



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

**National Conference 2017  
22 – 23 AUGUST**



**FORGING  
THE FUTURE**  
...THROUGH INCLUSIVE  
EMPLOYMENT SERVICES

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# Welcome



## National Conference 2017 22 – 23 AUGUST

NESA Annual Conference 2017 coincides with the 20th anniversary of the establishment of NESAs as the peak body representing the sector and the beginning of outsourcing as the primary method of delivering employment services to transform the lives of unemployed Australians. As with all anniversaries, this is a time to reflect. There has been much distance travelled over the last two decades and it is important we remind ourselves and celebrate the achievements won and challenges overcome. Equally, we need to look forward, and harness the collective wisdom gained from 20 years' experience facilitating inclusive employment through our support of job seekers and employers alike, to forge our future.

The conference programme will provide delegates with opportunities to learn leading practices, knowledge and ideas to take back to their organisation to prepare for what lies ahead and inspire new approaches. As we look to forging our future we must acknowledge the rapid pace and extent of change we face with many observers predicting we are on the precipice of the next industrial revolution. NESAs is excited to have Future Crunch present on the future of work, in a way only they can.

NESA appreciates the strong support shown by Assistant Minister Prentice, Minister Cash, Shadow Minister Husic and Departmental representatives who will provide insight into policy perspectives through plenary and workshop presentations. Workshop sessions cover the gamut of service delivery, leadership and strategy, governance and policy providing insight, better practices and strategy relevant for all delegates. These workshops feature the changing nature of purchasing including implications of moving to a new era of consumer (individual/community) driven service delivery and market mechanisms. The Rapid Knowledge Exchange session will provide an opportunity for delegates to gain significant information across an extensive breadth of topics and network with their peers.

The Awards Gala dinner will provide a night of entertainment, good food and further inspire and remind us of the truly transformational work of our sector, through the Awards for Excellence. These Awards demonstrate the commitment of our frontline staff, the innovation that continues to push our sector to the next level and celebrates those employers who we support to lead the way in inclusive employment. While Australia's employment services are world renowned, we don't have all the answers. To forge the brightest future possible for those that rely on this sector we must look beyond our shores. The Discovery Grant sponsored by our long time industry partner Kinetic Super, will provide an invitation only experience to join me in networks with world leaders and influences in employment services.

After the next two days I trust you will leave refreshed, inspired and ready to Forge the Future.

**Sally Sinclair**  
CEO, NESAs

8.30 – 5.30	EXHIBITION OPEN
8.30 – 9.00	REGISTRATION
9.00 – 9.15	<p><b>WELCOME TO COUNTRY</b>  <b>Ron Jones</b>                  Elder Member of the Victorian Aboriginal Heritage Council</p>
9.15 – 9.30	<p><b>OPENING ADDRESS:</b>  <b>Sally Sinclair</b>                  CEO NESA</p>
9.30 – 9.50	<p><b>THE HON JANE PRENTICE MP</b>                  Assistant Minister for Social Services and Disability Services</p>
9.50 – 10.00	<p><b>ROWENA McNALLY</b>                  Independent Chair NESA</p>
10.00 – 10.45	<p><b>PLENARY: CRUNCHING THE FUTURE OF WORK</b>  <b>Future Crunch</b>                  Technology is transforming the world of employment and flipping traditional structures upside down. Understanding and responding to these changes is essential for any organization wanting to harness the opportunities of a rapidly changing global economy in the 21st century.</p>
10.45 – 11.15	MORNING TEA

