



vision

voice

support



Kelham George, NESAs Achiever of the year 2012.



Annual Report 2012/13



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NESA members help job seekers to find employment.



## Who we are

**The National Employment Services Association, NESA, is the peak body for all providers of Australian employment and related services.**

NESA was established in 1997 as the voice of the Industry and for the past sixteen years has been providing advocacy, representation and industry development to providers of employment and related services in Australia. NESA enjoys a broad overview of the employment services framework and 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 Australia's unemployed citizens primarily through Job Services Australia and Disability Employment Services, which are the largest employment programmes provided by NESA members.

These programmes deliver assistance through a network of approximately 250 organisations delivering services from more than 3500 sites in metropolitan, regional and rural locations. NESA also has extensive membership across remote areas from providers involved in the Remote Jobs & Communities Programme. Other programmes provided include the Indigenous Employment Programme, New Enterprise Incentive Scheme, Group Training; Australian Apprenticeships Support Services Program and Harvest Labour Services.

## Our vision

**Opportunity through employment and inclusion**

Engage and collaborate with stakeholders to support employment and inclusion

Be an influential and well regarded voice for the industry

Shape employment & related services policy and program development

Lead and support industry excellence – organisations & practitioners

Deliver advocacy that supports a vibrant, diverse and sustainable industry

Deliver representation which is formed by consultation and evidence

Position providers of Australian employment and related services in the global market

## Chair Report



As the peak body for Australia's employment and related services Industry, NESA's purpose is to be the voice that represents its membership on the issues that matter. To support this the Board has continued its emphasis on ensuring NESA remains a strong and sustainable entity in a constantly changing policy and programme environment.

During the year the Board continued to ensure that the performance of the organisation was underpinned by effective corporate governance. Being in the fourth year of our five Year Strategic Plan cycle, the focus remained on consolidating our position as the "go to" body for employment and related services, and building the capacity of our membership both individually and organisationally. This has been particularly important in a year that has not only seen the beginnings of new programme design, but also in the context of the Federal election. Your Board of Directors, CEO Sally Sinclair and her enthusiastic team are committed to working in the best interests of all members. NESA works assiduously to influence policy and programme decisions impacting on members and the industry at large, and providing a clear and well-articulated vision for the future of employment services.

This year saw a number of new initiatives including the awarding of the new Disability Employment Services Employment Support Services contracts and the implementation of the Remote Jobs and Communities Programme. The year also saw the commencement of discussions around the 2015 contracts for Job Services Australia, as well as Disability Employment Services – Disability Management Services. There were a range of challenges that have had a substantial impact on members and the broader employment and related services industry, and NESA has been at the forefront advocating on behalf of members and providing services to help the Industry address these. The industry has shown remarkable strength and resilience in meeting these challenges.

During the year NESA advocated strongly on behalf of members for the resolution of the core issues that were significantly impacting on the sustainability and performance of the Industry. A priority issue for NESA this year has been advocating for a reduction in administrative burdens on providers. The red tape issue is putting significant pressure on the Industry – many members tell us that at least half of staff time is spent on administration. Reducing red tape will mean that more resources will be available where they are needed most – at the front line.

I extend my thanks to the Government and its Ministers, Shadow Ministers, Department of Education, Employment and Workplace Relations and other key stakeholders for their collaborative and consultative approach towards 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 for 2015 and beyond. The Board will take on the important task of developing the next Strategic Plan and goals for the future. I look forward to this work and in seeing NESA and its membership continue to develop.

**Stephen Creese**  
Independent Chair

## CEO Report



People working in the Australian employment and related services Industry work hard and deliver great outcomes in a complex and challenging social and economic environment. As providers of employment services, NESA members work with some of Australia's most vulnerable and disadvantaged citizens, to help out of work Australians to find and sustain employment and to increase their participation. They also connect with, understand and support employers to meet their workforce development and skills needs. Our members deliver these services in the context of often varying community infrastructure and labour market conditions.

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.

In terms of our core work during 2012-2013 NESA undertook a range of activities on behalf of the industry. We worked hard on:

- Developing an agreed position by members on the desired format for the provision of employment and related services under the new contracts in 2015
- Representing the Industry regarding contractual arrangements including terms of trade
- Representing the Industry regarding employment services purchasing arrangements
- 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 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 programmes
- Delivering a provider perspective through a number of submissions and papers to inform effective policy and programme 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.

