



2016/17  
ANNUAL REPORT



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FINANCIALS

NESA acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.



we R4 everyone



# ABOUT NESA

## WE ARE CELEBRATING 20 YEARS DEDICATED TO A VISION OF OPPORTUNITY FOR ALL THROUGH EMPLOYMENT AND INCLUSION

NESA was established in 1997 to prepare for the full outsourcing of employment services in 1998. Over the past 20 years we have worked with all stakeholders and provided a bridge between the employment services sector and governments to ensure the best possible services for job seekers, employers and communities.

### weR4 JOBS

NESA's members provide labour market assistance to improve opportunities and outcomes for employers and disadvantaged job seekers.

NESA also has a strong record of effective capacity building services which make positive labour market outcomes possible.

### weR4 EVERYONE

NESA and our members assist people with disability, Indigenous people, youth, mature aged job seekers, people with mental health issues, migrants and any other communities or individuals who may need support getting work.

**CELEBRATING  
20 YEARS**  
#weR4jobs  
*weR4everyone*

### WE ARE THE PEAK BODY FOR ALL OF AUSTRALIA'S WORLD LEADING EMPLOYMENT SERVICES

Our members include not-for-profit and for-profit organisations who offer diverse services across jurisdictions and programme areas including jobactive, Disability Employment Services (DES), the Community Development Programme (CDP), and complementary programmes such as Transition to Work, ParentsNext, Youth Jobs PaTH, Empowering YOUth Initiative, Vocational Training and Employment Centres (VTEC) and the New Enterprise Incentive Scheme (NEIS).

NESA delivers strategic leadership, tailored market-specific policy support and guidance, practical advisory services, programme design, professional development and capacity building.

### NESA'S MISSION IS TO LEAD A SUSTAINABLE, EFFECTIVE AND DIVERSE EMPLOYMENT SERVICES SECTOR THROUGH:

- INFLUENTIAL REPRESENTATION  
AND ADVOCACY
- EFFECTIVE MEMBER SUPPORT  
AND CAPACITY DEVELOPMENT



# CHAIR'S REPORT

## NESA's Chair reflects on yet another year of continual change

Nothing is as certain as change and in this past year, employment services have experienced plenty of change.

Over 2016-2017 we saw jobactive bed down with a reduction in the Work for the Dole caseload and associated administrative burdens, Transition to Work found its stride, and the Youth Jobs PaTH was launched. There were also many improvements in the Employment Services System (ESS) case management and reporting.

While these new developments are positive and part of a culture of continuous improvement, it is important to remember that significant resources are required to keep on top of the constant change. This challenge for service leaders and for practitioners at the front-line is exacerbated by the high turnover rate – largely due to contractual changes – that NESA recorded in our biennial workforce and remuneration survey.

**It is important that NESA represents to government the cumulative level of change and its impact on service delivery.**

Government agencies often are not aware of all the parallel activity that is affecting our members. NESA is well-positioned to see and represent the whole picture as part of our advocacy.

NESA also plays a crucial role in assisting members with the tools and information they need to adjust to change. Events such as our Youth Employment Forums which we held in response to the wide range of new youth initiatives introduced recently are an example of this. These forums were well-received and it was clear that sector practitioners greatly appreciated opportunities to discuss best practice with peers, employers, department staff and Minister's advisers. At the end of the day it is their services and interactions with young job seekers and employers – whatever the programme title – that makes the biggest difference to the effectiveness of employment services and to our job seekers.

Employment for people with disability has also been a very active space for government and NESA has continued to engage very closely. The National Disability and Carers Advisory Council, which NESA CEO Sally Sinclair was appointed to in 2016, made employment a priority and set up an Employment Reform Working Group (chaired by Sally). This provides an opportunity to focus on the wider group of people with disability, not just the subset eligible for DES.

### NESA gets results where it matters.

It was very pleasing to see that our advocacy suggesting government do more for mature job seekers and recommendations from NESA's Closing the Gap report were picked up in the Budget 2017 announcements. Our capacity-building work in remote Australia continues to be recognised for the difference this is making to the lives of those living in some of our most disadvantaged communities. Indeed this work contributed to some of the positive stories in the Prime Minister's 2017 Closing the Gap Report.

I'd like to thank my colleagues on the Board, our members, our stakeholders and all the NESA staff for the outstanding team effort that continues to achieve positive results for everyone.

**Rowena McNally**  
INDEPENDENT CHAIR



# CEO'S REPORT

## Recognising and representing the true value of our sector

This is a special year as we prepare to celebrate twenty years since our establishment in October 1997. It will mark a milestone from which it is useful to reflect on what we have done as a sector, to recognise the strengths and stand-out results and to represent ourselves well for the future.