11.15 – 1.30	CONCURRENT WORKSHOPS		
<p><b>SESSION ONE</b>                  11.15 – 12.20</p> <p><i>Please choose 1 workshop</i></p>	<b>SERVICE DELIVERY</b>	<b>LEADERSHIP AND STRATEGY</b>	<b>GOVERNANCE AND POLICY</b>
	<p><b>JOB SEEKER COMPLIANCE</b>  <b>PRESENTER:</b>  <b>Ty Emerson</b>                  Branch Manager, Job Seeker Activation and Cluster Support, Department of Employment</p> <p><b>RESPONDING TO SERIOUS INCIDENTS</b>  <b>PRESENTER:</b>  <b>Ali Jalayer</b>                  Branch Manager for Specialist Programmes and Policy Branch Youth &amp; Programmes Group, Department of Employment</p> <p><b>FACILITATOR:</b>  <b>Nicole Dwyer</b>                  CEO, Workskil</p>	<p><b>INNOVATION IN EMPLOYMENT AND INCLUSION</b>  <b>Jessica May</b>                  CEO Enabled Employment</p> <p>The company is a commercial private entity with an entirely new approach to employment for people facing barriers to entering the workforce due to discrimination or stereotyping. Enabled Employment has brought together multiple innovative elements to make this happen including the use of remote work, the employment agency business model and the latest cloud technology to make the process easy for employers and employees.</p> <p><b>Paul Brown</b>                  General Manager Jigsaw</p> <p>Jigsaw is a social enterprise that creates employment, training and skill development opportunities for people with disability, offering outsourcing services to corporate and government, particularly in the area of Information Management</p> <p><b>Nick Pearce</b>                  Co-founder of Homeless of Melbourne and HoMie</p> <p>HoMie's primary mission is to provide pathways out of homelessness. It does this by providing brand-new clothing, training and job opportunities to people experiencing homelessness. HoMie's other goals are to change negative public attitudes towards homelessness and mobilise human compassion.</p> <p><b>FACILITATOR:</b>  <b>Sally Sinclair</b>                  CEO, NESA</p>	<p><b>REMOTE EMPLOYMENT AND PARTICIPATION SERVICES</b>  <i>The Department of the Prime Minister and Cabinet will update attendees on the latest information on the Community Development Programme, and the process on a new employment and participation model for remote Australia.</i></p> <p><b>PRESENTERS:</b>  <b>Bronwyn Field</b>                  Bronwyn Field is currently an acting First Assistant Secretary in the Department of the Prime Minister and Cabinet (PM&amp;C).</p> <p><b>Mark Roddam</b>                  Mark Roddam is Assistant Secretary of the Strategic Priorities Branch in the Indigenous Affairs Group at the Department of the Prime Minister and Cabinet.</p> <p><b>FACILITATOR:</b>  <b>Matt Clarke</b>                  Deputy CEO, NESA</p>

SESSION TWO 12.25 – 1.30	SERVICE DELIVERY	LEADERSHIP AND STRATEGY	GOVERNANCE AND POLICY
<p><i>Please choose 1 workshop</i></p>	<p><b>JOINING THE DOTS COLLABORATIONS THAT WORK</b></p> <p><b>PANEL:</b>  <b>Niamh McTiernan</b>                      Principal Advisor Brotherhood of St. Laurence                      Transition to Work</p> <p><b>Renaë Lowry</b>                      Executive Director MatchWorks                      National Workforce Network</p> <p><b>Brendan Bourke</b>                      Head of Client Services,                      yourtown Community Projects                      Youth Transitions</p> <p><b>FACILITATOR:</b>  <b>John Perry</b>                      Manager and Director Jobs Queensland</p>	<p><b>RETAINING AND BUILDING FRONTLINE CAPABILITY</b></p> <p><i>Remuneration survey summary</i></p> <p><i>The importance of retaining and building your frontline workforce capacity in consumer driven markets.</i></p> <p><b>PRESENTERS:</b>  <b>Paul Maguire</b>                      Maguire Consulting</p> <p><b>Annette Gill</b>                      Principal Policy Advisor, NESAs</p> <p><b>FACILITATOR:</b>  <b>Anthony Steel</b>                      CEO Mission Providence</p>	<p><b>INDIGENOUS EMPLOYMENT: WHERE ARE WE NOW AND WHERE ARE WE HEADING</b></p> <p><i>Attendees will have the opportunity to engage with a panel including representatives from the Department of the Prime Minister and Cabinet, Department of Employment and a provider.</i></p> <p><i>This panel will explore what is working, and what's being done to improve outcomes for Aboriginal and Torres Strait Islanders.</i></p> <p><b>PANEL:</b>  <b>Bronwyn Field</b>                      Bronwyn Field is currently an acting First Assistant Secretary in the Department of the Prime Minister and Cabinet (PM&amp;C).</p> <p><b>Mark Roddam</b>                      Mark Roddam is Assistant Secretary of the Strategic Priorities Branch in the Indigenous Affairs Group at the Department of the Prime Minister and Cabinet.</p> <p><b>Ali Jalayer</b>                      Branch Manager for Specialist Programmes and Policy Branch Youth &amp; Programmes Group, Department of Employment, Department of Human Services</p> <p><b>FACILITATOR:</b>  <b>Matt Clarke</b>                      Deputy CEO, NESAs</p>
	<p>11.30 – 12.30</p> <p>LUNCH</p>		

