by Mission Australia

Conference Sponsors



Australian Government
Department of Education, Employment
and Workplace Relations



Left: The 2011 Award Winners: Michael Ashman, Chantelle Young, Ali Ranjbar and Matthew Moore from Jymbilung House.



DEEWR's exhibition at the NESA National Conference

Award and Discovery Grant Sponsors



Awards for Excellence Sponsors Stockland, represented by Tim Beattie, and Brookfield Multiplex represented by David Redding, with the Minister for Employment Participation the Hon Kate Ellis MP, congratulate Michael Ashman on winning Achiever of the Year.



Awards for Excellence and Discovery Grant Sponsor RecruitmentSuper's Megan Bolton and the Minister for Employment Participation, the Hon Kate Ellis MP, congratulate Ali Ranjbar on winning Employment Consultant of the Year.



Matt Clarke is congratulated by Megan Bolton, CEO RecruitmentSuper and the Minister for Employment Participation, the Hon Kate Ellis MP after being announced as the inaugural winner of the NESA Employment Discovery Grant.



Inaugural NESA Employment Discovery Grant

NESA launched the NESA Employment Discovery Grant in 2011. Sponsored by Industry Partner RecruitmentSuper, the Grant was established to broaden the horizon of industry professionals and enhance their understanding of the employment and related services sector in a global context.

Matthew Clarke, Executive Manager Operations, from Campbell Page was the winner for 2011. As part of the Grant, Matthew attended the 8th Annual OECD Local Economic and Employment Development (LEED) Forum on Partnerships and Local Government in Berlin, Europe.



Matt speaks of his experience at the OECD LEED Forum:

“As the inaugural recipient of the NESA Discovery Grant I had the privilege to accompany Sally Sinclair to the 8th Annual Meeting of the OECD’s Local Economic and Employment Development (LEED) Forum on Partnerships and Local Government in Berlin. The central discussion point of this forum was Youth Unemployment as a response to the global outlook with the most recent OECD projections expecting youth unemployment rates to be around 17 percent in 2012.

The forum itself was invaluable to me from an industry perspective, exposing me to the different global policies that countries have adopted in addressing youth unemployment.

Walking away from the forum, it was clear to me that our own approach to youth employment is quite proactive in terms of social inclusion and the Learn and Earn Policy. At the same time the presentations assisted me to recognise we have an opportunity to continually evaluate how education, training and employment services could further integrate to provide a complete wrap around service to our young people.

The experience of attending the OECD was life changing and I would like to thank both RecruitmentSuper in the overall sponsorship of this Grant as well as Sally Sinclair and her team at NESA for developing this initiative.”

Professional Development Program

NESA continued to invest in delivering professional development opportunities to build employment services workers' skills and knowledge. NESA offered a broad range of training workshops through its Industry Training Partners during 2011 – 2012, attracting more than 1,600 participants over 120 NESA workshops. An average of 30 percent of the workshops were delivered in regional areas.

Workshop evaluations indicated a very high level of satisfaction and value placed on the content and deliverables from the workshops, as well as the quality of the facilitators and learning experience.

Workshop feedback included:

"Lots of ideas that I can now implement at work that I had not thought of before. I feel more confident in reverse marketing and improving outcomes for my company."

"Has given me structure that can be used to better employment consultants' approaches, in assisting our clients to reach their employment goals."



NESA provides professional development opportunities to the industry

Enterprise Based Productivity Places Program

A Federal Government funded project, the Enterprise Based Productivity Places Program provided subsidised funding for a range of industries to increase the skills levels of existing workers. NESA was awarded funding for the Certificate IV in Career Development qualification which provided an opportunity for 100 people working in the industry to gain this qualification. During the year 25 percent of the employment and related services industry workers who commenced the training have now been awarded their Certificate of attainment. As commencements occurred on a staggered basis, this figure will rise as other workers complete their Certificate.