We also continued to develop our engagement with international organisations and networks to gain insight into global improvements, and innovative practices to support our representation for improvements to service provision and the operational environment in Australia. During the year I was a keynote speaker at the OECD Local Economic and Employment Development Programme (LEED) Forum on Partnerships and Local Governance's 9th Annual Meeting, 'Implementing Change: A New Local Agenda for Jobs and Growth', and the World Association of Public Employment Services' World Conference on Long-Term Unemployment. I also attended the National Association of State Workforce Agencies Winter Policy Forum and the Centre for Economic and Social Inclusions' Welfare to Work UK Convention, 'Employment and Skills – Opportunity for All'.

Once again, I would like to thank the federal Government, the federal Opposition, DEEWR, other federal departments, our industry partners, employers, key stakeholders and supporters, 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 and support of NESA, and the NESA team. NESA could not achieve what it does without a strong team. I am proud of the dedication and commitment to the employment and related services Industry and our members that my team demonstrates on a daily basis.

The year ahead being a federal election year holds a number of challenges as we continue our work to address existing issues as well as further development to 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 building stronger participation through employment.

**Sally Sinclair**  
CEO

# NESA is the 'go to body'

**A core function of NESA is providing representation and advocacy for its membership.**

During 2012-13 NESA continued to positively influence the development and implementation of contracted employment services through strategic representation and advancement of the Industry's position.

An integral part of NESA's representation is reflecting the views of the membership and providing an evidence informed business case that supports the position of the Industry.

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

## **Being the "GO TO BODY" for the sector**

NESA is well regarded as the 'go to body' for individuals and organisations wanting to know anything about the provision of employment and related services in Australia. In particular, NESA is 'at the table' where key policy, programme and other decisions impacting on members, and the provision of services to job seekers and employers are made.

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 and that we work together to address Australia's current and future employment challenges. During the reporting period NESA represented the employment and related services industry in a broad range of forums and opportunities.

NESA representation and advocacy opportunities included;

### **Ministerial Meetings**

- > C20 Steering Committee
- > Treasurer's Consultative Forum on Mature Age Participation
- > Disability Employment Services Reference Group
- > Mental Health Expert Working Group
- > Remote Participation and Employment Services Engagement Panel
- > Ministerial Council for Tertiary Education and Employment Workforce Development, Supply and Demand Principal Committee
- > Partners in Recovery Expert Reference Group

### **Formal Departmental Meetings**

- > DEEWR/NESA Bi Lateral meeting
- > Remote Jobs and Communities Program Transition and Implementation Reference Group (FaHCSIA/DEEWR)
- > IT Advisory Group (DEEWR)
- > JSA Performance Management Working Group (DEEWR)
- > DES Operational Working Group (DEEWR)
- > Joint JSA/DES Job Seeker Compliance Working Group (DEEWR)
- > Disability Support Pension Advisory Group (FaHCSIA)
- > Compliance and Management Performance Framework Working Group (DEEWR)
- > JSA Advisory Working Group (DEEWR)
- > IT Reference Group (DEEWR)

## Influence

“  
It's not only about securing a seat at the table, but being listened to and being known for a well-argued perspective.”

NESA Conference QandA facilitator, Tony Jones with NESA CEO, Sally Sinclair.

# Spheres of influence

Member's Voice

As part of NESAs role in providing representation and advocacy, NESAs enjoys representing member's views and bringing influence to policy deliberations at a range of fora.

NESA regularly consults extensively with members, stakeholders and others to guide our submissions and representations to the Government's review of how services should be provided in future. A major submission was made, after extensive consultation with the Industry, on how the delivery model for employment services under the new contract, due in 2015, should be developed and implemented.

The NESA submission called *Realising our Potential* presented a member perspective on the delivery of an improved, more responsive and effective employment services model for 2015 and beyond. NESA also used the key themes of the paper to advocate for improved financing, model changes and other improvements to the way in which the contract is managed, following the announcement of the Federal election in September 2013.