It matters how we represent ourselves and how our sector is represented because not all decision-makers and stakeholders know about the great asset Australia has in employment services. There is a real risk that while we have our heads down focused on improving service delivery, the longstanding expertise and infrastructure of our internationally renowned system might be eroded through lack of political

awareness. For our part NESAC will continue to enhance our work disseminating knowledge and information promoting the strengths of our sector.

**For the past 20 years, the inherent value and guiding principles of our employment services have stayed strong.**

The strengths lie in the capacity to deliver tailored place-based services that 'do what it takes' to overcome barriers to work. A contestable market, local contracts and outcome-based funding have ensured employment services are adept at adjusting their delivery models to get outcomes in response to changeable labour markets. The systems and policy for achieving this have not been static. Indeed the ability to

OUR  
**20<sup>TH</sup> YEAR**  
1997–2017

  
**950,000+**  
JOB  
SEEKERS

  
**30,200**  
SERVICE  
PRACTITIONERS

  
**3,310**  
SITES ACROSS  
AUSTRALIA

relatively quickly reorient the contracted network of organisations, expertise and infrastructure is another strength. This enables governments to respond to new evidence, inevitable change and economic shocks.

It is not an exaggeration to say that Australian employment services are in a constant state of refinement and renegotiation. In this state of constant change we can forget to take stock.

### Look at a snapshot of our sector and what we are capable of doing:

- ▶ Nearly one million job seekers at any one time receive services across a range of differently-branded programmes, delivered through over three thousand local sites.
- ▶ The contributions of more than thirty thousand practitioners help numerous job seekers get into work or onto pathways to work. Through this endeavour, providers must address many kinds of social disadvantage ranging from homelessness, inadequate education, health problems, family violence, to discrimination. They mentor and assist employers to get the right candidates and build successful businesses and they build communities.

Employment services and their workers should be recognised for the essential work they do and must be more widely understood.

In 2016-17, NESAC strongly advocated that employment services are needed more than ever as a key part of government responses to the future shifts in economic, social and work structures. We plan to continue this advocacy.

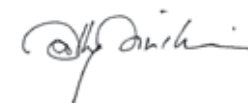
### EMPLOYMENT SERVICES WILL BE ESSENTIAL TO HELP ENSURE INCLUSIVE ECONOMIC DEVELOPMENT IN FUTURE.

In the 2016-17 year, NESAC worked on developing improved support for practitioners to help pull the focus back onto quality practice. The fruits of this work will be rolling out across the next year including a toolbox to help services respond well when they encounter family violence in the lives of job seekers. This includes training and quick reference resources. It is one component of a larger Practitioner Toolkit.

Also during the year NESAC worked hard to update our communication tools, including our bulletins and website. Our aim is an

increasingly interactive, informative, 'go-to' source for sector information. This will continue to be an ongoing project as the digital sphere does not sit still and we welcome your feedback at any point.

As you will see in this report, NESAC achieved a great deal in 2016-17 in our representation, in our reflections and in our results. The accomplishments are a testament to the collaborative efforts of many. I would like to thank our Chair and Board, our members, my team and our partners and the many sector stakeholders we work with including parliamentary, departmental, industry and international colleagues.



**Sally Sinclair**  
CEO

## NESAC BOARD AS AT 30 JUNE 2017

### INDEPENDENT CHAIR:

Rowena McNally

### DIRECTORS:

Matthew Little

John Perry

Nicole Dwyer

Anthony Steel

Rebecca Nicholls

Renae Lowry





# we Represent

*we R4 everyone*

**MULTIPLE CHANNELS FOR INFLUENCE,  
ADVOCACY AND REPRESENTATION**



# We advocate for evidence-informed improvements to service policy through constructive discussions, one on one meetings, formal advisory groups, submissions and strategic representation.

## NUMEROUS MEETINGS ON BEHALF OF OUR MEMBERS WITH GOVERNMENT OFFICIALS, INCLUDING FROM:

Government Departments of:

- ▶ Employment
- ▶ Social Services
- ▶ Prime Minister and Cabinet
- ▶ Human Services
- ▶ Education
- ▶ The Treasury
- ▶ The Australian National Audit Office
- ▶ Australian Institute of Health and Welfare
- ▶ The National Disability Insurance Agency
- ▶ The Victorian Department of Economic Development, Jobs, Transport and Resources
- ▶ The New South Wales Department of Industry

In 2016-17, we continued to work with the various departments on policy areas that impact employment. Our members provide employment and related services funded by a wide range of different agencies in federal, state and territory governments.

NESA communicates the realities of providers' situations to Government, with a holistic picture of how policies impact them and ultimately the opportunities for job seekers and employers.



