



opport **U**nity

through employment
and inclusion



vision and mission

Our vision : Opportunity through employment and inclusion

Our mission : To lead a sustainable, effective and diverse employment and related services industry through influential representation and advocacy, strong partnerships, and member support and development

contents



Who we are



CEO's Report



From the Nesa Chair



'Go to' body in the employment and related services industry in Australia



Leading capacity building within the industry at both individual and organisational levels



Building NESA's industry leadership capacity



Maximising the global potential of employment and related services for the industry



Financial Statements

Who we are

National Employment Services Association Ltd (NESA) is the peak body for providers of Australian employment and related services. NESA was established in 1997 following the Government's decision to deliver Australian employment services through contracted providers from the community and private sectors. NESA is the voice of the industry and provides inclusive representation and advocacy to support effective and efficient employment services to the people of Australia.

Participation in work provides opportunities for people to be connected and included socially, as well as achieving financial independence. Unemployment can have a significant detrimental impact on individuals, families, communities and the broader society.

Achieving improved employment participation is critical to the economic and social wellbeing of our Nation. Unemployment affects all Australians directly or indirectly. Our Nation's productivity is dependent on the supply of appropriately skilled labour to meet the demands of a contemporary workplace. Persistent skills shortages and an ageing population present challenges to Australia's future economic prosperity and social wellbeing.



NESA members Stephen Gonda, Haydon Burford and Paul Lindsay from First Sun Employment at the NESA National Conference

NESA strives to support the development and continuous improvement of the Australian employment services industry to ensure that we have a vibrant and sustainable industry which provides quality services and desired outcomes for job seekers, employers and the wider community.

NESA is proud of its extensive and diverse membership, which includes not-for-profit and private organisations and public sector service delivery agencies, as well individuals who are engaged in delivering Australian employment and related services from more than 3500 locations across the Nation. Our members deliver the suite of Australian employment services including Job Services Australia, Disability Employment Services (Disability Management Services and Employment Support Services), Job Capacity Assessors, Indigenous Employment Program (Employment Panel and Economic Business Panel), Community Development Employment Projects, New Enterprise Incentive Scheme, National Green Jobs Corps, Group Training, Australian Apprenticeship Access Program and Harvest Labour Services as well as a range of related services.



NESA members are strongly committed to action.

From the NESA chair



NESA continues to advance its vision: "Opportunity through employment and inclusion" and implement its strategic plan to support the ongoing position and development of the employment and related services industry.

Through the invaluable work of its members, the industry contributes to both the lives of job seekers and provides support to business and industry. NESA remains focused on continuing to provide representation to members in those efforts and on industry development.

During this past year Australia experienced a number of natural disasters which left a wake of tragic devastation to individuals, families and communities which were felt and shared around the Nation. Many NESA member organisations and their staff were directly affected by these disasters.

In the face of such devastation the minimal disruption to employment assistance was remarkable. As an industry association it was very satisfying to see NESA members work together with a focus on getting assistance to individuals and communities. We saw providers collaborate on activities and share resources, including office space, to help their fellow industry members resume services and join in recovery efforts. Members outside affected areas also rallied with offers of support, donated goods and finance to help industry members, individuals and communities. These actions demonstrate the agility and resilience of members and highlight strong commitment to communities and the collegiate spirit that this industry embraces.

NESA has been proactively representing and advocating for improvements to employment and related services. This has and continues to include a strong response to arrangements for the 2012 contract period and other measures announced in the Budget. NESA has also developed a project plan to ensure that it has a well developed, researched and industry supported position to inform our contributions to the 2015 arrangements for employment services.

NESA had a strong focus on industry development over the past year. A number of long term projects to support both organisational and our frontline people's professional development, have been advanced to final stages. We believe this work will provide long term benefits to the operational effectiveness and reputation of the industry.

There has also been a strong focus over the past year to further advance relationships with the business community to support improvement in opportunities for Australians to achieve sustainable employment participation. NESA has embarked on a range of initiatives with employer groups and industry stakeholders to explore strategies that facilitate stronger connections for its members and employers that lead to skills development and employment, for job seekers.

As we move into the next year, I would like to take this opportunity to thank NESA members, the Board of Directors, and Sally Sinclair and her team for their ongoing support. I extend my thanks to the Government and its Ministers, Shadow Ministers and the Department of Education, Employment and Workplace Relations (DEEWR) for their constructive approach to consulting and working with us during this past year.

I look forward to further advancing NESA as the "go to body", so that it continues to support its members' contribution to creating opportunity through employment and inclusion for all Australians.

