



# opportunity★

Annual Report 2009/10



# our mission★

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





**NESA Board**  
(L-R) Front: Sally Sinclair (Secretary) and Julie Graham  
Back: Nicholas Burt, Stephen Creese (Independent Chair),  
Andrew Hills and Peter White  
Absent: Jules Vandyke and Katrina Spies



**NESA Staff:**  
(L-R) Front: Helen Rozsavolgyi, Shirley Fisher, Sally Sinclair (CEO),  
Ting Cheng-Haines and Natasha Keoller  
(L-R) Back: Annette Gill, David Murray and Max Croft  
Absent: Carole Gregson, Veronica McGowan, Cath Brown  
and Margaret Lourey

## who we are

National Employment Services Association Ltd (NESA) is the leading, influential peak body representing organisations and individuals who are engaged in the delivery of Australian employment and related services. Established in 1997 to provide the inclusive voice and be the representative body for the Australian employment services industry. NESA is the only body whose membership and representation is open to all providers of employment and related services including not for profit, community, private and public sector service delivery agencies.

NESA's membership includes strong representation of providers across all Australian Government funded employment service programs. During 2009 – 2010 NESA members delivered a range of services including: Job Services Australia (JSA), Disability Employment Services (Disability Management Services and Employment Support Services), Job Capacity Assessors, Indigenous Employment Program (Employment Panel and Economic Development and Business Support Panel), National Green Jobs Corps, New Enterprise Incentive Scheme (NEIS) and Harvest Labour Services as well as a range of related services.

During the year, many NESA members also delivered projects under the Innovation Fund Program and the Employer Brokers Panel.

Job Services Australia and Disability Employment Services are the largest programs and deliver employment assistance to the majority of unemployed Australians through a network of approximately 350 organisations delivering services from 3500 sites across metropolitan, regional and remote locations.

NESA represents and advocates for the development and continuous improvement of the Australian contracted employment and related services industry. NESA aims to ensure that Australia has a vibrant and sustainable industry which delivers quality services to job seekers and employers and contributes to meeting our Nation's productivity and inclusion objectives.

NESA is particularly focused on ensuring appropriate services are available to help disadvantaged job seekers overcome barriers and support them to increase their employment and social inclusion. To achieve this NESA facilitates strong partnerships with stakeholders and supports its members in the development and application of business excellence and better practice.

# influential

★ representation  
and advocacy



## ★ from the NESAs chair

The Strategic Plan has enabled NESAs to clearly articulate its vision, mission and values - neatly expressed in its vision as 'Opportunity through employment and inclusion'.

"Opportunity through employment and inclusion". This is NESAs vision as articulated in NESAs new strategic plan which was developed during 2009 with considerable input from members, stakeholders, the NESAs Board and secretariat.

During the past year, as Australia emerged from the global financial crisis NESAs members continued to provide that opportunity.

For its part, NESAs focused on supporting members to meet the challenges presented by the introduction of new employment services including Job Services Australia, Disability Employment Services and the Indigenous Employment Program.

Since being appointed as Independent Chair of NESAs in October 2009 I have been exposed to the challenging and complex environment under which the employment and related services industry operates and have come to understand and appreciate the collegiate spirit that exemplifies the immense strength of this industry. While there is always room for greater collaboration, this collegiate approach effectively ensures the development and continuous improvement of the industry and that the outcomes continue to result in substantial benefits to job seekers and employers.

As the peak body that represents all providers of the employment and related services industry, NESAs influential voice ensures that all members in the industry have their interests represented to Government and stakeholders. Ensuring that NESAs continues to be the 'go to body' for stakeholders is a primary goal of the Association.

NESAs recognises that building strong relationships with employers is crucial to ensuring that job seekers have the opportunity to develop skills and achieve sustained participation. Consequently, improving relationships and connections with employers and employer groups has been a focus for the Association during the year. Your Board is committed to assisting NESAs to advance to the next level in its relationships with the business community and will utilise every opportunity that presents itself to do so to help both Indigenous Australians, and all Australians to find sustainable employment.

While the Industry has just implemented employment services reforms, NESAs is proactively working on recommendations for the next iteration of employment services. NESAs has implemented a project plan to ensure that it has a well developed, researched and industry supported position to inform our input to policy-makers regarding the future of employment services.

As we move into the next year, I would like to take this opportunity to thank the NESAs members for their support, along with the NESAs Board of Directors and to Sally Sinclair and her team. I would also like to thank both Government and Shadow Ministers including Minister Arbib, Parliamentary Secretary Clare, and Senator Cormann and their staff for their constructive approach to working with us during the past year, as well as senior Department of Education, Employment and Workplace Relations (DEEWR) personnel.