2.30 – 3.40	RAPID KNOWLEDGE EXCHANGE	3 x 20 MINUTE SESSIONS
TOPIC	YOUR FACILITATOR	
1	Retaining the frontline – staff recruitment and retention	Alicia Weiderman, NESAs
2	Top tips for writing tenders and proposals	Annette Gill, Principal Policy Advisor, NESAs
3	jobactive – contract management framework	Micheal Whitmore Branch Manager Employment Melbourne State Office Department of Employment
4	NESAs Practitioner Toolkit	Damien Opolski, Senior Policy Advisor, NESAs
5	Indigenous employment – including programmes	Matt Clarke, Deputy CEO, NESAs
6	Case management fundamentals	Matthew Eldridge, Director, Controlled Chaos
7	Responding to Family Violence	Tessa Thompson, General Manger Policy and Communications, NESAs
8	jobactive Performance Framework	Dr Louise O'Rance, Director, Employment Services Reporting and Analysis, Department of Employment
9	Empowering job seekers through choice & control	Vanessa Puopolo, Policy Advisor, NESAs
10	Developing job seekers with complex circumstances	Sharon Mamo AOD Specialist
11	Retaining the frontline – staff recruitment and retention	Paul Maguire, Maguire Consulting
12	Leadership development	Maria Smith, Bounce Australia
13	Job seeker compliance	Ty Emerson, Assistant Secretary, Job Seeker Activation and Cluster Support Department of Employment
14	Work for the Dole	Michelle Boundy, Acting Assistant Secretary, Work for the Dole, Department of Employment
15	Employer experiences, engagement & servicing	Helen Willoughby, Group Manager, Delivery and Engagement, Department of Employment
16	ParentsNext	John Perry, Manager and Director, Jobs Queensland
17	Transition To Work	Katrina Currie, Manager, Work and Learning BSL
18	PaTH Internships and Work Experience	Simon Arnold, Director, Internship Program, Department of Employment
19	Technology and innovation	Ray Leggott, Director On Line Engagement & Learning Department of Employment
20	Risk assessments	Nicole Dwyer, CEO, Workskil
21	Employment Fund	Anne Rainger, Director, Employment Fund Department of Employment
22	Cultural competence	Ian Bridger Director Across Culture
23	Enterprise development	Brendan Bourke, Head of Client Services, yourtown Community Projects
24	Where are the jobs?	James Jordan, Director, Occupational and Industry Analysis, Department of Employment

3.40 – 4.00	AFTERNOON TEA
4.00 – 4.30	<b>PLENARY: REAL SAFETY FOR REAL PEOPLE – SITUATIONAL AWARENESS, HUMAN ERROR, BLIND COMPLIANCE AND MANAGING RISK.</b> Tony Horton
4.30 – 5.15	<b>PLENARY: IT'S WHAT PEOPLE DO, NOT THE POSITION THEY HOLD THAT REALLY MAKES A DIFFERENCE</b> Peter Baines OAM  Peter is a former forensics officer with the NSW State Police Force who developed his unique leadership style by leading international identification and recovery teams into Indonesia and Thailand following acts of terrorism and the 2004 South East Asian Tsunami. He would go on to work in the counter terrorism area of Interpol, spent time with the United Nations Office of Drug and Crime and also worked in Saudi Arabia and Japan after natural disasters hit those countries. In January 2014, Peter was recognised in the Australia Day honours with the awarding of the Order of Australia Medal for his International Humanitarian work.
5.15 – 5.30	DAY 1 WRAP UP
7.15 – 7.30	PRE-DINNER DRINKS
7.30 – 11.00	NESA'S 'GALA AWARDS FOR EXCELLENCE' DINNER