Stephen Creese
Independent Chair



Throughout 2010-2011, NESAI continued to actively address challenges being faced by the industry and advanced policy positions and arrangements for an effective and efficient employment and related services framework. We have continued to passionately promote the role and value of employment and related services, and work to strengthen relationships and alliances with employers and other community stakeholders relevant to the strategic directions of the industry.

With significant reform undertaken to all programs and services in the employment and related services framework, this contract period has been one of substantial learning. As we approach the final year of the current contract term, we have a comprehensive basis of operational experience on which to inform future arrangements for employment and related services to ensure employment opportunities for job seekers and the development of workforce skills for business and industry.

A continuing challenge has arisen from working within a patchwork economy where disparity in labour market opportunity has become more pronounced over recent times. While there has been recovery and growth in some industries, often accompanied by skill and labour shortages, other sectors and local areas have experienced depressed economic conditions and limited labour market opportunities.

The need for effective skills development strategies particularly for the Nation's most vulnerable citizens, many who have limited or no qualifications or lack foundational skills, has become more apparent. There has been a significant focus on the achievement of a more strategic approach to skills and workforce development in Australia to support pathways to sustainable employment and improved productivity, including stronger collaborations between the education and training sector and Australian employment services. During the year NESAI worked collaboratively with a range of stakeholders from Government, the Vocational Education and Training sector, Skills Councils, business and industry groups to support developments in this area. Improvement to the supply side considerations, in responding to skill demands, has been a central position advocated by NESAI to ensure that disadvantaged Australians can benefit from initiatives and contribute to workforce productivity objectives.

NESAI also continued to explore local and international initiatives as it strives for continuous improvement to the effectiveness of the employment and related services framework. As a Board member of the OECD's LEED Forum on Partnerships and Local Governance, and through hosting international delegations, on behalf of NESAI and its members, I have been able to build relationships with key international stakeholders. These relationships enable us to explore and learn about a range of initiatives which contribute to local employment and economic development, as well as promote and advance the work being undertaken by the Australian employment and related services industry.

It is apparent from local as well as international experiences that practices and models which include a strong focus on partnerships are achieving strong performance results for individuals and communities. The integration of wider community resources, services and other supports and more active participation of employers into initiatives, underpin successful medium to long term local economic development and employment participation models. Balancing the challenges of our contractual environment with the need to forge stronger and more visible partnerships within communities should be considered as a priority for the industry. Improvements to partnerships will also improve understanding of our work with stakeholders who have an interest and influence in the direction of arrangements for the industry.

NESAI remains focused on continuous improvement for the industry. We continue to be highly active in representing the interests of the industry to Government, with substantial discussion on a range of issues to better support the industry's sustainable operation and performance, occurring over the past year. NESAI has been involved in extensive representations to Government and relevant stakeholders including the Minister for Employment Participation, Advisors, DEEWR, Department of Human Services and Department of Families, Housing, Community Services and Indigenous Affairs. Our representative work has also included substantial interaction with key stakeholders such as Centrelink, the Opposition including the Shadow Minister for Employment Participation, employer and business groups, and welfare and advocacy groups.

During the 2010 - 2011 year the employment and related services industry has continued to distinguish itself through its demonstrated capacity to respond to the circumstances which unfold. During this year members and the wider Australian community contended with widespread and devastating impacts arising from a number of natural disasters. Members should be proud of the manner in which they worked together, keeping the needs of job seekers, employers and communities at the forefront of their priorities.

A substantial amount has been achieved over the past 12 months which could only be realised through the dedicated commitment of NESAI's Board and team. In particular I would like to thank our Independent Chair, Stephen Creese for his continued support throughout the year. I would also like to take the opportunity to thank the Federal Government, DEEWR, our industry partners, employer groups and key stakeholders with whom NESAI has developed strong, collaborative relationships. These relationships are imperative to making sure Australia's employment and related services are supported in their critical role in contributing to the achievement of the Nation's participation and social inclusion objectives.

Sally Sinclair
CEO

'Go to'

body in the employment and related services industry in Australia

**"Without continual growth
and progress, such words as
improvement, achievement,
and success have no meaning."
- Benjamin Franklin**



Sally Sinclair, CEO NESAs, The Hon Kate Ellis MP,
Minister for Employment Participation and Stephen
Creese, Independent Chair NESAs.



Enthusiasm is a given at the NESAs events.



NESAs represents the interests of its
members and the employment and
related services industry.

NESAs plays a primary role in shaping and developing
employment and related services policy and
its views are actively sought by Government,
employers, members and media.