NESA provided a submission to the Fair Work Australia Modern Award Review 2012 to vary the Labour Market Assistance Industry Award 2010. NESA also appeared before the Fair Work Australia hearing on the Modern Award Review.

NESA also made a submission into the Senate Committee's Inquiry into the adequacy of the allowance payment system for job seekers and others, the appropriateness of the allowance payment system as a support into work and the impact of the changing nature of the labour market. NESA provided the Senate Committee with a summary of the views from NESAs submission and highlighted relevant issues.

## Other Submissions included

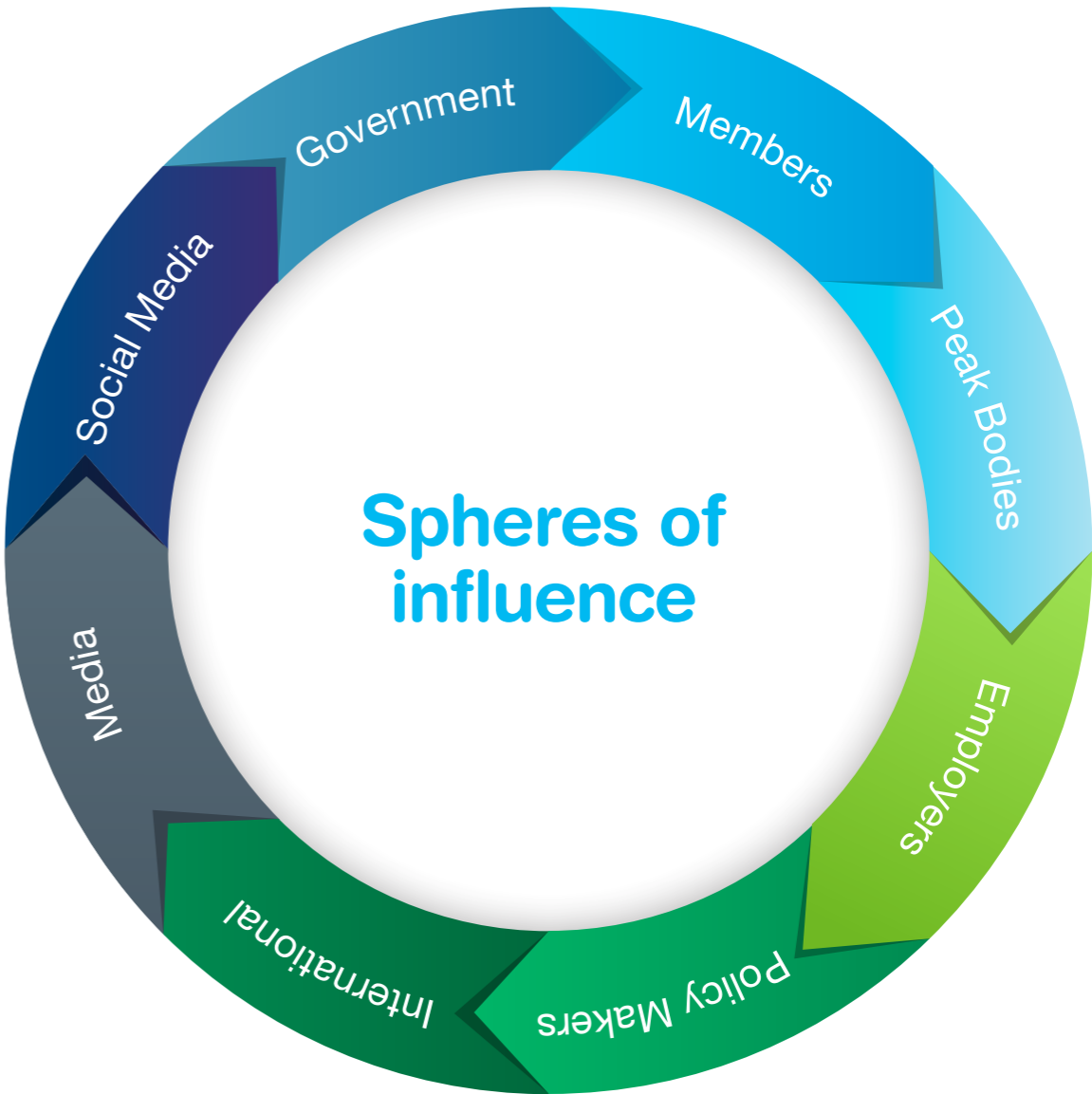
- > Response to the Advisory Panel on Employment Services Administration and Accountability Final Report and DEEWR Responses
- > Response to Changes to Indigenous Employment Program (IEP) Assessment and Funding Processes Discussion Paper
- > A synopsis titled "Ensuring preferred employment and the support required to maintain it" for the Mental Health Council of Australia's, "Perspectives on Mental Health" Paper
- > Inquiry into the role of the Technical and Further Education system and its operation
- > The Landmark Report – NESAs Perspectives on where to from here – Mental Health and Employment Services Policy
- > Client Services Industry Reference Group – Input into the draft one Consultation Paper
- > Response to DEEWR Discussion paper to – Improving the employment participation of people with disability in Australia