8.30 – 3.00	<b>EXHIBITION</b>		
9.00 – 9.20	<b>Senator the Hon Michaelia Cash</b> Minister for Employment, Minister for Women, Minister Assisting the Prime Minister for the Public Service		
9.20 – 9.30	<b>LAUNCH OF THE FAMILY VIOLENCE TOOLKIT</b> Rosie Batty, Sally Sinclair and Janine Pitt		
9.30 – 10.30	<b>MAKING CHOICE WORK – A PANEL DISCUSSION</b> <b>INTRODUCTORY PRESENTATION – CHOICE AND CONTROL IN DISABILITY EMPLOYMENT SERVICES</b> <b>Flora Carapellucci</b> Group Manager Disability, Employment & Carers, Department of Social Services <b>Vicki Rundle</b> Acting Deputy CEO, Markets and Supports, National Disability Insurance Agency <b>Keran Howe</b> Executive Director of Women with Disabilities Victoria <b>Georgie Harman</b> CEO beyondblue  <b>FACILITATOR:</b> <b>Dr. Sebastian Rosenberg</b> Fellow, Centre for Mental Health Research, Australian National University; Senior Lecturer, Brain and Mind Centre, Sydney Medical School, University of Sydney		
10.30 – 11.00	<b>MORNING TEA (Exhibitors Prize Draw – Winners Announced)</b>		
11.00 – 1.05	<b>CONCURRENT WORKSHOPS</b>		
<b>SESSION ONE</b> 11.00 – 12.00  <i>Please choose 1 workshop</i>	<b>SERVICE DELIVERY</b>  <b>FRONTLINE SKILLS IN A CONSUMER CENTRED MARKET</b>  <i>Learning from the NDIS experience this workshop will explore the skills needed by the frontline employment services workforce in a consumer centred market.</i>  <b>PRESENTER:</b> <b>Julie Graham</b> Executive Director Karingal St Laurence (KSL)  <b>CASE MANAGEMENT FUNDAMENTALS</b>  <i>Is there a role for case management in modern employment focused service delivery?</i>  <i>Can efficiency be applied to the five case management activities; assessment, planning, linking, monitoring, advocacy.</i>  <b>PRESENTER:</b> <b>Matt Eldridge</b> Director, Controlled Chaos  <b>FACILITATOR:</b> <b>Rebecca Nicholls</b> Director, Global Skills	<b>LEADERSHIP AND STRATEGY</b>  <b>WHERE ARE WE HEADED? NATIONAL AND INTERNATIONAL PERSPECTIVES OF FUTURE DIRECTIONS AND BEST PRACTICE DELIVERY OF EMPLOYMENT SERVICES</b>  <b>PANEL:</b> <b>Benedikte Jensen</b> Group Manager, Labour and Market Strategy, Department of Employment <b>Dr. Phuc Nguyen</b> Research Fellow School of Social and Political Sciences, The University of Melbourne <b>Dr. Michael McGann,</b> ARC Research Fellow, School of Social and Political Sciences, The University of Melbourne  <i>Presentation of the findings from the recent surveys that the team at the University of Melbourne has run with frontline staff in the UK and Australia. It will have a comparative focus, comparing trends in Australian employment services with what's been happening in the UK.</i>  <b>FACILITATOR:</b> <b>Sally Sinclair</b> CEO, NESAs	<b>GOVERNANCE AND POLICY</b>  <b>THE FUTURE OF DES</b> <i>Interactive discussion</i>  <b>PRESENTER:</b> <b>Chris D'Souza</b> Director, Policy and Provider Team, Disability Employment Services Policy Branch at Department of Social Services  <b>FACILITATOR:</b> <b>Tessa Thompson</b> General Manager Policy and Communications, NESAs