**Throughout 2010-2011 NESAs continued to
reinforce its position as the "Go to" body for
employment and related services in order to
effectively represent the industry with a range
of stakeholders who have interest and influence
in the direction of our industry.**

NESAs is committed to the development of the
employment and related services industry. A
foundational strength of the industry and NESAs's
representation and advocacy is our extensive and
inclusive membership. We have a deep appreciation
that diversity has been a central platform and driver
of innovation and continuous improvement within the
industry and the employment services framework.

NESAs and DEEWR met regularly throughout the
year with the scheduled Bi-lateral meetings being
a key forum to discuss strategic issues in relation
to current and future operation of the employment
services framework. NESAs also met and
communicated regularly with relevant Ministers and
their staff about issues affecting the operation of the
industry and future development of the employment
services framework.

NESAs participated in a range of Ministerial
and Departmental Reference/Working Groups
providing strategic advice on addressing Australia's
employment and inclusion challenges and
contributing provider perspectives on contracted
employment services related issues. NESAs also
supported opportunities for members to directly
participate and contribute to these groups.

Through participation in these Reference and
Working Groups NESAs was able to represent the
industry, progress policy positions and promote
innovative solutions based approaches to support
the effective operation of programs and services
to better assist disadvantaged job seekers in
overcoming barriers to employment and social
inclusion.

During 2010-2011 NESA was active in its representation of the industry through various consultative, advisory and reference/working groups including:

- Consultative Forum on Mature Age Participation
- Business Leaders Forum - Indigenous Employment and Enterprise Action Group
- Disability Employment Services Reference Group
- Ministerial Council for Tertiary Education and Employment Workforce Development Supply and Demand Principal Committee
- Mental Health Expert Working Group
- Remote Participation and Employment Services Engagement Panel
- Critical Skills Investment Fund Advisory Board
- Employment Partnership Committee
- Employment Services Industry Reference Group
- Contract Management & Performance Operational Working Group
- Job Services Australia Operational Working Group
- Disability Employment Services Operational Working Group
- Disability Employment Services Reports Working Group
- Job Services Australia Reports Working Group
- IT Reference Group
- IT Advisory Group
- Job Capacity Assessor Working Group
- National Green Jobs Corps Working Group
- National Panel of Assessors Working Group
- Governments Gateway Review processes for Disability Employment Services
- Governments Gateway Review processes for Job Services Australia
- Centrelink Community Engagement Partnerships

NESA's Job Services Australia Operational Working Group meeting was used to host a Special Flood Emergency Response Working Group, to address the employment services response arrangements to areas affected by natural disasters, particularly the major flooding experienced during December 2010 - January 2011.

Throughout 2010-2011 NESA continued to influence the shape and development of the employment services framework through the representation of balanced and inclusive industry views and the submission of policy papers. NESA produced a significant number of position, policy and response papers for Government and key stakeholders including:

- Review of National Disability Standards for People with Disability
- The Independent Review of Jobseeker Compliance
- Job Services Australia Future Purchasing of Employment Services Mid Term Business Reallocation
- The National Resources Sector Employment Taskforce Discussion Paper – Resourcing the Future
- National VET Equity Advisory Council Equity Blueprint - Creating Futures: Achieving Potential through VET
- Employment Services 2012 Consultation
- The Indigenous Economic Development Strategy Draft Consultation Paper
- Skills Australia's Creating a Future Direction for Australian Vocational Education and Training Discussion paper
- Senate Inquiry into the Conduct of the 2009 Tendering Process by the Department of Education, Employment and Workplace Relations to Award Employment Services Contracts

- Inquiry into the Social Security Legislation Amendment (Job Seeker Compliance) Bill 2011
- The Inquiry into Mental Health Barriers to Education, Training and Employment Participation
- Employment Services Workforce Development needs submission to the 2011 Environmental Scan for Community Services and Health Industry Skills Council
- 2010 Election Statement
- Response to the 2011 Budget

NESA also participated in the National Health and Medical Research Council Consultation to set priorities for Australian Researchers into Mental Health.

The employment and related services industry plays a pivotal role in assisting the Australian Government to achieve its policy objectives in workforce participation, productivity and social inclusion. Central to achieving these objectives is ensuring that job seekers circumstances and skills are developed to effectively meet the demands of a contemporary workforce and achieve sustained employment participation.

NESA liaised with stakeholders across community services, health, business and industry to increase the awareness of the industry and capture opportunities to strengthen participation for job seekers, particularly those facing disadvantage, and to address skill and labour needs to support workforce productivity.