I look forward to continuing collaboration over the coming year to ensure that NESAs and the industry is strong and vibrant to facilitate its important contribution to creating opportunity through employment and inclusion for all Australians.



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**Stephen Creese**  
Independent Chair

## ★ ceo report

The events of the past year account for arguably the most significant reforms in Australia's contracted employment services history. During this past year, the industry distinguished itself as it met the challenge of implementing new models of service provision with professionalism, dedication to clients and a firm spirit of cooperation. This was demonstrated by a smooth transition to the new model with minimum disruption to clients, and a demonstrated commitment by all in the industry to 'get on with the job' of providing wanted services to job seekers and employers. The industry as a whole, embraced with a strong sense of excitement the prospect and the promise of better ways of working together to deliver improved services for job seekers and employers.

Through the transition process for Job Services Australia, the industry demonstrated its incredible agility and ability. In a very short time frame, the employment services industry mobilized its resources to prepare for the new arrangements – sites were acquired or reconfigured; work processes reengineered, job roles and staffing structures redeveloped and a variety of community and stakeholder partnerships were revisited or created to align them with the new employment service models. This was followed shortly after with an equally smooth implementation to changes to Disability Employment Services. All stakeholders are congratulated for the highly collaborative and effective manner in which these new services along with others such as the Indigenous Employment Program were implemented.

"Opportunity through employment and inclusion". NESAs represents an industry which seriously embraces its responsibility of helping some of the Nation's most disadvantaged citizens to achieve economic and social inclusion, and supporting the productive capacity of Australian workplaces through assistance and services to employers.

NESA members witness every day the detrimental impacts of unemployment as the frontline brigade charged with the responsibility of assisting affected Australians. Under the new Job Services Australia model members support a very broad caseload with more individuals being helped through mainstream employment services that have very complex personal circumstances. Homeless, refugee, Culturally and Linguistically Diverse community members, mature aged, people with disabilities, young people and particularly Indigenous job seekers are amongst the most socially and economically disadvantaged people in our communities that are all helped by NESAs members.

While a substantial amount has been achieved during the period, NESAs remains focused on continuous improvement for the industry and we remain highly active in representing members on a range of issues to better support the industry's sustainable operation and performance. Over the past year, NESAs has been involved in extensive representations to Government and other relevant stakeholders including the Minister for Employment Participation, the Parliamentary Secretary for Employment, their Advisors, DEEWR, Department of Human Services and Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). Our representative work has also included substantial interaction with key stakeholders such as Centrelink, employer and business groups, the Opposition and welfare and advocacy groups. We have also continued to inform the international community of the great work of our industry through various forums including the Organisation for Economic Cooperation and Development (OECD).

NESA is committed to the development of the employment services industry and fostering and supporting the diversity of the industry has been a source of innovation and driver of continuous improvement. Many aspects and features of the current framework were inspired by the innovations and better practices of providers. During 2009 – 2010, NESAs participated extensively in more than 25 Departmental and Ministerial Working/Reference 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 to ensure that a representative provider perspective was considered.

During this year NESAs members continued to expand and share the communal bank of knowledge and evidence based practice to support the industry's development, capacity, professional reputation and its longevity. NESAs activities to support the ongoing capacity development of the industry have been well utilised by members during the year with participation in professional development and our conference program being actively subscribed. NESAs success in winning the largest Enterprise Based Productivity Places Program numbers for existing workers in employment services will see substantial additional resources available to develop our workforce over the next twelve months.

I would like to take this opportunity to thank the NESAs Board and its Directors and the NESAs staff for their contribution to the many achievements of the Association during the year. I wish to especially thank our inaugural Independent Chair, Mr Stephen Creese for his support. The opportunity to improve the provision of services to job seekers and employers has also been enhanced by the



**NESA is committed to the development of the employment services industry**

productive working relationships that NESAs has enjoyed with a range of stakeholders including the Federal Government, DEEWR, industry partners and employer groups. We value and appreciate their support.

The work that our members do is not only vitally important to meeting Australia's current and future employment challenges, at the individual level of our clients' lives, it is potentially life transforming. For this reason, we can never settle for the status quo and must always strive for continuous improvement.