## Stakeholders

During the year NESA also met with a very broad range of Industry stakeholders including other peak bodies, employer groups, Members of Parliament, advocacy groups, educational institutions, training bodies, state governments, health and welfare organisations and many others.

## Research

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.



# Leading capacity building

## Building the Industry at both industry and organisational levels

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, NESA is firmly committed to facilitating the development of individual and organisational capacity and industry leadership. NESA is also dedicated to leading and supporting the industry to achieve excellence.

During 2012-13, NESA continued to deliver a comprehensive range of forums, professional development programs and opportunities and conference programmes.

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 2012-13 conference programme included:

### NESA National Conference – 2012

NESA's National Conference is designed to meet the needs of the management and senior executives of employment and related services organisations. The three day 2012 National Conference program was facilitated by radio personality Tracy Batram, and included a rich diversity of speakers and topics with workshops, plenary sessions and a popular expert panel session led by the ABC's Tony Jones. 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 among providers and stakeholders to achieve improved workforce participation and social inclusion.

### 2012 NESA Awards for Excellence – sharing the greatest stories of achievement

The employment services industry in Australia is all about helping people into sustained employment.

The NESA Awards for Excellence provide a much needed opportunity to recognise and promote the significant contribution 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 2012 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.

These awards recognise the achievements of the dedicated professionals who are working in this sector and showcase the outstanding efforts of the job seekers and employers with whom we work.

One such employer – Brookfield Multiplex – was inducted into the inaugural Hall of Fame. This special presentation saw them acknowledged for their ongoing dedication to reducing unemployment among youth and disadvantaged job seekers.

“  
The Awards truly acknowledge the direct and lasting impact that employment services have on people's lives, and the support that comes from the partnerships with employers who are committed to giving someone a fair go.

## Excellence



Brookfield Multiplex's George Kostas with Achiever of the Year Kelham George



Champion Employer of the Year Award Winners from ACS Total Facilities Management (ISP).



(From left) Award for Innovation and Excellence in Service Winners from NESAY with James Christian from FAHCSIA; Barbara Cornish from Matchworks, Bendigo took out the prestigious Employment Consultant of the Year award. Brookfield Multiplex's George Kostas with Bright Star Award Winner Maily Duong from Direct Recruitment.

### The winners

**Achiever of the Year, sponsored by Brookfield Multiplex**  
Kelham George from Preston, VIC, who was nominated by MatchWorks

**Champion Employer of the Year, Sponsored by NESA**  
ACS Total Facilities Management (ISP), Central Coast NSW

**Innovation and Excellence in Service Award**  
This new award recognised projects that have delivered outcomes for people experiencing, or at risk of, homelessness. It was sponsored by the Department of Families, Housing, Community Services and Indigenous Affairs: NESAY (North East Support and Action for Youth Inc) from Wangaratta, VIC, represented by Glenn Finlayson

**Employment Consultant of the Year, sponsored by Brookfield Multiplex**  
Barbara Cornish from MatchWorks, Bendigo, VIC

**Employment Consultant – Bright Star Award**  
Sponsored by Brookfield Multiplex: Maily Duong from Direct Recruitment, Springvale, VIC

Brookfield  
MULTIPLEX



Australian Government  
Department of Families, Housing,  
Community Services and Indigenous Affairs

“

The Australian employment services system is considered to be one of the most advanced in the world with many countries reviewing how elements of the Australian system could be implemented within their own countries.