The development of skills is essential in meeting the demands of a contemporary workforce.

NESA engaged with a large number of employers, business and industry associations during the year to promote better understanding of the services delivered by our members and to facilitate direct linkages between members and employers. Through these discussions initiatives that provided opportunities for job seekers and support employers with skill demands and workforce development, were identified and facilitated.

NESA continues to work with universities and other key stakeholders to develop the knowledge base for the industry. This includes the Australian Research Council Linkages project with Melbourne University which examines how contracted social regulation mechanisms impact on service effectiveness and organisational capacity.



NESA members provide support and assistance for job seekers looking for work.

Leading capacity building

within the industry
at both individual and
organisational levels

NESA is strongly committed to supporting the industry's achievement of continuous improvement and application of better practices in the delivery of employment assistance to job seekers and employers. The effectiveness of the industry is founded on the capacity of personnel, who are at the front line of service delivery, and are charged with the responsibility of assisting some of the most vulnerable citizens, and who are critical to the achievement of National economic and social inclusion objectives.

During the year we continued to develop and deliver a comprehensive range of quality education and training opportunities to organisations delivering employment and related services. We remained focused on ensuring that NESA's professional development program offered training tailored to meet the specific needs of the industry and which reflected our unique operating environment.

Workshops were in high demand during the year with over 100 sessions being delivered to more than one and a half thousand participants. Evaluations of our public and in house workshops indicated very high levels of satisfaction with NESA's services and the practical and relevant content and the quality of facilitators. Participant feedback indicated that the workshops not only increased their confidence and capacity to undertake their roles but also supported improved practice and performance.

NESA's representation to the Community Services & Health Industry Skills Council (CS&HISC) resulted in an allocation of 100 training places in Certificate IV in Career Development, the largest single allocation under the Enterprise Based Productivity Places Program. NESA coordinated delivery of the training through our training partners and successfully commenced 100 practitioners into the program. These participants are now progressing towards completion of their qualification.

Workshop Feedback included:

"This workshop provided me with the knowledge and confidence to take back to my everyday role and succeed."

"This was probably one of the best training sessions I have attended, very well presented and understood."

"Excellent to discover different ways to deal with various clients and people."

"This workshop was extremely comprehensive and provided the whole spectrum of a tender process. It's a critical workshop to attend that not only provides validation of our current tendering strategies, but also allows for gap analysis for further strengthening of our processes."



**"Leadership is the capacity to
translate vision into reality."
- Warren G. Bennis**



Partnership Program

NESA continued its work to deliver professional development and strengthen working relationships between key stakeholders through the Partnership Program with DEEWR and Centrelink. The Partnership Program contributes to:

- Improving stakeholder's understanding and full appreciation of the respective roles of each organisation
- Improving the networks between participating individuals and their respective organisations through creating a framework of trust
- Improving recognition of the complexities of organisations' operating context, work flows and systems with the job shadowing element of the visit proving to be most valuable and in building mutual respect
- Sharing of best practices, resources and improving joined up services

Summary of programs undertaken during this year included the following local Partnership Program visits and themes:

- Regional Impacts and Opportunities for Services to Youth conducted in Wollongong (NSW) and Bendigo (VIC)
- Integrated Services with a Focus on Homelessness conducted in Elizabeth (SA) and Fremantle (WA)
- Operation of the Compliance Regime for Indigenous Australians conducted in Townsville (QLD). This was a national executive program with senior personnel from DEEWR, Centrelink and NESA participating in the local visit



Jeremy 'Yongurra' Donovan shared his life and personal stories through his music at the NESA National Conference.



Senator the Hon Mark Arbib, previous Minister for Employment Participation addressed the delegates at the 2010 NESA National Conference.

NESA Employment Discovery Grant

As part of its commitment to providing the industry with high level and unique professional development opportunities, NESA launched the inaugural Employment Discovery Grant Practitioners Conference in May 2011.

This Grant, sponsored by RecruitmentSuper, offers a unique opportunity for members of the industry to learn more about international better practices through a six day international discovery tour. The tour includes participation in an OECD Local Employment and Economic Development Programme event with the opportunity to network with global thought leaders. In addition, the Grant winner will undertake a study tour to get first hand insight into international employment and participation services.