**Sally Sinclair**  
CEO

## ★ influential representation and advocacy

NESA consulted with the industry to provide comprehensive feedback and recommendations in response to the Government and stakeholder's discussion papers and reviews, including the:

- National Green Jobs Corps 2010 – 11 Exposure Draft
- National Green Jobs Corps Contract Variation
- Job Capacity Assessors Key Performance Indicators
- Proposed Quality Framework for KPI3
- Disability Employment Services Draft Service Guarantees
- Exposure Draft of the Request for Tender for Disability Employment Services 2010 -2012
- Response Paper to the Independent Job Seeker Compliance Review
- Australian Industrial Relations Commission Awards Modernisation – Stage 4
- Job Services Australia Future Purchasing of Employment Services Mid Term Business Reallocation
- Skills Australia's "Australia's Workforce Futures"
- Productivity Places Mid Term Review
- The National Resources Sector Employment Taskforce Discussion Paper – Resourcing the Future
- Revised Arrangements for the Administration and Distribution of NEIS Training Places
- Senate Inquiry into DEEWR's conduct of the employment services purchasing process
- Feedback for the Review of National Disability Standards for People with Disability
- Proposed Arrangements for Better and Fairer Assessments initiatives to be implemented in JCA contract extension

NESA participated in Ministerial and Departmental Working/Reference Groups and contributed provider perspectives on contracted employment services related issues. During 2009 -2010 NESA was active in its representation of the industry at a number of industry and consultative groups including:

- DEEWR/NESA Bi-Lateral Meetings
- Job Services Australia Transition Reference Group
- Job Services Australia Technical Reference Group
- Job Services Australia Performance Framework Technical Advisory Group
- Job Services Australia Gateway 5 Review - Benefits Realisation
- Employment Services Industry Reference Group
- IT Advisory Group
- Charter of Contract Management and Quality Working Group
- Disability Employment Services Transition Reference Group
- Disability Employment Services Performance Management Technical Reference Group
- Disability Employment Services Ongoing Support Assessment Working Group
- Disability Employment Services Funding Level Tool Reference Group
- Disability Employment Services Tender – Gateway Review
- Disability Employment Services Invitation to Treat Consultative Forum
- Disability Employment Services Reports Working Group
- National Disability Employment Forum
- Centrelink Community Engagement Consultative Forum
- National Green Jobs Corps Provider Forum
- Indigenous Provider Forum (DEEWR and FaHCSIA)
- Indigenous Specialist Job Services Australia Group
- Job Capacity Assessment Forum
- Job Seeker Compliance System Consultation session
- IT and Reporting Working Groups



NESA consulted with the industry to gather comprehensive feedback on issues and positions to inform representation and submissions to Government

NESA participated in and provided industry representation at the:

- Minister's Consultative Forum on Mature Age Participation
- Minister's Business Leaders Forum - Indigenous Employment and Enterprise Action Group
- Ministerial Council for Tertiary Education and Employment's Workforce Development Supply and Demand Principal Committee
- Minister's Disability Employment Services Reference Group
- National Resources Sector Employment Taskforce Consultation Forum
- Consultation on Centrelink's Disability Action Plan
- Disability Employment Services consultation session to discuss the implementation of the measure announced in the 2010/11 Commonwealth Budget to help job seekers with moderate disability into employment
- Committee for Economic Development of Australia's Indigenous Employment Strategies – Bridging the Gap

NESA liaised with the Taskforce for Strengthening Government Service Delivery for Job Seekers to provide an industry perspective on assisting job seekers to capitalise on the employment opportunities that emerge from a strong economy.

NESA developed a range of projects and initiatives to support the industry. To gain insight into the operating environment for Job Services Australia NESA developed the Job Services Australia Climate Survey to inform its ongoing representation to DEEWR and the Government. An overview of the findings was presented at the December Leadership Forum.



**to provide an industry perspective on assisting job seekers to capitalise on the employment opportunities**

NESA was successful in:

- Our submission to the Community Services and Health Industry Skills Council Ltd for funding to provide Certificate IV in Career Development training for our members
- Being selected as the Innovation Fund Panelist to lead the Connecting Social Enterprises project, submitted jointly with IXC Australia Limited and the Australian Social Innovation Exchange Limited.
- Our submission to become an additional panel member for the Employer Broker Program 2010 - 2012
- Having the Australian Industrial Relations Commission agree to a separate award for employment services (Labour Market Assistance Industry Award 2010) which was a recommendation in NESA's Award Modernisation – Stage 4 submission.