#### Discovery Grant Award

NESA was thrilled to be able to offer the NESA Employment Discovery Grant for the second year, thanks to the generosity of sponsor, RecruitmentSuper.

The 2012 winner – Vanessa Parletta from ORS Employment Solutions in Gosford, NSW, has a day job that calls for insight aided by her former career as a prison psychologist. She said that winning the grant will provide ideas and models that will be invaluable in completing her Doctorate thesis on an employment services-related topic. For Vanessa, winning the Discovery Grant was an opportunity to test out international programs within an Australian context.

Vanessa said about her trip: “Attending the OECD LEED forum in March 2013 in Dublin/Kilkenny was an amazing experience. I was thrilled to attend with NESA CEO, Sally Sinclair. The forum brought together hundreds of delegates from many countries who were all passionate about improving the employment situation within their home country. It was great to be able to hear from international experts about the many different policies, programmes and innovations being implemented to alleviate issues of high unemployment, long term unemployment and youth unemployment.

Of particular interest was the strong focus on the encouragement and development of entrepreneurship to create new jobs in economies struggling with high unemployment. The Australian employment services system is considered to be one of the most advanced in the world with many countries reviewing how elements of the Australian system could be implemented within their own countries.



I also accompanied Sally on a number of meetings with government officials and program providers to discuss the differences in employment services between Australia and Ireland. Ireland are currently reviewing their system in an effort to curb their problems with high unemployment, youth unemployment and the loss of their university educated youth to other countries.

It was a career highlight for me, getting to spend time talking to like-minded individuals who are also passionate about helping to improve the employment situation in their country. It was great to hear about the many different systems and innovations being implemented.”



Winner Vanessa Parletta and Sally Sinclair, CEO, NESA



“

At a global level it was useful to see the unemployment picture and where Australia stands – particularly in relation to youth unemployment.

#### NESA International Congress

NESA conducted the third International Congress on Employment in Sydney in June.

Delegates reported that the highlights included the opening plenary session, which set the tone for the whole event and provided an appropriate empirical and policy context. At a global level it was useful to see the unemployment picture and where Australia stands – particularly in relation to youth unemployment.

Delegates were also very interested in Sylvain Giguere's (Head of the OECD, LEED) explanations of the flexibility of the management of labour market policy on a global level - Aligning employment policies to local economic development. At a Government policy level, the views of key stakeholders on how they view the current employment context in Australia and possible ways forward were shared. At a service level the types of programmes and strategies that organisations are delivering to address unemployment and social exclusion were discussed, for various target groups including youth, refugees and Indigenous. Working with marginalised groups who have complex and ongoing issues requires a multifaceted approach that goes beyond addressing vocational issues, to also focus on personal development.

Delegates said the best part of the Congress was the Q&A session featuring panellist Jeff McMullen, who drove discussion, and contributed an extensive knowledge about youth and Indigenous issues.

### International perspective



Delegates at the 3rd International Congress.



CEO Sally Sinclair, Geoff McMullen, Tony Jones and Employment Participation Minister Kate Ellis, at the International Congress.

## Leading capacity building (continued)

Strategic Plan: During the reporting period, NESA progressed the implementation of its Strategic Plan. There was major reorganisation of the secretariat function with provision made to accommodate a growing staff, and the opening of a Sydney office, mainly to provide capacity strengthening for the new Remote Jobs and Community Programme contract. NESA is on track for delivery of the strategic plan, and regularly reports to the Board on progress and achievement of objectives.

### 2012 Australian Employment Services Remuneration and Human Resource Management Performance Survey

NESA conducted a Remuneration and HRM Survey. This year, the survey was extended to all organisations with an Australian employment services contract. The report is much sought after by members (and others in the Industry) and provides highly sought after and valuable information and data on the Industry.