11.00 – 1.05	<b>CONCURRENT WORKSHOPS (CONTINUED...)</b>		
<b>SESSION TWO</b> 12.05 – 1.05  <i>Please choose 1 workshop</i>	<b>SERVICE DELIVERY</b>  <b>EMPLOYER ENGAGEMENT AND PROMOTING DIVERSITY</b>  <i>How to get employers attention and engage them in a discussion about workforce diversity</i>  <b>PANEL:</b> <b>Richard Furnari</b> Dealer Principal, Fuso Geelong – Community based, Community minded  <b>Bryn Pears</b> Managing Director, Silly Yak Foods  <b>Cynthia Andrews</b> National Manager Staffing Solutions Chandler Macleod  <b>Michael Cooper</b> Training & Compliance Manager, Fletcher International Exports  <b>FACILITATOR:</b> <b>Kevin Robbie</b> Director, Think Impact	<b>LEADERSHIP AND STRATEGY</b>  <b>WRITING WINNING TENDERS AND PROPOSALS</b>  <i>What is government looking for?</i>  <b>PRESENTER:</b> <b>Annette Gill</b> Principal Policy Advisor, NESAs  <b>FACILITATOR:</b> <b>Alicia Weiderman</b> Senior policy Advisor, NESAs	<b>GOVERNANCE AND POLICY</b>  <b>GOVERNANCE FOR AN AGILE ORGANISATION</b>  <i>Strategic directions and culture/values</i>  <i>What is the role of the Board in making decisions that create the future for the communities that they serve?</i>  <b>PRESENTER:</b> <b>Jodie Willmer</b> Board Succession and Diversity Strategist  <b>FACILITATOR:</b> <b>Nicole Dwyer</b> CEO, Workskil
	1.10 – 2.00	<b>LUNCH</b>	
2.00 – 2.30	<b>The Hon Ed Husic MP</b> Shadow Minister for Employment Services, Workforce Participation and Future of Work, Shadow Minister for the Digital Economy		
2.30 – 2.40	<b>PLENARY: BRETT DASHWOOD</b> Recognised as a global expert in the preparation, processing, production, and delivery of customer communication over five continents.		
2.45 – 3.00	<b>SALLY SINCLAIR</b>		

# Plenary Speakers

## 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

## THE HON ED HUSIC MP

Shadow Minister for Employment Services, Workforce Participation and Future of Work, Shadow Minister for the Digital Economy

Welcome to Country

## ROWENA McNALLY

Independent Chair NESAs

Rowena has 20 years of experience as a board chair and director, including as a past Chair of Mount Isa Water Board and Catholic Health Australia, the Institute of Arbitrators & Mediators Australia and Cerebral Palsy League Queensland.

Rowena is currently a Director of the Resolutions Institute and North West Hospital and Health Service. She has served on/chaired numerous Property, Executive Appraisal and Finance and Audit Committees and is the current Independent Chair of NESAs.

## PETER BAINES OAM

Peter Baines OAM, developed his unique leadership style by leading international identification teams into Indonesia and Thailand following acts of terrorism and the 2004 South East Asian Tsunami. He would go on to work in the counter terrorism area of Interpol, spent time with the United Nations Office of Drug and Crime and also worked in Saudi Arabia and Japan after natural disasters hit those countries. But it was his work in Thailand that brought the biggest change. After meeting the children left orphaned by the Tsunami, Peter felt compelled to act and founded an Australian charity called Hands Across the Water which has gone on to create opportunities for hundreds of children across Thailand.

In January 2014, Peter Baines was recognised in the Australia Day honours with the awarding of the Order of Australia Medal for his International Humanitarian work.

## ROSIE BATTY

Together we will give victims a voice and demand our leaders act. Just over a year ago Rosie stood with representatives of Women's Legal Services Australia in Brisbane to launch their five-step plan to put safety first in family law.

For decades women's and community legal services have been at the frontline in dealing with victims escaping violence as they try to navigate the family law system.

Their dedicated lawyers and volunteers understand all too well the systemic problems these women and children face, and so they worked really hard to present a credible plan that provided practical solutions.

Then we all stood together, tens of thousands of us around the country, and we said loudly that it was time to fix family law. We started the 'Justice for Kids' petition. We gathered at the National Press Club to inform the nation's media. We took the petition to the election campaign and presented it on Luke's birthday. And we delivered it to parliament directly into the Prime Minister's hands.

## FLORA CARAPELUCCI

As Group Manager of the Disability, Employment and Carers Group, Department of Social Services, Flora's responsibilities include oversight of Disability Employment Services, the National Disability Strategy and carer policy and programs.

Prior to this she held various positions in the social services and employment portfolio departments. She has been involved in policy development, advice and implementation on a range of issues, including children's policy, family safety, welfare reform, harmonisation of Australia's work health and safety and workers' compensation arrangements, workplace relations and industry reform.

She has performed senior representative roles in various Commonwealth/state forums, before industrial tribunals and in international meetings, and has served on the Safety, Rehabilitation and Compensation Commission.

## BRETT DASHWOOD MASTER OF CEREMONIES

Brett Dashwood has a performance background, stretching back to the age of 7, as a boy soprano in the Southern Cross Boy's Choir.

Trained in Theatre, Drama, Radio, and as a Voice Actor, Brett has used the skills of improvisation and spontaneity on stage to build a reputation among corporate event organisers as an organised and entertaining compère and MC.