## ★ strong partnerships

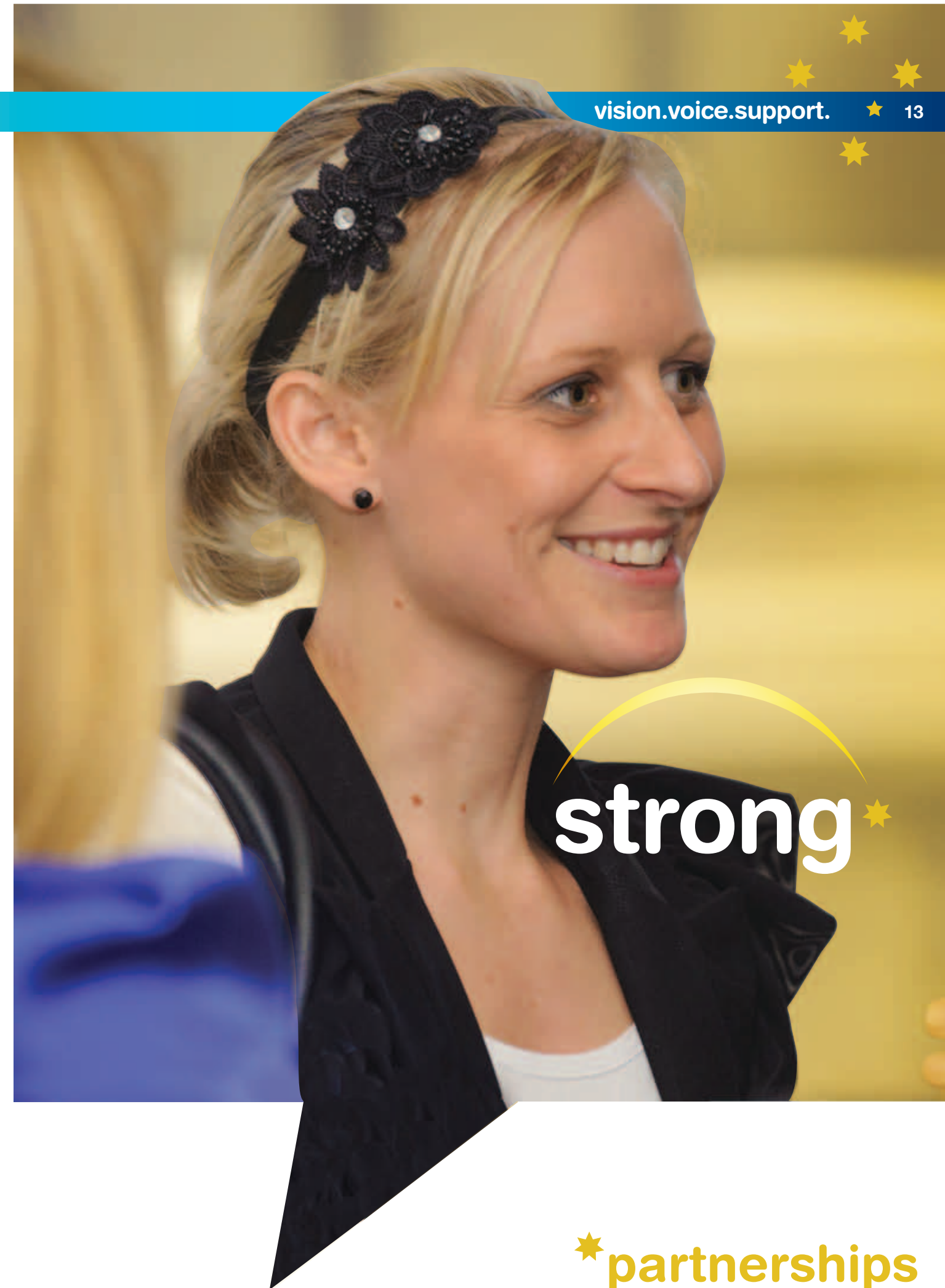
Throughout 2009 – 2010 NESAs engaged collaboratively with key external stakeholders to develop improved cross-sectoral relationships, collaboration and joined up service delivery opportunities. Areas of engagement included:

- Working jointly with Homelessness Australia on The Home Options and Pathways to Employment (HOPE) project to facilitate effective linkages between Job Services Australia and providers of homelessness services.
- Initiating, in partnership with Department of Education and Training NSW, pilot projects to promote better integration between employment services and the education and training sectors.
- Engaging with relevant State bodies in relation to the local implementation strategy for the management of the Productivity Places Program and aligning it to the needs of JSA.
- Strengthening existing relationships at a local level between DEEWR, Centrelink and Job Services Australia by facilitating linkages through the Partnership Program. During 2009 -2010 the program ran in Fairfield NSW, Kilkenny SA, Nundah QLD and Dandenong VIC.