### NESA Helpdesk Services

The key areas of assistance through the NESA Helpdesk services over the reporting period were primarily around the DES ESS tender, Provider Brokered Outcomes, Joint Connection Interview processes, and changes to rules and EPF claiming processes for Reverse Marketing and Post Placement Support. Members also sought advice and assistance on NEIS participant commencement issues, changes to documentary evidence requirements, Stream 4 Barriers Serviced Performance Measure, Remote Jobs and Community Programmes consultations and purchasing, NEIS provisions for DES and JSA, DES transition, and Star Ratings and Performance Frameworks for JSA and DES. DES Business Reallocation, DES Census, JSA Performance Reports, Industry Standards and Budget Initiatives including changes to Stream 1 and Connections Interviews were all topics of helpdesk assistance.

### NESA RJCP Building Capacity Services

The Remote Jobs and Communities Programme (RJCP) was introduced in remote Australia to provide a more integrated, flexible and responsive program to help break

down the barriers to employment and participation for Aboriginal and Torres Strait Islander and non-Indigenous people in remote Australia. To support the introduction of RJCP in Remote Australia, NESA was engaged by DEEWR to develop a RJCP Overarching Capability Resource and a RJCP Capacity Strengthening Training Program.

### RJCP Overarching Capability Resource

To support RJCP Providers in the delivery of RJCP, NESA developed an online resource called the NESA RJCP Meeting Place. The NESA RJCP Meeting Place website has been established as a central knowledge base for RJCP Providers providing the latest news on policy updates, provision of operational and capacity building tools, access to comprehensive reference materials, as well as an overview of all RJCP Providers nationally.

### RJCP Capacity Strengthening Training Program

NESA developed a Capacity Strengthening training program that included 13 different operational elements in the contract delivery of RJCP. In working directly with identified RJCP Providers NESA was able to reconstruct the 13 elements into a tailored program. Throughout May and June 2013, NESA successfully delivered the Capacity Strengthening Training Programme to 11 different RJCP regions. NESA committed to travelling out to regions and working directly with providers in their remote settings.

### DES Capacity Development

The DES Employment Support Services (ESS) programme underwent a competitive tender for the first time in 2012. As part of our commitment to developing the capacity of the employment services Industry, in the lead up to the commencement of the DES ESS 2013 contract, NESA developed a tailored training package. The sessions provided a detailed overview of the operational requirements of the DES contract and key elements of programme assurance and were open to both members and non members. Some 200 staff from 57 organisations attended the training which received incredibly positive feedback.

## Industry leadership



Top: NESA is helping to build capacity among providers  
Bottom Left: Roper Gulf Shire Council. Far Right: Ashburton Aboriginal Corporation

## Member services

### Special Interest Groups

NESA runs a range of special interest groups that provide a working forum for the collection of members' views and for enhancing a collegiate response to emerging issues.

- > Diversity (incorporating CALD, Mature Age, Youth and Parents)
- > Indigenous services
- > People with disability
- > Professional development
- > Communications and marketing
- > Performance management working group
- > IT reference and IT reports working group
- > Quality and compliance

### 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 continuing options for various models for the longer management and administration of the Standards which could best meet DEEWR quality assurance objectives.

### Employment Services Practitioners Recognition Framework (ESPRF)

The Employment Services Professional Recognition Framework (ESPRF) provides a much needed professional recognition service for practitioners working in the industry. The ESPRF provides professional registration, ethics and practise and continuous education specific for staff working in the employment services industry. There are 5 levels of registration based on qualifications and training and number of years of work experience. The programme was promoted towards the end of the financial year.

### Professional Development Program

NESA continued to invest in delivering professional development opportunities to build employment services worker's skills and knowledge. NESA offered a choice of 40 workshops topics through its Industry Training Partners. During 2012 – 2013, 76 workshops were delivered to approximately 1000 participants. An average of 35 per cent of the workshops were held in regional locations. Workshop evaluations indicated a very high level of satisfaction, and quality of content and facilitation.

### Opportunities and partnerships in professional development

Our relationship continues with the Community Services & Health Industry Skills Council on a positive and strong note. This year we were awarded extra subsidised National Workforce Development Fund training positions and a seat on their Industry Reference Group. The Professional Development Special Interest Group has been revitalised, and we continue to participate in the Associations Forum Education SIG and have commenced a range of online industry capacity building webinars.