He is an active member of Professional Speakers Australia and was Convention CoChair for Professional Speakers Australia Convention 2016.

## FUTURE CRUNCH

Dr. Angus Herve is a political economist, journalist and media commentator specialising in the impact of disruptive technologies on society. He is the former community manager for Random Hacks of Kindness, the longest running and largest social hackathon in Australia, and the former editor of Global Policy, one of the world's leading international policy journals. He holds a Masters in Political Economy and a PhD in Government from the London School of Economics, where he was also the Ralph Miliband Scholar between 2009 and 2012.

Tane Hunter is a science communicator, futurist and bioinformatician. He has worked for the Royal Children's Hospital diagnosing rare genetic diseases in children and is currently completing his PhD at the Peter MacCallum Cancer Centre in Melbourne, using molecular biomarkers and artificial intelligence to better understand, diagnose and improve treatment for people suffering from cancer. He is also a former US mountain biking champion, and an avid sailor, participating in races around the world.

## GEORGIE HARMAN

Georgie Harman was appointed as the CEO of *beyondblue* in May 2014. She has significant and broad-ranging policy and service delivery experience in the community, public and private sectors in Australia and the United Kingdom.

From 2006-2012, Ms Harman worked at the Commonwealth Department of Health where she had national responsibility for Australian mental health, suicide prevention and substance misuse policy and programs, including those targeting Aboriginal and Torres Strait Islander people. She was one of the architects of the 2011 cross-portfolio National Mental Health Reform Budget package. At the same time, she was responsible for the early strategy and development of legislation to introduce plain packaging of tobacco products in Australia – a world first.

Ms Harman has also worked in the community sector and in private enterprise. She came to Australia in 1999 to be the inaugural Executive Director for the Bobby Goldsmith Foundation in Sydney – Australia's first and largest independent HIV/AIDS charity. She has also worked extensively overseas, particularly in non-government organisations in London.

## TONY HORTON

Tony has held Senior Vice President and Vice President positions in a number of international Fortune 500 companies. He is a former member of the Australian Defense Forces, and is trained in kidnap prevention and hostage negotiation.

Tony has worked across five continents including remote and high risk locations such as Central Mexico, South America, Sierra Leone and Democratic Republic of Congo. He has served as the lead trainer for the United Nations rescue personnel from Turkey, Singapore, South Africa and Australia in USAR, RAR and Heavy Rescue.

He is an Instructor in PHTLS (Pre Hospital Trauma Life Support), a World Extrication Champion and Team Manager, and Underwater Diving specialist instructor.

Tony is the Race Director of Ultraman Australia, a three day, 515 km triathlon held annually in Noosa, Queensland. He has finished three Ultraman events, include the World Championships, as well as 11 Ironman events.

Tony is one of today's foremost thinkers on risk management and how to drive organizational change. For over 25 years, Tony has helped his clients re-imagine the way they work by turning risk into opportunity, and has developed risk-based competency systems to ISO Standards.

## KERAN HOWE

Keran Howe is also the Co-Chair of the National Disability and Carers Advisory Council (NDCAC)

Executive Director of Women with Disabilities Victoria

Keran Howe has dedicated her professional life to advocacy and empowering and supporting women with disabilities.

As the Executive Director for Women with Disabilities Victoria (WDV), Keran has represented issues related to women's health, violence prevention and the rights of women with disabilities (and where these intersect) on a range of government advisory and community boards. Women with Disabilities Victoria's mission is to lead the way for women with disabilities, by being a voice, building partnerships, providing information and engaging the community.

Keran has been recognized for her contribution to the rights of women with disabilities by being inducted into the Victorian Women's Honour Roll. Keran has been a Churchill Fellow exploring screening for violence in antenatal settings.

# / Plenary Speakers

## DR. SEBASTIAN ROSENBERG

Fellow, Centre for Mental Health Research, Australian National University

Senior Lecturer, Brain and Mind Centre, Sydney Medical School, University of Sydney

Sebastian conducted a series of community meetings in relation to the review of the NSW Mental Health Act, working with an expert panel which included the NSW Mental Health Commissioner John Feneley. In 2013-14 Sebastian worked as a consultant to the NSW Mental Health Commission, developing a new Strategy to reform mental health in that state. In relation to suicide prevention strategy Sebastian conducted a series of community consultations around suicide prevention and mental health promotion with a final report and recommendations presented to the NSW Suicide Prevention Advisory Council in August 2012. He also provided consultancy assistance to the New Zealand Ministry of Health in relation to suicide prevention and to Lifeline in relation to telehealth.