## PARTICIPATION IN EXTERNAL REFERENCE GROUPS, WORKING GROUPS AND FORUMS, INCLUDING:

- ▶ Information Technology Advisory Group
- ▶ Work for the Dole Working Group
- ▶ Performance Framework Working Group
- ▶ The National Disability and Carers' Advisory Council (NDCAC)
- ▶ NDCAC Employment Reform Working Group
- ▶ CDP Business Forum
- ▶ Disability Employment Services Operational Working Group
- ▶ Jobs Victoria Employment Network (JVEN) Networking Conference
- ▶ National Transition to Work Forum
- ▶ National jobactive CEO forum on Employer Mobilisation
- ▶ Enhancing Employment Services for Mature Job Seekers Research Advisory Group (The Brotherhood of St Laurence)
- ▶ jobactive Operations and Practice Advisory Group
- ▶ Skills IQ Industry Advisory Group
- ▶ Disability Employment Services Reform Reference Group
- ▶ Financial Inclusion Action Plan Advisory Group
- ▶ Health Benefits of Good Work Signatory Steering Group (Royal Australasian College of Physicians)
- ▶ The Commonwealth Ombudsman's Social Services and Indigenous Team Sydney Community Round Table
- ▶ Committee for Economic Development Australia's Skills, Mobility and the Future of Work Forum
- ▶ Direct Recruitment's Indigenous Recruitment Forum for Employers
- ▶ International Indigenous Employment Symposium, New Zealand
- ▶ High level workshop on 'Contracting and Commissioning for Better Mental Health Outcomes'
- ▶ Consultative Design Workshop on the 'Try, Test and Learn Fund'

## DIRECT ENGAGEMENT WITH MINISTERS, SHADOW MINISTERS AND PARLIAMENTARY STAFF

During 2016-17, we strengthened constructive relationships with Ministers and their advisers across the Employment, Social Services, Disability Services, Human Services, and Indigenous Affairs portfolios. Attendance of advisers at strategic NESA events allowed Ministers to hear from their trusted advisers about the views of members with depth and candid accuracy.

A collaborative approach across members and stakeholders is critical to shine a light on the key role employment services play in Australia, and to ensure constructive and responsive future policy developments.





## REPORTS AND SUBMISSIONS UNDERPINNED BY MEMBER FEEDBACK AND OTHER EVIDENCE



- ▶ Closing the Gap in employment outcomes for Indigenous Australians
- ▶ Realising the win-win value in employment services – NESA's Federal Budget Priorities for 2017 and beyond
- ▶ 2017-2018 Federal Budget – A summary of budget measures affecting the employment services and some related sectors
- ▶ 8th biennial Australian Employment Services Workforce Survey of Remuneration and Human Resource Management Performance
- ▶ Opportunity through employment – response to the Department of Social Services Discussion Paper: New Disability Employment Services from 2018
- ▶ Indigenous Outcome Targets Performance Framework – response to the Department of Employment Industry Information Paper
- ▶ jobactive provider services 18 month business reallocation – response to the Department of Employment draft Industry Information Paper
- ▶ Proposals for procuring 'Employability Skills Training' – response to the Department of Employment discussion paper
- ▶ Delivery of outcomes under the National Disability Strategy – response to the Senate Inquiry
- ▶ The Social Security Legislation Amendment (Youth Jobs PaTH: Prepare, Trial, Hire) Bill 2016 – response to the Senate Inquiry
- ▶ Innovation and creativity: workforce for the new economy – response to the House of Representatives Inquiry

### ACTIVE COLLABORATION AND EXPERTISE SHARING WITH AUSTRALIAN AND INTERNATIONAL BODIES

- ▶ Employers and their representatives such as:
  - › Australian Chamber of Commerce and Industry
  - › Business Council of Australia
  - › The John Holland Group
  - › Associations Forum
- ▶ Social sector representatives such as:
  - › Carers Australia
  - › Disability Employment Australia
  - › Mental Health Australia
  - › National Disability Services
  - › Jobs Australia
  - › Social Ventures Australia
  - › The Brotherhood of St Laurence
- ▶ Financing organisations including:
  - › Philanthropists
  - › Good Shepherd Microfinance
- ▶ International bodies including:
  - › The OECD
  - › The World Bank
  - › InclusionUS
  - › Mental Health First Aid International
  - › JAS-ANZ
- ▶ Research and education bodies such as:
  - › Melbourne University
  - › RMIT University

## Bulletins, social media and media releases provided a mix of advocacy and information promoting employment services to a broad audience