Initiatives

NESA is at the forefront of industry development through the design and cultivation of a number of significant initiatives which support and develop the capacity of the industry. During the 2010 - 2011 year this included the following:

Home Options and Pathways to Employment (HOPE) Project

Homelessness Australia and NESA, through the HOPE project, jointly developed resources to support the development of effective linkages between employment services and providers of homelessness services. The resource materials were made available through a range of mediums including e-bulletins, conference presentations and the NESA and Homelessness Australia websites. Requests for this resource continue to be received from both the homelessness services sector and providers of employment services.

Australian Employment Services Workforce Development Project

NESA conducted an extensive Workforce Development Survey which delivered a range of information and data to support the industry particularly in relation to attracting and retaining skilled personnel. The final report featured profiles of the employment services sector with a wide selection of workforce development indicators and remuneration data for 20 key positions across programs and services by State, National and organisation type benchmarks.

Employment Services Industry Standards (ESIS)

ESIS has been developed by the employment services industry to provide organisations delivering employment and related services a quality assured framework of excellence in organisational management and service delivery. The development of ESIS has been a long term project and subject to extensive consultation. The project was significantly advanced during the year with concerns about overlapping administrative and operating environment issues addressed in line with members' views. The project is close to final implementation with the arrangements for endorsement and independent audit now in the final stages.

Employment Services Professional Recognition Framework (ESPRF)

ESPRF has been designed to provide a basis for high standards of professional practice to clients in Australian employment services. Practitioners are supporting vulnerable clients within employment services and contributing to the critical objectives of inclusion and workforce participation. It is important that the public can have high levels of trust and confidence in the professional standing of employment services practitioners and in the organisations which employ them. ESPRF provides guidance to practitioners and organisations on training, education and professional development. As is common across professional recognition frameworks, ESPRF also contains a Code of Professional and Ethical Conduct which practitioners and organisations are required to support.

opportunity

through employment
and inclusion



NESA Conferences 2010 - 2011

NESA Conferences

NESA conferences play an important role in developing the capability of personnel within the industry. NESA conferences are designed to offer a rich program which inspire participants and support better practices. In addition to the plethora of learning experiences on offer, a key element in the success of NESA's conferences is the collaboration and networking of delegates with a common commitment to create genuine and lasting change in the lives of others. The conference program in the 2010 - 2011 year was themed 'Vision, Voice, Support' and included:

National Conference Hilton Hotel Sydney - August 2010

The highly successful 2010 National Conference focused on the professional development of management and the senior leaders of the employment and related services industry. It was attended by providers and delegates from over 140 organisations.

The conference theme highlighted the important role that NESA and the industry have in providing employment assistance to job seekers and employers to 'inspire vision, promote voice, provide support'.

The conference program provided a diverse range of plenary speakers and workshops which facilitated opportunities to increase skills and knowledge and enhance leadership capability. This included a number of industry specific workshops delivered by DEEWR.

Feedback and evaluations from delegates indicated high levels of satisfaction.

National Conference Feedback included:

"Possibly one of the most useful conferences I've been to for some time, with a great mix of speakers and topics and of course great networking opportunities too!"

"The program was pertinent, relevant and most especially dynamic. Speakers were almost without exception, excellent! It was definitely "the shot in the arm" I needed.

"Please accept my heartfelt congratulations for another splendid conference, in my opinion they just keep getting better every year. This year I invited a couple of my newly appointed Directors to come along (both previously from other industries) and the feedback from them was incredibly complimentary."

"We look forward to taking many of the insights and learning's gleaned back into our own operations."



Proud finalists at the NESA 2010
Awards for Excellence

Practitioners Conference Sebel Hotel Melbourne - May 2011

The conference theme 'inspire vision, promote voice, provide support' was foundational in shaping a program that supported frontline practitioners in their professional development and the achievement of better practice and continuous improvement in their performance.

A key objective of the conference was to ensure practitioners were provided with practical techniques, tools and resources to help them deal with the challenges they face daily in their work in employment and related services, including identifying and addressing barriers and finding ways to better deliver on social and workforce inclusion objectives.

The conference was well supported by the industry, with delegates from over 115 organisations attending.

Evaluations and feedback received indicated that the delegates felt the conference was of interest, relevant and beneficial.



Networking at the NESA
Practitioners Conference

Practitioners Conference Feedback included:

"Very industry relevant. Wonderful opportunity to meet other practitioners and share best practice."

"Workshops provided practical information that can be taken back to the workplace and shared with colleagues."

"Being able to ask questions of leaders in the industry is really appreciated. Talking tables was a great experience."

"The inspirational and very down to earth keynote speakers helped refocus and reinvigorate me."