National Workforce Development Fund

Working closely with the Community Services & Health Industry Skills Council, NESA was successful in securing a funding contract under the National Workforce Development Fund (NWDF). The places provide opportunities for employment and related services staff to undertake one of four qualifications; Certificate IV in Employment Services, Career Development, Disability or Alcohol and other Drugs. People with a pre-existing qualification had the option to complete one of the two employment services qualifications Skill Sets: Frontline Case Managers or Service Coordination.

The fund has contributed to the up-skilling of 600 workers from 28 industry members, who received their training from 12 Registered Training Organisations.

Forming part of NESA's strategy to increase our industry's workforce knowledge and professional capabilities, NESA will offer NWDF graduates, subject to eligibility conditions, the opportunity to apply for Employment Services Professional Recognition Framework (ESPRF) membership free of charge for up to a year.



Employment Services Industry Standards (ESIS)

ESIS has been developed by the employment services industry to provide a quality assurance framework of excellence in organisational management and service delivery for organisations delivering employment and related services. During the year NESA engaged with DEEWR regarding business processes that supported ESIS and strategies that would align them with DEEWR requirements. This included considering options for various models for the management and administration of the Standards which could best meet DEEWR quality assurance objectives.

Employment Services Practitioners Recognition Framework (ESPRF)

ESPRF has been designed to support and develop high standards of professional practice to clients of Australian employment services. During the year NESA progressed the ESPRF and the Employment Services Practitioners Code of Professional Ethics and Practice, which registered practitioners are committed to support.

Stakeholder Representation

During 2011-2012 NESA continued to influence the development and implementation of Australia's employment and related services framework through strategic representation and advancement of the industry.

NESA engaged with Government and a range of other stakeholders through regular formal and informal meetings relevant to employment and related services. Issues were represented across a number of portfolios in addition to employment, resources and energy, tourism, community and human services, health and mental health, Indigenous affairs, housing and homelessness and small business.

NESA continued to influence the development and implementation of Australia's employment and related services through representation and contribution to a number of Ministerial Working/Reference Groups (see page six).

Partnership Program

NESA, in collaboration with DEEWR and the Department of Human Services (DHS), continued to promote the importance of having an understanding and appreciation of the core business and processes of each organisation.

The Partnership Program aims to create an environment that:

- Facilitates the sharing of best practice and resources,
- Identifies better work practices,
- Fosters closer relationships between the key stakeholders,
- Supports collaborating to create effective processes at a local level
- Provides a greater understanding of the complexities involved in the operation of each organisation

This year, Partnership Program initiatives were conducted in Logan, Queensland and Wyong, NSW where the theme Supporting Teen parents was explored. Outcomes from the Program were used to inform policy. There was an evaluation of the Program which affirmed its value.







Key Highlights

Approximately 35,000 front-line practitioners deliver employment and related services from more than 3,500 locations across the Nation. In a labour market where the unemployment rate for the 2011-2012 financial year averaged 5.2 percent (*Source: Australian Bureau of Statistics*), the employment and related services industry provided significant assistance to develop the personal and vocational skills of job seekers to meet workforce demands. Statistics released in the DEEWR Labour Market Assistance Outcomes Report December 2011, illustrates the great work that the industry does in helping job seekers to secure employment.

	Employed (%)	Education & Training (%)	Positive Outcomes (%)
JSA Stream 1-4	48.8	20.8	61.7
JSA Stream 1	60.7	21.9	71.9
JSA Stream 2	55.0	20.8	67.3
JSA Stream 3	37.9	21.0	53.7
JSA Stream 4	29.0	18.2	42.4
JSA Stream 1 (Limited)	47.8	21.3	61.6
DES - Employment Assistance/Post Placement Support	37.0	12.6	45.2
DES – On-going Support	78.4	10.4	80.5
New Enterprise Incentive Scheme (NEIS)	85.3	11.1	87.6
IEP - Employment Related Activities	73.5	24.0	77.4
IEP - Non-Employment Related Activities	48.4	33.1	64.5

Source: DEEWR Labour Market Assistance Outcomes Report December 2011





As the peak body for the employment and related services industry, throughout 2011-2012, NESAs supported its members in their work by providing opportunities to have focused strategic discussion on critical issues and develop key points and potential solutions through the provision of a number of consultative policy, working and reference groups. Key outcomes were used to strengthen NESAs representation and advocacy, advance policy positions and support an innovative solutions-based approach to issues impacting on the effective delivery of programs and services to disadvantaged job seekers.