### NESA PUBLIC RELEASES COMMENTED ON THE FOLLOWING MATTERS:

- ▶ Policy issues and reports such as:
  - › Government's Priority Investment Approach (including NESA CEO participation on ABC Lateline Panel)
  - › The 2017 Federal Budget
  - › Closing the Gap in employment outcomes for Indigenous Australians
  - › OECD Australian Labour Market analysis
  - › Domestic violence
  - › Mature age workers
  - › Disability employment
  - › Western Australian star ratings
  - › Youth Jobs PaTH and youth employment
- ▶ Mainstream media articles of relevance to the employment services sector
- ▶ Inspirational good news stories from across the sector including profiles of Employment Services staff
- ▶ The National Disability Awards
- ▶ NESA activities and services such as:
  - › Remote School Attendance Strategy (RSAS) Workforce Training
  - › Aboriginal Mental Health First Aid Training
  - › Employment Reform Working Group of the National Disability and Carers Advisory Council
  - › NESA Industry Partner offers and thought leadership
  - › NESA forums, professional development, HR management and business development strategies
  - › The 2016 National NESA Conference
  - › NESA Awards for Excellence
  - › NESA-hosted international employment services delegations
- ▶ Various dedicated dates promoting positive action such as: Skills Week; RUOK Day; International Day of People with Disability; Women and Men's health days; and National Sorry Day, NAIDOC Week and Reconciliation Week

Members were kept informed by strategic leadership bulletins as well as the general news and information bulletins:

- ▶ Job Matters
- ▶ Training Matters
- ▶ RSAS News
- ▶ CDP Bulletin







# we Reflect

**GATHERING INFORMATION  
AND EXPLORING SOLUTIONS**

*we R4 everyone*



**NESA regularly touches base with members** about their experiences, needs and priority issues through a mix of strategic and issues-based outreach, surveys and working groups.

This year NESA pro-actively gathered information from a representative range of members to complement the information we gained from consultation groups, queries to the policy helpdesk, department data and anonymous online NESA surveys. As always this rich mix of information proved a valuable resource for NESA policy representations and for tailored member support.

Working groups reflected the plurality of member views and ensured operational viewpoints were synthesised into NESA's policy and advocacy positions.

The following working groups were convened in the 2016-17 year to allow members to identify common issues and test ideas with each other. They explored opportunities and challenges with specific programmes or proposed new initiatives, cohorts or crosscutting issues. Some are ongoing and some were one-off or time limited.

- ▶ IT Reference and Reports Working Group
- ▶ Disability Employment Services Reform Working Group
- ▶ Community Development Programme Special Interest Group
- ▶ Youth Working Group with a focus on the Youth Jobs PaTH reforms and Transition to Work
- ▶ jobactive business reallocation and Indigenous outcome target proposals consultation group

## OPPORTUNITIES TO STAY INFORMED, NETWORK, REFLECT AND REGENERATE

**SOLUTION-FOCUSED FORUMS OFFERED POLITICAL AND POLICY OVERVIEWS AND OPPORTUNITIES TO SHARE REFLECTIONS, CONCERNS AND PROPOSALS WITH OFFICIALS**

**June 2017**

**CEO Post Budget Retreat, Noosa** – time out in the tropics to discuss new budget measures; employment data trends presented by Barry Sandison, *Director of the Australian Institute of Health and Welfare*; UK and Australian markets compared by Matt Wells from Parkhouse Bell International Recruitment & Consulting and the Future of DES with the Department of Social Services.

**April and May 2017**

**Youth Employment Forums, Sydney & Brisbane** – an opportunity for dialogue between providers, government officials, employers and industry experts focused on engaging youth and future policy directions.

**March 2017**

**NESA Leadership Forum, Melbourne** – members engaged with the Department of Employment on reform implementation concerns and experts from the Protective Group on mitigating serious incidents.

**October 2016**

**Youth Employment Forum, Melbourne** – focused on identifying, addressing and overcoming the barriers and challenges young people face when disengaged from education and employment and the strategies and the roles providers play in reengaging in education or the workforce.

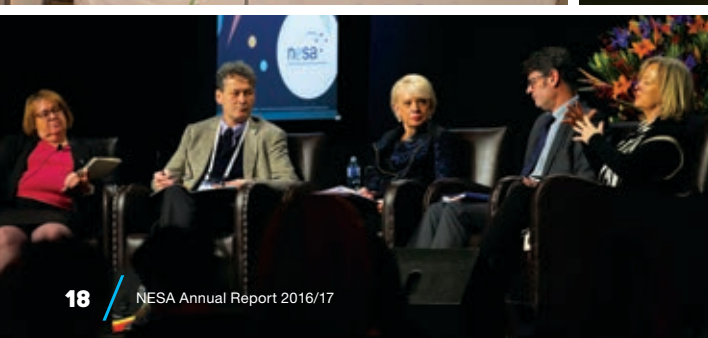
**September 2016**

**Leadership Forum, Melbourne** – members engaged with the Deputy Secretary of the Department of Employment, other government officials and Ministers' advisers to discuss practical challenges with jobactive, the Youth Jobs PaTH policy and the Future of DES.