Awards Program

The NESA Awards for Excellence, first launched in 2005, remains an initiative that is held in high esteem by the industry and stakeholders. The Awards continue to provide recognition for job seekers, employment consultants and employers who act as role models and valued champions for the work of the industry, and the pursuit of improved employment participation and inclusion. Senator the Hon Mark Arbib, Minister for Employment Participation, presented the winners with their awards at the conference and awards dinner.

2010 Awards for Excellence

The Hilton Sydney – August 2010

The 2010 Awards for Excellence included the following categories and sponsors:

- National Achiever of the Year Award sponsored by DEEWR
- Champion Employer of the Year Award sponsored by DEEWR
- Employment Consultant of the Year sponsored by RecruitmentSuper

Finalists for National Achiever of the Year were:

Anna Brown from Ararat VIC – nominated by BEST Community Development

Lachlan Dean from Mareeba QLD – nominated by ITEC Employment

Colin Young from Murray Bridge SA – nominated by MADEC Employment and Training

Winner: Lachlan Dean

Lachlan Dean, from Mareeba, won the 2010 National Achiever of the Year for the commitment and courage he demonstrated overcoming adversity to achieve sustainable employment.

Lachlan grew up within an Indigenous community in Mount Isa where employment opportunities were limited. Relocating to Mareeba, Lachlan continued to face significant disadvantage and difficult personal circumstances. The turning point came for Lachlan when he was introduced to the team at ITEC Employment.

Lachlan began working on improving himself which included entering into counselling. Lachlan put in the hard yards in his personal and vocational development and eventually got a job with Steggles. Lachlan's commitment to a better future transformed him into a model employee, not missing a single shift despite transport challenges which often meant he had to walk four kilometres to work.



Finalists for the Champion Employer of the Year were:

Abigroup – nominated by Boystown, QLD

Maxipak Pty Ltd – nominated by MTC Work Solutions, NSW

Wescorp Sandalwood – nominated by atWork Australia, WA

T&R Murray Bridge – nominated by MADEC Employment and Training, SA

Winner: Wescorp Sandalwood

Wescorp Sandalwood took home the honours for Champion Employer of the Year at the 2010 NESA Awards for Excellence. Wescorp Sandalwood employs 39 staff in a business which involves the processing and marketing of sandalwood for use in the production of items such as incense, perfume, cosmetics and furniture.

Wescorp Sandalwood's commitment to supporting opportunity and inclusion is demonstrated through their workplace practices which includes providing flexible working hours, operating an on-site crèche, providing 12 weeks paid maternity leave, and initiating strategies to ensure it provides an inclusive workplace for Indigenous workers by fostering cultural understanding and acceptance. Wescorp Sandalwoods has provided employment for 22 disadvantaged job seekers, sourced through atWork's Job Service Australia caseload.

Finalists for the Employment Consultant of the Year were:

Rachel Barry from Matchworks, Preston VIC

Yasir Mahmud from Australian Community Support Organisation, North Melbourne VIC

Rebecca Dunning from Interwork Ltd, Vale Park SA

Winner: Yasir Mahud

Yasir Mahud earned the title of Employment Consultant of the Year through his career achievements which are particularly noteworthy considering the disadvantage that Yasir himself overcame before he was inspired to help others. Yasir came to Australia in 1994 as a refugee from Eritrea in East Africa. After arriving in Melbourne, Yasir started to build a new life for himself through dedication and hard work, completing a Bachelor of Engineering and then his Masters.

Yasir found true passion and vocation through helping fellow refugees, initially as a friend and volunteer. Yasir joined the employment services industry so that he could combine his passion with his career, exuberantly taking on a caseload as high as 170 job seekers. Yasir not only encourages job seekers to overcome their barriers, but to excel and to imagine the possibilities rather than obstacles. He has coached, mentored and inspired job seekers to achieve and make a better life for themselves, and he is a role model for what is possible.

In December 2009 he won Mission of Hope's Australian Muslim Role Model of the Year Award for his career achievements, volunteer work and for helping refugee families.



(L-R) Lachlan Dean, Nathan O'Neill (Assistant Manager, Wescorp Sandalwood) and Yasir Mahud. Awards for Excellence winners 2010.