### Partnership Program

- Progressing the relationship with the Australian Employment Covenant to facilitate better linkages between employers, NESAs members and Indigenous job seekers.
- Developing stronger connections to community education and training and the role of the ACE sector in collaboration with Group Training Australia, Jobs Australia, Australia Council of Private Education and Training and Adult Learning Australia.
- Participating in the ACROSS-DEEWR roundtable on long term unemployment and the Chairs of ACE Action Group meeting.
- NESAs worked collaboratively in a range of forums with other stakeholders including ACE National, National Disability Services, Jobs Australia, The National NEIS Association, Group Training Australia, Australian Rehabilitation Providers Association, Council of Australian Government, National Welfare Rights Network, Mental Health Council of Australia, Australian Council of Social Services (ACOSS), Australian Federation of Disability Organisations, Business Council of Australia, Australian Chamber of Commerce and Industry, Australian Industry Group, Victorian Employers Chamber of Commerce and Industry and Skills Australia to advance the service delivery model and the skills of the industry.
- NESAs explored collaborative research partnerships with various academic institutions, including: the University of Melbourne, the University of Sydney and the University of South Australia.



★ partnerships



## ★ share best practice and develop international research partnerships



NESA strongly encourages the sharing of best practice during its forums.



(L-R) Promoting international relations - The Hon Mark Arbib, Minister for Employment Participation and Minister Assisting the Prime Minister on Government Services in discussions with Dr Sylvain Giguère, Head of OECD LEED Division, France and Cecilia V. Estolano, Chief Strategist of State and Local Initiatives at Green For All.

The presentations made to Government departments, community stakeholders and associations throughout the year provided opportunities for NESA to promote the industry and its good work and to also highlight issues of importance for the industry. NESA presented at the:

- Associations Forum Conference
- Indigenous Employment and Economic Development Conference
- Lets Talk VET Professional Development Forum
- Centrelink Area Business Managers Forum
- Unemployment and the Global Financial Crisis: Policy, Partnerships and Practice for Australia Conference
- Victorian Associations for Newsagents Conference
- Master Builders Building Apprenticeships and Skills for the Nation Forum
- Result Based Accountability Conference
- Skills for the Nation Forum

NESA was present at a number of events and forums relevant to employment services including:

- The Prime Minister's 2009 National Disability Awards
- The Sambell Oration
- Social Traders Launch
- Community Sector Roundtable
- "Celebrating Indigenous Careers" 2010 NAIDOC Celebrations
- NSW Vocational Education and Training Accreditation Board Review Panel meeting
- Training meeting with Sth Australia Department of Further Education, Employment, Science and Technology
- Skills Australia Consultation Workshop
- The Queensland Training Landscape information session



(L-R) Dr John Buchanan, Director of the Workplace Research Centre, Faculty of Economics and Business, Sydney University, Elleni Bered-Samuel, Community Engagement Advisor and Coordinator, Victoria University and Professor Barbara Pocock, Director of the Centre for Work + Life, Hawke Research Institute for Sustainable Societies, University of South Australia imparted knowledge and experience in the area of an effective work and family regime.



(L-R): Els Sol, Associate Professor at Hugo Sinzheimer Institute of the Faculty of Law, Amsterdam University, Professor Mark Considine, Dean of the Faculty of Arts, The University of Melbourne and Dan Finn, Professor of Social Inclusion, the University of Portsmouth, UK provided Australian and International perspectives in the area of employment services as a pillar of social inclusion.

### International Relationships:

During 2009-2010 NESA actively sought to advance international relationships to position NESA and its members globally, share best practice and develop international research partnerships by:

- Hosting the Working Communities International Congress, in partnership with the OECD Local Economic and Employment Development (LEED) Programme.
- Presenting a keynote address at the 6th Annual Meeting of the OECD LEED Forum on Partnerships and Local Governance – From Recession to Recovery: Local Partnerships to Rebuild Employment, in Vienna.
- Presenting a keynote address at the Activating States Project Conference in the Netherlands
- Delegation to the Centre for Social Inclusion, the Employment Related Services Association Chair and the Skills Centres for mature age workers in the UK.
- Hosting delegations from the Netherlands and China

**opportunities for NESA to promote the industry and its good work and to also highlight issues of importance for the industry**



## ★ member support and development

### Member Development

During 2009-2010, NESAs developed an additional membership category, Associate Organisation, to ensure that it caters for the needs of organisations that are not directly involved in the delivery of employment and related services but who have an interest in the industry and the work that NESAs undertakes on the behalf of the industry.