The theme of the 18th National NESAs Conference was **“Create your Future”** – it offered participants a view of what the future is bringing and ideas about what they could bring to the future world of employment services.



**“THE BEST WAY TO PREDICT THE FUTURE IS TO CREATE IT.”**

Peter F. Drucker

#### EMPLOYMENT SERVICE PROVIDERS FROM ACROSS THE COUNTRY CAME TOGETHER AT THE GRAND HYATT MELBOURNE IN AUGUST 2016 TO RECHARGE, LEARN AND NETWORK.

The event was attended by the very recently re-elected and reappointed Senator the Hon **Michaelia Cash**, Minister for Employment, Minister for Women, Minister Assisting the Prime Minister for the Public Service, the Hon **Jane Prentice MP**, Assistant Minister for Social Services and Disability Services, and the Hon **Brendan O'Connor MP**, Shadow Minister for Employment and Workplace Relations.

Attendees enjoyed powerful plenary presentations from **Gordon Cairns**, Chairman of Woolworths and Origin Energy, **Peter Murphy**, Chair of the Global Poverty Project and the Collingwood Football Club Foundation, Executive Chair of the PAN Group Australia, **Peter Van Onselen**, PVO Newsday and Australian Agenda anchor for Sky News, Contributing Editor to the Australian, **Tim Sharp**, artist and creator of Laser Beak Man, and Young Australian of the Year finalist, and **Dianne McGrath**, Director of sustainability and business consultancy, Food for Thought Consulting Australia.

Workshops facilitated by 42 industry professionals, Departmental employees and NESAs staff provided key insights and opportunities for growth and development.

What some attendees had to say:

**“Very professional, good speakers, lots of networking opportunities.”**

**“It was a good conference with a wide variety of views – guest presenters were really good and their stories were amazing.”**

**“Good speakers, great venue, well paced.”**

NESAs would like to thank the Departments of Employment and Social Services for their support, as well as the following organisations for their exhibits and participation:

- ▶ Kinetic Superannuation
- ▶ Parkhouse Bell International Recruitment & Consulting
- ▶ Bounce Australia
- ▶ CV Check
- ▶ Geared Up Culcha
- ▶ Geographic Solutions
- ▶ Hivetec
- ▶ JobReady
- ▶ Marsh Advantage Insurance
- ▶ MWS Technology
- ▶ Shred-X Secure Destruction
- ▶ Skills & Jobs Australia
- ▶ SoNET Systems
- ▶ Core Desktop

#### FOR THE THIRD YEAR IN A ROW OUR INTERNATIONAL WOMEN'S DAY LUNCHEON CELEBRATED WOMEN IN LEADERSHIP ROLES WITHIN THE EMPLOYMENT SERVICES SECTOR.

Sponsored and hosted by **NESAs Industry Partner Marsh Advantage Insurance**. NESAs was very pleased to be able to welcome back *Australian of the Year 2015*, **Rosie Batty**. The personal and warm atmosphere of the event allowed insightful discussion about how we can collectively improve responses to family violence, as well as reflections on leadership.

**#weR4jobs**





# we *we R4 everyone* Recognise

**CELEBRATING AND  
RECOGNISING EXCELLENCE**



# THE NATIONAL EMPLOYMENT SERVICES AWARDS ARE ALL ABOUT HELPING PEOPLE INTO SUSTAINED EMPLOYMENT.

**Celebrating these success stories** is inspirational and a reminder to all stakeholders of the importance of what this sector does and the depth of transformation that results from its work.

THE NESA AWARDS ACKNOWLEDGE THE DIRECT AND LASTING IMPACT THAT EMPLOYMENT HAS ON PEOPLE'S LIVES AND TRULY RECOGNISE THE SUPPORT THAT MAKES THIS HAPPEN.

## ACHIEVER OF THE YEAR

Sponsored by the Department of Employment

Thomas McGann

– nominated by Karingal (MatchWorks)

## INAUGURAL INNOVATION IN DISABILITY EMPLOYMENT – TEAM

Sponsored by the Department of Social Services

FUSO Geelong

– nominated by Karingal (MatchWorks)

## INAUGURAL EXCELLENCE IN INDIGENOUS EMPLOYMENT

Sponsored by the Department of Employment

Nicole Findlay

– Indigenous Pathways for WISE Employment

## EMPLOYMENT CONSULTANT OF THE YEAR

Sponsored by NESA

Penelope Weatherall

– nominated by CoAct

## CHAMPION EMPLOYER OF THE YEAR

Sponsored by the Department of Employment

Sodexo

– nominated by atWork Australia



**kinetic**  
superannuation

## NESA EMPLOYMENT DISCOVERY GRANT

NESA's Employment Discovery Grant has been generously supported by Kinetic Superannuation for seven years.