Support Services Provided

E- Bulletins:

From the Desk of the CEO

This year NESAs continued to relay information, circulate important messages, provide advice on policy and convey general communication gathered from operational notices, issues and initiatives to the executives of the NESAs Corporate membership through the Leadership Group e-bulletin, From The Desk of the CEO.

Perkul8r

As part of a broader communication strategy, this year NESAs launched the e-bulletin "Perkul8r". Perkul8r provides information on developments and happenings of relevance and interest to people either working in or interested in the employment and related services industry, as well as topical items and news.

Ready to Tender

NESAs conducted a workshop series called "Ready to Tender" to support both JSA and DES providers to present a strong tender response for DEEWR to consider in its purchasing decisions. Feedback from the participants was very positive. Supporting comments acknowledged that the content supported business improvements that have the potential to improve reliability, consistency and service outcomes as well as stronger tender submissions. NESAs liaised with National Disability Services (NDS) to provide specific workshops dedicated to the NDS membership.

Helpdesk

During the year NESAs provided helpdesk support to its members on a range of program, policy and system areas covering both JSA and DES contracts and a range of subsidiary and complementary programs. Approximately 1,000 calls were received.

The areas that generated the greatest traffic included, but were not exclusive to, new compliance arrangements for job seekers, educational and employment outcomes, business review and allocation for JSA, the JSA 2012-2015 RFT, DES purchasing arrangements, Wage Connect Subsidy, Provider Brokered Outcomes, remote services including contract extensions, NEIS, Star Ratings and Performance frameworks for JSA and DES, Industry Standards and the Budget initiatives.





The Australian labour market has changed considerably over recent times. Subsequently this has significantly altered the nature of employment opportunities available. Prominent influences affecting these changes include the impact of economic conditions, the changing nature of work, technology development and international influences including the rapid industrialisation of a number of countries in the Asian region.

There is a dire need to continue to develop and strengthen employment and related services to meet the Nation's skills and labour requirements.

Building a better road forward for employment and related services is of utmost importance in NESA's representation agenda, to ensure the development of skills meets industry demand and creates pathways for disadvantaged job seekers.

As NESA works hard on setting the platform for 2015 and beyond, it continues to promote the sustainability of the current Australian employment and related services industry through a range of activities that support its strategic objectives. Activities this year have included investing in external research including the Melbourne University Research Project Activating States, building a consolidated evidence-based platform that identifies future priorities, and promoting the Australian employment and related services industry through engagement with international stakeholders.