To support the achievement of best practice and continuous improvement NESAs delivered, through its professional training partners, a range of public and in-house training across Australia. Evaluations received from each workshop delivered substantiated their quality and relevance.

NESAs continued to develop the range of tailored business support services offered through our industry partners. NESAs offers its membership access to tailored insurance, industrial relations advice and recruitment services.

### Policy and Consultation Member Forums

During 2009 – 2010 NESAs facilitated provider interest group forums which provided members with an opportunity to have focused discussion on specific issues and positions. NESAs used the intelligence gathered from these forums to inform representation and submissions to Government, address specific concerns with relevant departmental representatives, flesh out operational issues and offer strategic solutions.

Forums held during 2009-2010 included Leadership, Special Interest (SIG) and Working Groups and State provider consultation forums.

SIG and Working Groups that were active during the period included:

- Work Experience Working Group
- EA Reporting for Job Services Australia Working Group
- Job Capacity Assessors Working Group
- IT Working Group
- Early School Leaver Working Group
- Compliance Working Group
- Continuous Improvement Working Group
- National Green Jobs Corps Working Group
- Remote and Indigenous Services Special Interest Group



★ support and development





NESA used the intelligence gathered from member forums to inform representation.

During the period NESA restructured the Special Interest Groups (SIGs) and Reference and Working Groups to better align with the new employment services frameworks. The revised structure, to be delivered from July 2010, consists of:

#### Policy, Systems and Practice Groups

- National Green Jobs Corps
- Job Capacity Assessors
- IT Reference Group
- Performance Management Reference Group
- Job Services Australia – Full Day Once per Quarter (A combination of whole of group and break out Special Interest Groups)
- Disability Employment Services – Full Day Once per Quarter (A combination of whole of group and break out Special Interest Groups)
- Cohort Focused Groups – Half Day
- Indigenous and Remote Servicing
- Mature Age
- Culturally and Linguistically Diverse
- Youth



JCA Working Group discuss industry issues and potential solutions.

To support the development of employment services, NESA will schedule Policy Think Tank group meetings to align with the Policy, Systems and Practice Group meeting calendar. Policy Think Tanks are a variety of specialised groups consulting on policy position and best practice.

#### Support

During 2009 - 2010 NESA supported industry capacity building and performance by:

- Providing a fortnightly Leadership bulletin advising members on areas of strategic importance.
- Providing operational advice and information through the NESA Helpdesk service and, progressed any issues raised with DEEWR.
- Participating in and, progressing questions raised during the LiveMeet sessions with DEEWR.
- Providing a weekly information update on program guidelines, policy variations, current system issues and enhancements, training material, LiveMeets and other relevant consultation forums.
- Providing a comprehensive professional development program including an education and training program that supported better practice and continuous improvement.

“Cox Industries’ procedures in regards to employing job seekers who are facing strong adversity could be seen as a model for Best Practice”



(L-R) Sally Sinclair, CEO NESA, Neville Bawden, Production Manager, Cox Industries, Belinda Farley-Wills, Employment Consultant of the Year, Terry Bahl, Achiever of the Year and Xavier Crimmins (former Chair of NESA) after the announcement of the Awards for Excellence winners.

## 2009 NESA Awards for Excellence winners

The gala awards dinner was held at The Sydney Hilton and attended by more than 400 industry leaders as part of the NESA National Conference. The Minister for Employment Participation and the Minister Assisting the Prime Minister for Government Service Delivery, the Hon. Mark Arbib and the Hon Jason Clare MP, Parliamentary Secretary for Employment presented the delighted award finalists with a plaque and each winner with a trophy.

#### Employer of the Year – Cox Industries

Cox Industries Australia Pty Ltd, nominated by Centacare Employment Group in Acacia Ridge, QLD, won the Champion Employer of the Year award, sponsored by DEEWR. Cox Industries’ commitment to the ongoing employment of disadvantaged people has seen ex-prisoners, Indigenous job seekers, refugees and hearing impaired job seekers make up a large proportion of the quarter of their manufacturing plant workforce that were former JSA job seekers.

“Cox Industries’ procedures in regards to employing job seekers who are facing strong adversity could be seen as a model for Best Practice,” judge Dr Peter Laver AM stated.