**Triscilla Holborow**, CEO of Real Employment for Aboriginal People – REFAP, based in Karratha WA, was announced as the winner of the 2016 NESA Employment Discovery Grant.

Triscilla experienced a six-day European career development trip at the invitation-only OECD LEED Forum on Partnerships and Local Development in Prague with Sally Sinclair.

Reflecting on the trip Triscilla was pleased to contribute to an interesting discussion on addressing barriers to entrepreneurship and business dynamics. She highlighted Australian initiatives "where CDP and jobactive

providers identify and support local opportunities for business entrepreneurship".

The location was also a bonus: "Prague is such a beautiful city! A bit chilly at that time of year, but I think it added more character to the street markets and the aroma of traditional dishes wafting through the air!"

Triscilla came away with some new ambitions for Australia "As an Aboriginal Australian at my first international conference, I was very surprised by the lack of knowledge about Australia and Indigenous Australia. I believe we need to do more in this space for economic growth to our tourism industry: more tourists would mean more jobs, and more job security in local business. Especially in remote Australia."

**"THE PEOPLE I MET IN THE CONFERENCE AND THE SHARING OF IDEAS WAS FANTASTIC. THANK YOU NESA AND THANK YOU KINETIC SUPER WHO SPONSORED THE TRIP. I HIGHLY RECOMMEND THIS GRANT AND GOOD LUCK TO NEXT YEAR'S WINNER!"**





**NESA HAS MAINTAINED EFFECTIVE ADVOCACY AND  
RELATIONSHIPS WITH ADVISORS AND DECISION MAKERS  
WORKING ON AMBITIOUS DISABILITY REFORM**

**weR4 JOBS FOR PEOPLE WITH DISABILITY**

- ▶ NESA CEO Sally Sinclair was appointed by the Assistant Minister for Social Services and Disability Services to the National Disability and Carers Advisory Council and subsequently she was also appointed as Chair of the Employment Reform Working Group (a sub-committee of the Council).
- This working group is tasked with advising on implementing the National Disability Strategy and is concerned with the entire population of people with disability – those eligible for NDIS, DES, jobactive and those not currently eligible for any employment services.
- ▶ Representation on the DES Reform Working Group and the DES Operational Working Group.
- ▶ Publication of 'Opportunity through Employment' a detailed and strategic response to the 2016 DES reform discussion paper.
- ▶ Member consultation and representation on DES Reform including: offering opportunities for direct feedback to officials in NESA forums; opportunities to comment on draft written submissions; and opportunities to inform the working group.
- ▶ Submission to the Senate on achieving the National Disability Strategy accessibility objectives.

**weR4 EFFECTIVE YOUTH EMPLOYMENT SUPPORT**

- ▶ State-based Youth Employment Forums held in Melbourne, Sydney and Brisbane.
- ▶ Consultation and representation to the Department, Ministers and Parliament on implementation of Youth Jobs PaTH.
- ▶ Published submissions on the procurement of Employability Skills Training Panel and the Youth Jobs PaTH legislation.
- ▶ Transition to Work Special Interest Group which addressed implementation and teething issues.
- ▶ Representation and feedback on operational material including guidelines.
- ▶ Invited to participate in Consultative Design Workshops on Try, Test and Learn Fund which was focused on youth employment outcomes.



*we R4 everyone*  
**we get Results**

**A SAMPLE OF NESA'S 2016-17  
ACTIVITIES AND ACHIEVEMENTS**



## RSAS ART COMPETITION



**Grandmother's Country**  
FIRST PLACE WINNER  
**Artist:** Annette J Williams  
**Community:** Wiluna, Western Australia  
**Meaning:** Grandmother's Country – where she walked from rocks to rocks.



**The Story of the Seven Sisters**  
SECOND PLACE WINNER  
**Artist:** Cecily Turner  
**Community:** Warburton, Western Australia  
**Meaning:** The sisters are sitting around resting after travelling. As they are travelling they made a camp fire. They are eating bush tucker from what they collected on the way travelling from another country.

# NESA's successful capacity building activity in remote Australia reflects an ongoing commitment to Closing the Gap in employment for Indigenous Australians

## weR4 CLOSING THE GAP IN IMPROVING EMPLOYMENT OUTCOMES FOR INDIGENOUS AUSTRALIANS

- ▶ Consulted and developed a submission on Closing the Gap in Employment Outcomes for Indigenous Australians, some of the key recommendations of which were adopted by the Government in the 2017 Budget announcements.
- ▶ Instigated and participated in a cross-government summit on Indigenous employment led by Ministers Scullion and Cash.
- ▶ Provision of Indigenous Cultural Competence training for providers through our Industry Partners.
- ▶ Indigenous Employment Forum with employers signed up to the Indigenous Procurement Initiative, providers and cultural experts.