Building

NESA's industry leadership capacity

NESA Board of Directors



Stephen Creese
Independent Chair of NESA;
Chair – NESA Nominations and
Successions Committee



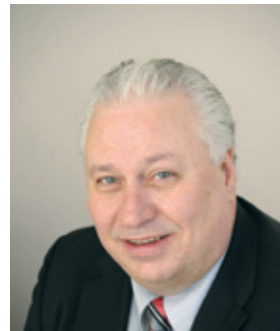
Jules Vandyke
Member of the Nominations
and Successions Committee



Katrina Spies
Member of the Nominations
and Successions Committee



Julie Graham
Chair of the Audit and Risk
Management Committee



Andrew Hills
Member of the Nominations
and Successions Committee



Peter White
Member of the Audit and
Risk Management Committee



Nicholas Burt
Member of the Audit and Risk
Management Committee
Retired 27 May 2011

The capability of the organisation to achieve its strategic objectives continues to be realised through the commitment of the NESA Board of Directors and the NESA staff.

During 2010-2011 NESA reviewed its organisational development plan to ensure that it was still on track to achieve its strategic objectives. A key component of the development plan is the provision of opportunities for staff to undertake professional development. During the year NESA staff attended a number of conferences, forums and workshops that facilitated learning opportunities and supported both their personal and professional development.

During the year NESA also:

- Refined its risk assessment strategy to ensure it has the appropriate resources to meet its external demands
- Reviewed its Board succession strategy
- Developed knowledge management strategies
- Reviewed evaluation strategies to ensure NESA's relevancy to stakeholders
- Reviewed its communication strategies
- Facilitated pathways for staff career advancement



The NESA staff:

(L-R) Ting Cheng-Haines – Membership and Administration Officer, Cath Brown – Business Development Manager, David Murray – Policy Officer, Marg Lourey – Senior Policy Officer, Annette Gill – Policy Manager, Shirley Fisher – Executive Assistant to the CEO and Member Services Coordinator, Sally Sinclair – Chief Executive Officer (CEO), Veronica McGowan – Communications and Media Consultant, Natasha Keoller – Policy Officer, Max Croft – Professional Development Coordinator and Carole Gregson – Conference and Business Manager.

Absent: Helen Rozsavolgyi – Accounts Officer

“Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilisation work.”
- Vince Lombardi

Maximising

the global potential of employment and related services for the industry

“A successful economic development strategy must focus on improving the skills of the area’s workforce, reducing the cost of doing business and making available the resources business needs to compete and thrive in today’s global economy.”
- Rod Blagojevich



Sally Sinclair represents the Australian employment and related services industry at an OECD LEED conference

During the 2010 - 2011 year NESA continued to advance the international reputation of Australian employment and related services, promoting the development of the industry and raising the profile of member organisations. Our growing engagement with international stakeholders and the strengthening of research partnerships are providing valuable information linkages to world’s best practices, innovative program design and effective public policy, which are all relevant to the work of our members and our representation of the industry.

A key partnership is with the OECD through its Local Employment and Economic Development (LEED) Programme. NESA is represented on the Board of the LEED Programme - Partnerships and Local Governance Forum. Through this partnership NESA has had the opportunity to further enhance its relationships with international policy makers, business representatives, politicians, academics and non government organisation representatives as well as strategically positioning NESA and its members globally through select invitations to participate in the following conferences:

Skills Development in Post-Crisis Context - Asian Development Bank Institute/ILO/OECD conference Tokyo, September 2010.

Doing More with Less: Local Partnerships’ Role in Recovery OECD LEED forum on Partnerships and Local Governance conference in Vienna, March 2011.

Other activity undertaken during 2010-2011 that facilitated the exchange of international experiences and information included:

- Participation in OECD LEED forum Board meetings
- Meeting with representatives from the Austrian Federal Ministry of Labor and Social Affairs and Public Employment Service Austria
- Hosting a delegation from Beijing Commission Office for Public Sector Reform
- Engagement with Workforce Development Research Partnership (Jobs for the Future, USA)
- Participation in OECD Labour Market Strategies Review
- Participation in Activating States – Inter country longitudinal study



NESA advanced the industry through its international linkages.

Financial statements for the year ended 30 june 2011

The Income Statement, Balance Sheet, Statement of Changes in Equity and Statement of Cash Flows are provided in this report. The complete 2010/11 Audited Financial Report is available on the NESA website - www.nesa.com.au

Statement of Comprehensive Income For the year ended 30 June 2011

	note	2011	2010
		\$	\$
Revenue	3	2,941,431	2,783,237
Employee benefits expense		(1,027,987)	(1,048,442)
Depreciation, amortisation and impairments	4	(53,568)	(63,918)
Direct event expense		(1,054,099)	(1,522,347)
Rental expense		(130,365)	(116,467)
Travel expense		(76,357)	(125,590)
Consultancy expense		(14,220)	(50,506)
IT expense		(45,291)	(48,569)
Project expenses		(224,069)	-
Other expenses		(249,157)	(258,593)
Surplus/(deficit) before income tax		66,318	(451,195)
Income tax expense	5	-	-
Surplus/(deficit) for the year		66,318	(451,195)
Other comprehensive income		-	-
Total comprehensive income for the year		66,318	(451,195)