#### Employment Consultant of the Year – Belinda Farley-Wills

The Employment Consultant of the Year award, sponsored by NESA, was won by Belinda Farley-Wills from the Salvation Army Employment Plus in Launceston TAS for her determination to assist up to 100 Tasmanian Aboriginal people find employment.

A Tasmanian Aborigine herself, and a member of the Stolen Generation, Belinda has invested more than 15 years working for her community to make it a better place, including providing other Indigenous people with skills that translate to a brighter future in employment.

#### Achiever of the Year – Terry Bahl

The Achiever of the Year award, sponsored by DEEWR, was won by Terry Bahl who was nominated by BEST Community Development in Ballarat, VIC. Terry’s previous, self-destructive lifestyle involved drug and alcohol addictions that led to convictions and resulted in him becoming homeless. With support from his employment services provider, that spanned more than a decade, Terry overcame his addictions and now has work training job seekers.



## ★ build and strengthen partnerships



Delegates at the conference listen intently to the plenary speakers.



NESA members Rod Jackson, Matt Little and Martin Titherley (in the background) take the opportunity to network during a NESAs Conference.

### NESA conference calendar – the ‘must attend events’ for the industry

NESA provided an inclusive Conference program that offered significant opportunities to build and strengthen partnerships, network with Government, peers and key external stakeholders.

#### NESA National Conference – Sydney 26th – 28th August 2009

With the implementation of Job Services Australia on the 1st July 2009 and the transition of Disability Employment Services in progress, the 10th NESA National Conference, aptly titled *New Horizons*, focused on providing the 700 delegates with opportunities to hear about the new employment services landscape from a Government and Departmental perspective and to also participate in workshops that explored effective work practices within the new landscape.

“Getting together with many others across the land and talking about what we are all working towards. Networking is the key - and getting those magic moments from your presenters” was one delegate’s feedback on what they considered to be the greatest aspect of the conference.

#### Working Communities International Congress – Melbourne - 24th – 26th March 2010

The second biennial International Congress brought together leading experts and delegates from Australia, the UK, Korea, France, Taiwan, New Zealand, the USA and the Netherlands.

Held in partnership with the OECD Local Economic and Employment Development Programme and, with major support from the DEEWR, the Congress provided an opportunity for experts, thought leaders, innovators and entrepreneurs from Australia and internationally to share their experiences and strategies, challenge thinking and inspire innovative solutions; united in a common goal to improve the lives of individuals, families and communities through creating opportunities for social and economic participation.

“The Congress was a great platform for participants to communicate opinions and work together.” – feedback provided by a participating delegate.



NESA Independent Chair Stephen Creese, NESA CEO Sally Sinclair and The Hon Mark Arbib, Minister for Employment Participation and Minister Assisting the Prime Minister on Government Service Delivery at the Practitioners Conference.



Jeremy Donovan and Shane Howard (ex Goanna band) presented delegates at the Working Communities International Congress with an opening that truly reflected the spirit of Australia.

#### NESA Practitioners Conference Melbourne 10th - 11th June 2010

The 6th annual NESA Practitioners Conference was held at the Sebel Hotel in Melbourne on the 10th and 11th June 2010 and attracted approximately 400 delegates nationally from a range of employment and related services.

The implementation of Job Services Australia and Disability Employment Services during the past year meant that the industry had to absorb substantial amounts of information to ensure it was proficient in the processes and requirements necessary to deliver the new services.

The Practitioners Conference was tailored to include opportunities to consolidate, validate and increase practitioners’ knowledge on better practice, continuous improvement and processes to enhance better and more efficient work practices.

“I got quite a few ideas that I am keen to adopt in practice - particularly around the issue of communication analysis and motivational techniques” was one delegate’s feedback on whether the conference provided tools that they could implement in the context of their work.

“Getting together with many others across the land and talking about what we are all working towards. Networking is the key - and getting those magic moments from your presenters” was one delegate’s feedback on what they considered to be the greatest aspect of the conference.