## weR4 STRONG RESILIENT COMMUNITIES IN REMOTE AREAS

- ▶ Convened the CDP Special Interest Group which gathers sector views and provides feedback directly to the Department of the Prime Minister and Cabinet on key sector concerns.
- ▶ Keynote presentation at the International Indigenous Employment Symposium (New Zealand).
- ▶ Published a submission on how to optimise performance of CDP.
- ▶ Advocacy around future procurement support and assistance.
- ▶ Continued support and capacity building opportunities for the Remote School Attendance Strategy (RSAS) providers to increase attendance rates of Aboriginal and Torres Strait Islander students in remote Australia. This featured as one of the positive stories in the Prime Minister's 2017 Closing the Gap Report. In this Annual Report period NESA delivered 54 Tailored, Leadership and Supplementary workshops across RSAS locations.
- ▶ NESA swiftly and effectively rolled out the provision of Mental Health First Aid training across remote Australia. From October 2016 to June 2017 NESA delivered 92 Aboriginal Mental Health First Aid Workshops across remote and highly remote locations.
- ▶ NESA provided tailored training in all 69 Remote Regions with 73 remote schools.

## weR4 EMPLOYMENT SERVICES THAT SUPPORT JOB SEEKERS AND EMPLOYERS

- ▶ Published NESA's Federal Budget Priorities for 2017 and Beyond with recommendations focused on whole sector sustainability and capacity across programmes.
- ▶ Advice and representation to the Minister's office and the Department of Employment on key operational concerns including: transparency and timelines in the business reallocation processes and with regard to the Indigenous Outcome Targets; Star Ratings; business viability; underspend of the employment fund; Work for the Dole acquittal process; serious incidents and Targeted Pre-Employment Training (seeking removal of the approval process which has now occurred).
- ▶ Participated in working groups on the performance framework and operations.
- ▶ Provided advice and representation on the Targeted Compliance Framework Research and the ParentsNext expansion.
- ▶ Published submissions on: the Industry Paper on Indigenous Outcome Targets; the Industry Information paper on Business Reallocation and improving Indigenous peoples' outcomes.
- ▶ Represented on the development of the Seasonal Work Incentives Trial and maximum time with provider guidelines.
- ▶ Developed a toolkit to assist employment service providers when they encounter job seekers impacted by family violence, either as victims or perpetrators. This was completed with the support of the Department of Employment.

**jobactive is the backbone of employment services and NESA has worked at every opportunity to improve the policy settings governing jobactive and to maintain the core strengths of Australia's longstanding employment services system.**







#### weR4 A STRONG, INFORMED AND CAPABLE EMPLOYMENT SERVICES SECTOR

- Provided timely and detailed budget information for NESA members.
- Convened a Post-Budget CEOs Retreat offering an opportunity to discuss cross sector strategic concerns.
- Published a submission to the House of Representatives on Innovation and Creativity: workforce for the new economy.
- A total of 22 professional development face-to-face workshops were delivered to 433 participants, 25 webinars to 583 participants and 7 online coaching programmes to 173 participants. Evaluations indicated a very high level of satisfaction across our delivery.
- Offered 100 places of employment services capacity building training at no charge to NSW providers. 99 positions were taken up. These were delivered online via a series of 14 webinar sessions. Participants had a choice to do one of four skills sets from the Employment Services qualification.
- Commissioned and published the 8th biennial Australian Employment Services Workforce Survey of Remuneration and Human Resource Management Performance.
- Participation in numerous meetings and advisory groups to ensure employment services are well understood and supported within broader and allied sectors.

#### PARTNERSHIPS TO SHARE EXPERTISE AND BUILD BROAD SECTOR CAPACITY

- NESA Consulting facilitated customised consultancy projects to improve service delivery for jobactive and CDP providers.
- NESA has a rich network of industry partners and consultants within its supply chain. This year NESA partnered with the following organisations to provide targeted training, capacity building and other tailored support for members:
  - Marsh Advantage Insurance
  - Bounce Australia
  - Performance Reporting Solutions
  - CV Check
  - MyWorkSearch
  - Crown Coaching
  - The Clariti Group
  - ICG
  - Corporate Culcha
  - Across Culture
  - Think, Learn & Succeed
  - Kinetic Superannuation
  - Controlled Chaos
  - Maguire Consulting

#### NESA WOULD LIKE TO THANK OUR PARTNER ORGANISATIONS FOR THEIR SUPPORT

#### NESA'S THOUGHT LEADERSHIP AND COMMITMENT TO WORKING COLLABORATIVELY FEATURED IN OUR ENGAGEMENT WITH MANY AUSTRALIAN AND INTERNATIONAL BODIES