Statement of Financial Position As at 30 June 2011

	note	2011	2010
		\$	\$
ASSETS			
Current assets			
Cash and cash equivalents	8	318,489	237,141
Trade and other receivables	9	205,174	279,837
Financial assets	10	400,000	50,000
Other current assets	11	153,394	208,807
Total current assets		1,077,057	775,785
Non-current assets			
Property, plant and equipment	12	17,051	28,522
Intangible assets	12	119,029	134,186
Total non-current assets		136,080	162,708
TOTAL ASSETS		1,213,137	938,493
LIABILITIES			
Current liabilities			
Trade and other payables	13	215,910	136,944
Short-term provisions	14	162,448	126,080
Other current liabilities	15	218,503	132,477
Total current liabilities		596,861	395,501
Non-current liabilities			
Other long-term provisions	14	6,966	-
Total non-current liabilities		6,966	-
TOTAL LIABILITIES		603,827	395,501
NET ASSETS		609,310	542,992
EQUITY			
Accumulated surpluses		609,310	542,992
TOTAL EQUITY		609,310	542,992

Financial statements for the year ended 30 June 2011

Statement of Changes in Equity For the year ended 30 June 2011

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

2010	Retained Earnings	Total
	\$	\$
Balance at 1 July 2009	994,187	994,187
Surplus (deficit) for the year	(451,195)	(451,195)
Balance at 30 June 2010	542,992	542,992

Statement of Cash Flows For the year ended 30 June 2011

	note	2011	2010
		\$	\$
Cash from operating activities:			
Receipts from members & government bodies		3,320,621	2,931,982
Payments to suppliers and employees		(2,897,802)	(3,313,521)
Interest received		35,472	28,648
Net cash provided by (used in) operating activities	16	458,291	(352,891)
Cash flows from investing activities:			
Proceeds from sale of plant and equipment		14,390	-
Placement of term deposits		(350,000)	-
Acquisition of plant and equipment		(8,237)	(5,098)
Acquisition of computer software		(33,096)	(129,902)
Net cash provided by (used in) investing activities		(376,943)	(135,000)
Net increase (decreases) in cash held		81,348	(487,891)
Cash and cash equivalents at beginning of year		237,141	725,032
Cash at end of financial year	8	318,489	237,141

Independent 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

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 2011, and the statement of comprehensive income, statement of changes in equity and cash flow statement 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 and fair presentation of the financial report in accordance with Australian Accounting Standards' reduced disclosure requirements (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. In Note 1, the directors also state, in accordance with Accounting Standard AASB 101: Presentation of Financial Statements, that compliance with Australian Accounting Standards' reduced disclosure requirements ensures that the financial report, comprising the financial statements and notes, complies with Australian Accounting Standards' reduced disclosure requirements.

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. These 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 entity's preparation and fair presentation of the financial report 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.

20 Albert Street / PO Box 256
Blackburn Victoria 3130
T: 03 9894 2500 F: 03 9894 1622
contact@youraccountant.com.au

PRINCIPALS: Bruce Saward FCA Cliff Dawson FCA
Peter Shields CA Tim Flowers CA Joshua Morse CA
ASSOCIATE: Cathy Braun CA
Liability limited by a scheme approved under Professional Services Legislation



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:

- a. 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 and consolidated entity's financial position as at 30 June 2011, and of their performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards' reduced disclosure requirements (including the Australian Accounting Interpretations) as describe in Note 1 and the Corporations Regulations 2001.
- b. The financial report also complies with International Financial Reporting Standards as disclosed in Note 1.

Saward Dawson Chartered Accountants

Peter Shields

Blackburn

Date: 7th October 2011

20 Albert Street / PO Box 256
Blackburn Victoria 3130
T: 03 9894 2500 F: 03 9894 1622
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National Employment Services Association Ltd

A.C.N. 079 065 428 A.B.N. 69 079 065 428

Level 8, 20-22 Albert Road South Melbourne
Victoria 3205 Australia

T + 61 3 9686 3500 **F** + 61 3 9686 3660

E nesa@nesa.com.au **W** www.nesa.com.au

National Employment Services
Association Limited: 2010-2011 Annual Report
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We wish to thank the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) for their financial support.