### Media Coverage

During the reporting period, NESA worked closely with the media, the Department of Employment and Workplace Relations and FaHCSIA, as well as the respective Minister's Offices to ensure media coverage around the industry and providers was informed and responsive. NESA's media releases, interviews with media, coverage of NESA and member's achievements is all highlighted regularly on NESA's website. NESA achieved extensive coverage for its Awards for Excellence this year with many regional and local media publicising the awards, the finalists and the winners.

**“Great ideas on how to incorporate more structure with our casework as well as lots of practical tips.”**

(Participant comment, Townsville)

**“Very useful. Professional delivery. Very relevant.”**

(Participant comment, Townsville)

**“Very useful, provided excellent methods that make sense and that works”**

(Participant comment, Perth)

**“It rebuilt my positive energy, thank you”**

(Participants' comment, Perth)

**“It was incredible, really opened my eyes”**

(Participant comment, Perth)

**“There was certainly a clear buzz in the room and a vibe of change being necessary”**

(Participant comment, Adelaide)

# Maximising global potential

## For the Employment and related services Industry

### 9th WAPES World Congress – Seoul Korea

On June 28th NESA CEO, Sally Sinclair, presented a keynote address to the WAPES World Congress entitled: “Flexibility and Responsiveness in Contracted Employment Services: the Australian Experience”. During the course of the WAPES forum, the CEO was interviewed by Lena Skiöld, from International Affairs at Arbetsförmedlingen, the Swedish Public Employment Service on the relevance of cooperation with the non-government sector in Australia and what this cooperation means for job seekers and employers.

### Workforce Boards USA, Roundtable Hawaii

CEO Sally Sinclair participated in the National Association of Workforce Boards Workforce Roundtable in Hawaii in December 2012. The roundtable discussed challenges in the delivery and funding of education and workforce development from an international perspective.

### International Partnerships

NESA maintains a very close working relationship with the OECD Local Economic and Employment Development Programme (LEED).

NESA has explored the possibility of establishing an International Global Learning and Employability Exchange for the sharing of International perspectives and experiences. This concept will be further developed in 2013-14.

NESA also had extensive representations with a broad range of other employment and related services providers from many countries and nations including Israel, Japan, UK, USA, South Korea and Sweden, as well as the European Economic Community and others.

### OECD LEED 9th Annual Conference: Implementing Change: A New Local Agenda for Jobs and Growth – Dublin, Ireland.

This conference attracted an eclectic group of keynote people (from a broad range of organisations and countries) and provided a great opportunity for NESA CEO, Sally Sinclair, to hear of the strategic approaches that other countries are taking to address the challenges of

high and persistent unemployment while supporting economic growth, particularly in economies that are experiencing a reduction in public resources.

The conference also provided an opportunity to showcase the strategic approaches that Australia is taking and, to discuss the development of local solutions to address local challenges, particularly in Australia’s regional, rural and remote areas.

Sally was a keynote speaker and in her address, highlighted the significance of having a responsive policy and services framework and an integrated and flexible approach to services.

Sally also presented a workshop on “Local job creation: How employment and training agencies can help.” The focus of the workshop was on the importance of local strategies in creating new, quality jobs, connecting with employers and the role of skills and employment in supporting economic development and labor market inclusion. Areas discussed included incentives and mechanisms that could be used locally to encourage partnerships and policy coordination and the value of career pathways and clusters approaches.

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**The conference also provided an opportunity to showcase the strategic approaches that Australia is taking and to discuss the development of local solutions to address local challenges, particularly in Australia’s regional, rural and remote areas.**

## Global perspective

Strengthen connections with pertinent stakeholders to address skill shortages

Contribute to arrangements that support the engagement of homeless people

Develop the knowledge base for the industry through engagement in research projects