# ★ financial statements for the year ended 30 june 2010

The Income Statement, Balance Sheet, Statement of changes in equity and Statement of cash flows are provided in this report. The complete 2009/10 Audited Financial Report is available on the NESAs website - [www.nesa.com.au](http://www.nesa.com.au)

## statement of comprehensive income for the year ended 30 june 2010

	note	2010	2009
		\$	\$
Revenue	3	2,783,237	3,005,152
Employee benefits expense		(1,048,442)	(1,029,262)
Depreciation, amortisation and impairments	4	(63,918)	(47,527)
Direct event expense		(1,522,347)	(1,288,279)
Rental expense		(116,467)	(109,512)
Travel expense		(125,590)	(97,817)
Consultancy expense		(50,506)	(22,505)
IT expense		(48,569)	(46,419)
Other expenses		(258,593)	(252,834)
<b>Surplus/(deficit) before income tax</b>		<b>(451,195)</b>	110,997
Income tax expense	5	-	-
<b>Surplus/(deficit) for the year</b>		<b>(451,195)</b>	110,997
<b>Other comprehensive income</b>			
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>(451,195)</b>	110,997

## statement of financial position as at 30 june 2010

	note	2010	2009
		\$	\$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	7	207,324	695,215
Trade and other receivables	8	279,837	133,187
Financial assets	9	79,817	79,817
Other current assets	10	208,807	219,857
<b>Total current assets</b>		<b>775,785</b>	1,128,076
<b>Non-current assets</b>			
Property, plant and equipment	11	28,522	39,471
Intangible assets	11	134,186	52,155
<b>Total non-current assets</b>		<b>162,708</b>	91,626
<b>TOTAL ASSETS</b>		<b>938,493</b>	1,219,702
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	12	136,944	102,953
Short-term provisions	13	85,626	84,207
Other current liabilities	14	132,477	14,355
<b>Total current liabilities</b>		<b>355,047</b>	201,515
<b>Non-current liabilities</b>			
Other long-term provisions	13	40,454	24,000
<b>Total non-current liabilities</b>		<b>40,454</b>	24,000
<b>TOTAL LIABILITIES</b>		<b>395,501</b>	225,515
<b>NET ASSETS</b>		<b>542,992</b>	994,187
<b>EQUITY</b>			
Accumulated surpluses		542,992	994,187
<b>TOTAL EQUITY</b>		<b>542,992</b>	994,187



# ★ financial statements for the year ended 30 june 2010

## statement of changes in equity for the year ended 30 june 2010

	retained earnings	total
<b>2010</b>	<b>\$</b>	<b>\$</b>
Balance at 1 July 2009	994,187	994,187
Surplus (deficit) for the year	(451,195)	(451,195)
<b>Balance at 30 June 2010</b>	<b>542,992</b>	<b>542,992</b>
	retained earnings	total
<b>2009</b>	<b>\$</b>	<b>\$</b>
Balance at 1 July 2008	883,190	883,190
Surplus (deficit) for the year	110,997	110,997
<b>Balance at 30 June 2009</b>	<b>994,187</b>	<b>994,187</b>

## statement of cash flows for the year ended 30 june 2010

	Note	2010	2009
		\$	\$
<b>Cash from operating activities:</b>			
Receipts from members & government bodies		2,931,982	3,364,261
Payments to suppliers and employees		(3,313,521)	(3,360,767)
Interest received		28,648	83,001
<b>Net cash provided by (used in) operating activities</b>	15	<b>(352,891)</b>	86,495
<b>Cash flows from investing activities:</b>			
Payment for investment		-	(50,000)
Acquisition of plant and equipment		(5,098)	(13,398)
Acquisition of computer software		(129,902)	(56,647)
<b>Net cash provided by (used in) investing activities</b>		<b>(135,000)</b>	(120,045)
<b>Net increase (decreases) in cash held</b>		<b>(487,891)</b>	(33,550)
Cash and cash equivalents at beginning of year		695,215	728,765
<b>Cash at end of financial year</b>	7	<b>207,324</b>	695,215

## 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 2010, 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.

30 Albert Street / PO Box 250  
Blackburn Victoria 3180  
T: 03 9994 2000 F: 03 9994 1622  
contact@youraccountant.com.au

PRINCIPALS: Bruce Seward FCA, Gail Dawson FCA  
Peter Shields EA, Tim Plummer EA

ASSOCIATE: Cathy Brown EA

Liability limited by a scheme of arrangement under Part 5.08 of the Corporations Act 2001



## 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:
  - giving a true and fair view of the company's and consolidated entity's financial position as at 30 June 2010, and of their performance for the year ended on that date; and
  - complying with Australian Accounting Standards' reduced disclosure requirements (including the Australian Accounting Interpretations) as describe in Note 1 and the Corporations Regulations 2001.
- The financial report also complies with International Financial Reporting Standards as disclosed in Note 1.

#### Saward Dawson Chartered Accountants

Peter Shields

31 August 2010

Blackburn

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Blackburn Victoria 3180  
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**National Employment Services Association Ltd**

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National Employment Services Association Limited: 2009-2010 Annual  
Report © National Employment Services Association 2010

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