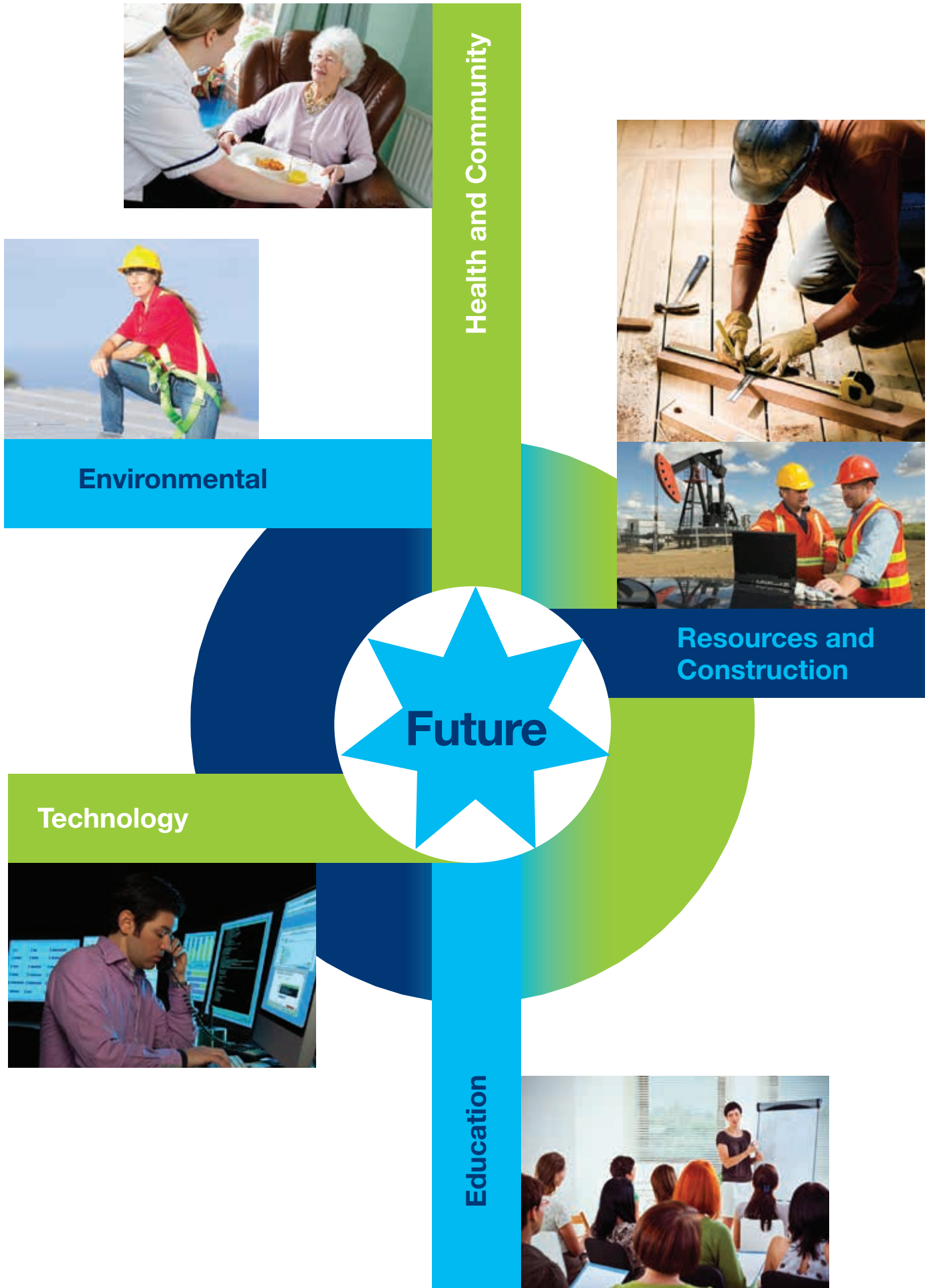
Policy and Response Papers submitted in 2011-2012:

- Advisory Panel on Employment Services Administration and Accountability (APESAA) discussion paper
- Review of the National Disability Recruitment Coordinator Service discussion paper
- JSA Industry Standards – DEEWR discussion paper

- The Environmental Scan 2012 submitted to the Community and Health Services Industry Skills Council
- Disability Employment Services Exposure Draft of the Employment Support Service 2013-2015 Purchasing Arrangements
- Modern Award Review – Labour Market Assistance Industry Award
- Inquiry into the Social Security Legislation Amendment (Job Seeker Compliance) Bill 2011
- Inquiry into Mental Health Barriers to Education, Training and Employment Participation
- Career Ready Skills and Training for a Career Discussion Paper (GenerationOne)
- The Future of Remote Participation and Employment Servicing Arrangements

During 2011-2012 NESA presented a keynote address at events coordinated by the following international stakeholders:

- The Asian Development Bank
- The International Labour Organisation
- The OECD LEED Employment and Skills Strategies for South East Asia (ESSSA)
- US National Association of Workforce Boards (NAWB)
- The OECD LEED Forum on Partnerships and Local Governance