Work collaboratively with employer and business groups to improve engagement

Liaise with relevant stakeholders to address issues pertaining to mental health

Support best practice in the employment and retention of disadvantaged cohorts

Strengthen linkages with training providers

**Building Collaboration and Partnerships to Support Opportunity for Employment and Inclusion**

## Statement of Profit or Loss & Other Comprehensive Income For the Year Ended 30 June 2013

	Note	2013 \$	2012 \$
REVENUE	3	3,760,271	2,948,525
Employee benefits expense		(1,266,030)	(1,147,882)
Depreciation, amortisation and impairments	4	(49,013)	(47,047)
Direct event expense		(868,844)	(1,004,382)
Rental expense		(129,137)	(130,643)
Travel expense		(140,215)	(112,137)
Consultancy expense		(57,491)	(31,206)
IT expense		(53,521)	(48,024)
Project expenses		(933,813)	(113,300)
Other expenses		(211,530)	(220,407)
<b>Surplus before income tax</b>		<b>50,677</b>	<b>93,497</b>
Income tax expense	5	-	-
<b>Surplus for the year</b>		<b>50,677</b>	<b>93,497</b>
<b>Other comprehensive income</b>			
Items that will not be reclassified subsequently to profit or loss		-	-
Items that may be reclassified subsequently to profit or loss		-	-
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>50,677</b>	<b>93,497</b>

The accompanying notes form part of the financial statements

## Statement of Financial Position For the Year Ended 30 June 2013

Assets	Note	2013 \$	2012 \$
<b>Current assets</b>			
Cash and cash equivalents	8	636,088	144,267
Trade and other receivables	9	944,133	482,042
Financial assets	10	329,817	429,817
Other current assets	11	55,964	208,312
<b>Total current assets</b>		<b>1,966,002</b>	<b>1,264,438</b>
<b>Non-current assets</b>			
Property, plant and equipment	12	5,323	11,015
Intangible assets	13	42,144	81,806
<b>Total non-current assets</b>		<b>47,467</b>	<b>92,821</b>
<b>TOTAL ASSETS</b>		<b>2,013,469</b>	<b>1,357,259</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	14	537,206	229,242
Short-term provisions	15	156,481	179,843
Other current liabilities	16	537,192	199,661
Short-term borrowings	17	332	-
<b>Total current liabilities</b>		<b>1,231,211</b>	<b>608,746</b>
<b>Non-current liabilities</b>			
Other long-term provisions	15	28,774	45,706
<b>Total non-current liabilities</b>		<b>28,774</b>	<b>45,706</b>
<b>TOTAL LIABILITIES</b>		<b>1,259,985</b>	<b>654,452</b>
<b>NET ASSETS</b>		<b>753,484</b>	<b>702,807</b>
<b>Equity</b>			
Accumulated surpluses		753,484	702,807
<b>TOTAL EQUITY</b>		<b>753,484</b>	<b>702,807</b>

## Statement of Changes in Equity For the Year Ended 30 June 2013

2013	Retained Earnings \$	Total \$
Balance at 1 July 2012	702,807	702,807
Surplus for the year	50,677	50,677
<b>Balance at 30 June 2013</b>	<b>753,484</b>	<b>753,484</b>

2012	Retained Earnings \$	Total \$
Balance at 1 July 2011	609,310	609,310
Surplus for the year	93,497	93,497
<b>Balance at 30 June 2012</b>	<b>702,807</b>	<b>702,807</b>

## Statement of Cash Flows For the Year Ended 30 June 2013

	Note	2013 \$	2012 \$
<b>Cash from operating activities:</b>			
Receipts from members & government bodies		3,961,116	2,886,763
Payments to suppliers and employees		(3,604,800)	(3,080,112)
Interest received		38,832	48,871
<b>Net cash provided by (used in) operating activities</b>	20	<b>395,148</b>	<b>(144,478)</b>
<b>Cash flows from investing activities:</b>			
Redemption/(Placement) of term deposits		100,000	(50,000)
Acquisition of plant and equipment		(3,659)	(3,788)
Proceeds from disposal of investment		-	53,861
<b>Net cash used by investing activities</b>		<b>96,341</b>	<b>73</b>
Net increase (decrease) in cash and cash equivalents held		491,489	(144,405)
Cash and cash equivalents at beginning of year		144,267	288,672
<b>Cash and cash equivalents at end of financial year</b>	8	<b>635,756</b>	<b>144,267</b>

## 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 2013, and the statement of profit or loss and other 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 2013 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



Peter Shields

Blackburn

Date: 3 October 2013



**National Employment Services Association Ltd**

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National Employment Services Association  
Limited: 2011-2012 Annual Report

We wish to thank the Commonwealth  
Department of Education, Employment and  
Workplace Relations for their financial support.