#### weR4 INTERNATIONAL COOPERATION ON EFFECTIVE EMPLOYMENT SERVICES FOR ALL

- NESA hosted a number of international delegations and provided an in-depth overview and insight into employment services in Australia.
- NESA's CEO, as Vice Chair of the OECD-LEED Partnership and Local Development Forum, led a session in Prague on inclusive economic development.
- NESA's CEO was an invited speaker at the:
  - 8th Annual Employment and Skills Strategies in Southeast Asia (ESSSA) and 4th Regional Policy Dialogue on TVET (Cebu, Philippines)
  - the World Association of Public Employment Services (WAPES) "Increasing Employment Participation for Elderly and Disabled" Conference in Japan
  - 8th International Symposium for Career Development and Public Policy which was hosted by Korea Research Institute for Vocational Education and Training (KRIVET) in Seoul, Korea.
- Discussions with the New Zealand Ministry of Social Development on capacity building.





## CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2017

	NOTE	CONSOLIDATED	
		2017	2016
		\$	\$
Revenue	3	5,575,317	4,472,874
Employee benefits expense		(1,932,172)	(2,180,156)
Depreciation, amortisation and impairments		(2,564)	(2,692)
Direct event expense		(668,279)	(589,170)
Rental expense		(197,877)	(209,874)
Travel expense		(102,943)	(163,345)
Consultancy expense		(273,015)	(369,757)
IT expense		(63,327)	(61,599)
Project expense		(2,153,032)	(1,312,345)
Other expense		(180,231)	(200,654)
<b>Surplus (deficit) before income tax</b>		<b>1,877</b>	<b>(616,717)</b>
Income tax expense	9	-	-
<b>Surplus (deficit) for the year</b>		<b>1,877</b>	<b>(616,717)</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Items that will not be reclassified subsequently to profit or loss		-	-
Items that will be reclassified to profit or loss when specific conditions are met		-	-
<b>Other comprehensive income</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive income for the year</b>		<b>1,877</b>	<b>(616,717)</b>

The accompanying notes form part of these financial statements.

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at 30 June 2017

		CONSOLIDATED	
		2017	2016
	NOTE	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	11,808,389	3,842,185
Trade and other receivables	5	159,840	229,132
Other financial assets	6	89,817	89,817
Other assets	7	60,981	136,601
Total Current Assets		12,119,027	4,297,735
NON-CURRENT ASSETS			
Property, plant and equipment	8	10,062	10,726
Total Non-Current Assets		10,062	10,726
Total Assets		12,129,089	4,308,461
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	1,264,583	456,257
Short-term provisions	11	233,009	236,317
Other financial liabilities	12	10,465,152	3,470,343
Total Current Liabilities		11,962,744	4,162,919
NON-CURRENT LIABILITIES			
Long-term provisions	11	27,302	8,376
Total Non-Current Liabilities		27,302	8,376
Total Liabilities		11,990,046	4,171,295
Net Assets		139,043	137,166
EQUITY			
Retained earnings		139,043	137,166
Total Equity		139,043	137,166

The accompanying notes form part of these financial statements.



## CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2017

2017

	RETAINED EARNINGS	TOTAL
	\$	\$
Balance at 1 July 2016	137,166	137,166
Surplus for the year	1,877	1,877
Balance at 30 June 2017	139,043	139,043

2016

	RETAINED EARNINGS	TOTAL
	\$	\$
Balance at 1 July 2015	753,883	753,883
Deficit for the year	(616,717)	(616,717)
Balance at 30 June 2016	137,166	137,166

The accompanying notes form part of these financial statements.

## CONSOLIDATED STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2017

	CONSOLIDATED	
	2017	2016
NOTE	\$	\$

### CASH FLOWS FROM OPERATING ACTIVITIES:

Receipts from members & government bodies	13,901,724	6,397,459
Payments to suppliers and employees	(5,977,714)	(5,819,842)
Interest received	44,094	54,108
Net cash provided by (used in) operating activities	7,968,104	631,725

### CASH FLOWS FROM INVESTING ACTIVITIES:

Redemption/(Placement) of term deposits	-	25,000
Acquisition of plant and equipment	(1,900)	-
Net cash used by investing activities	(1,900)	25,000

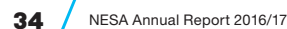
### CASH FLOWS FROM FINANCING ACTIVITIES:

Net increase (decrease) in cash and cash equivalents held	7,966,204	656,725
Cash and cash equivalents at beginning of year	3,842,185	3,185,460
Cash and cash equivalents at end of financial year	11,808,389	3,842,185

The accompanying notes form part of these financial statements.



## For the Year Ended 30 June 2017



# HOW CAN WE HELP YOU?

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# CELEBRATING 20 YEARS

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## NATIONAL EMPLOYMENT SERVICES ASSOCIATION LTD

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 NESALtd

 National Employment Services Association

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National Employment Services Association Limited 2016/2017 Annual Report