Statement of Comprehensive Income

For the Year Ended 30 June 2012

	note	2012	2011
		\$	\$
REVENUE	3	2,948,525	2,941,431
Employee benefits expense		(1,147,882)	(1,027,987)
Depreciation, amortisation and impairments	4	(47,047)	(53,568)
Direct event expense		(1,004,382)	(1,054,099)
Rental expense		(130,643)	(130,365)
Travel expense		(112,137)	(76,357)
Consultancy expense		(31,206)	(14,220)
IT expense		(48,024)	(45,291)
Project expenses		(113,300)	(224,069)
Other expenses		(220,407)	(249,157)
Surplus/(deficit) before income tax		93,497	66,318
Income tax expense	5	-	-
Surplus/(deficit) for the year		93,497	66,318
Other comprehensive income		-	-
Total comprehensive income for the year		93,497	66,318

Statement of Financial Position

For the Year Ended 30 June 2012

	note	2012	2011
		\$	\$
ASSETS			
Current assets			
Cash and cash equivalents	8	144,267	288,672
Trade and other receivables	9	479,297	205,174
Financial assets	10	429,817	429,817
Other current assets	11	211,057	153,394
Total current assets		1,264,438	1,077,057
Non-current assets			
Property, plant and equipment	12	11,015	17,051
Intangible assets	12	81,806	119,029
Total non-current assets		92,821	136,080
TOTAL ASSETS		1,357,259	1,213,137
LIABILITIES			
Current liabilities			
Trade and other payables	13	229,242	215,910
Short-term provisions	14	179,843	162,448
Other current liabilities	15	199,661	218,503
Total current liabilities		608,746	596,861
Non-current liabilities			
Other long-term provisions	14	45,706	6,966
Total non-current liabilities		45,706	6,966
TOTAL LIABILITIES		654,452	603,827
NET ASSETS		702,807	609,310
EQUITY			
Accumulated surpluses		702,807	609,310
TOTAL EQUITY		702,807	609,310

Statement of Changes in Equity

As at 30 June 2012

2012	Retained Earnings	Total
	\$	\$
Balance at 1 July 2011	609,310	609,310
Surplus (deficit) for the year	93,497	93,497
Balance at 30 June 2012	702,807	702,807

2011	Retained Earnings	Total
	\$	\$
Balance at 1 July 2010	542,992	542,992
Surplus (deficit) for the year	66,318	66,318
Balance at 30 June 2011	609,310	609,310

Statement of Cash Flows

For the Year Ended 30 June 2012

	note	2012	2011
		\$	\$
Cash from operating activities:			
Receipts from members & government bodies		2,886,763	3,320,621
Payments to suppliers and employees		(3,080,112)	(2,897,802)
Interest received		48,871	35,472
Net cash provided by (used in) operating activities	16	(144,478)	458,291
Cash flows from investing activities:			
Proceeds from sale of plant and equipment		-	14,390
Placement of term deposits		(50,000)	(350,000)
Acquisition of plant and equipment		(3,788)	(8,237)
Acquisition of computer software		-	(33,096)
Proceeds from disposal of investment		53,861	-
Net cash used by investing activities		73	(376,943)
Net cash increase (decreases) in cash and cash equivalents		(144,405)	81,348
Cash and cash equivalents at beginning of year		288,672	207,324
Cash and cash equivalents at end of year	8	144,267	288,672

National Employment Services Association Limited

ABN 69 079 065 428

Independent Audit Report to the members of National Employment Services Association Limited

Report on the financial report

We have audited the accompanying financial report of National Employment Services Association Limited (the company), which comprises the statement of financial position as at 30 June 2012, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the directors' declaration.

Directors' responsibility for the financial report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of National Employment Services Association Limited would be in the same terms if provided to the directors as at the date of this auditor's report.



National Employment Services Association Limited

ABN 69 079 065 428

Independent Audit Report to the members of National Employment Services Association Limited

Auditor's opinion

In our opinion the financial report of National Employment Services Association Limited is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2012 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Corporations Regulations 2001.

Saward Dawson Chartered Accountants

A handwritten signature in blue ink, appearing to read 'Peter Shields'.

Peter Shields

Blackburn

Date: 5 October 2012

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