Sebastian is currently working with several Primary Health Networks to assist in implementation of current mental health reforms. Sebastian provided consultancy services to the Commonwealth Government in relation to the application of Activity Based Funding to mental health. He is a member of the Mental Health Expert Group of the Independent Hospital Pricing Authority. Sebastian is a member of the Sydney Health Policy Network and the Sydney Health and Work Research Network.

## VICKI RUNDLE

Vicki Rundle was appointed as Deputy Chief Executive Officer (Acting) for the Markets and Supports Group on 1 February 2017 with the National Disability Insurance Agency. In this Group Vicki has responsibility for the Business Transformation, Markets and Providers and People and Culture Divisions.

Vicki was previously the General Manager for Operations from 29 October 2015 and was leading the implementation of the NSW, ACT, SA and Tasmanian bilateral agreements, including the establishment of regional offices in those states. In October 2016, Vicki moved into a national office operational policy and co-ordination role in the operations arm of the NDIA.

Vicki has worked in senior executive roles in the Commonwealth and State Government in a range of health and human services across policy and corporate roles. Vicki was awarded a Public Service Medal in 2013 for her work on the COAG national early childhood quality reforms.

Vicki's is also a Graduate Member of the Australian Institute of Company Directors, and a qualified coach recognised by the Institute of Executive Coaching and Leadership.

## SALLY SINCLAIR – CEO

Sally Sinclair is the CEO of the National Employment Services Association, the peak body for the Australian employment services sector. Sally has been instrumental in informing key stakeholders both domestically and internationally on addressing employment and inclusion challenges including strengthening the integration of employment, education and training, and increasing employment of disadvantaged job seekers including Indigenous job seekers, people with disabilities, long term unemployed, youth and mature aged.

Sally has over three decades of domestic and international expertise in the design, development and delivery of employment services. Her experience spans the not for profit and for profit sectors, as well as numerous government appointments and industry expert groups. She has presided over and participated in many national and international employment related events.

Sally is a member of the Australian Government's National Disability and Carers Advisory Council (NDCAC), Chair of the NDCAC Employment Reform Working Group and is a member of the Disability Employment Services Reference Group. Among her expert roles, Sally was a member of the Australian Government's Welfare Reform Reference Group and the G20 Civil Society 20 (C20) Steering Committee, and chaired the C20 Inclusive Growth and Employment Working Group. Sally is the Vice-Chair of the OECD LEED Programme's Forum on Partnerships and Local Development and is an expert advisor to the OECD LEED Programme's Employment and Skills Strategies in Southeast Asia (ESSSA) initiative. Sally holds a BSc (Hons) from the University of Melbourne, majoring in neuropsychology.





# Workshop Presenters and Facilitators

## CYNTHIA ANDREWS

### Chandler Macleod 2017 Finalist Champion Employer of the Year

Cynthia has a 22 year career in the recruitment industry. In the past seven years she has had a national focus on Commonwealth and State funded employer initiatives to assist long term unemployed transition to meaningful and sustainable employment. These initiatives have been strongly endorsed by both State and Federal government agencies and have included her involvement in strategy meetings that shape policy to enhance employer engagement whilst being responsive to the changing economy.

Cynthia is passionate about enabling disadvantaged workers to find a pathway to employment which allows them to tell their story rather than working under a highly transactional model that views gaps in resumes as negatives and creates barriers.

## BRENDAN BOURKE

Brendan joined yourtown in 2004 to work in establishing yourtown's employment, education and training programs and its associated regional delivery network.

He is now Head of yourtown Client Services, and manages our decentralised service delivery network across five states and all of our Helpline services.

Prior to working with **yourtown** Brendan spent 16 years with the federal Department of Education, Employment and Workplace Relations (DEEWR) in a variety of operational and senior management positions.

## PAUL BROWN

Paul is General Manager of Jigsaw, a social enterprise which exists to create employment, training and skill development opportunities for people with disability. We achieve our goal through socially responsible outsourcing services for corporate and government, particularly in the area of information management.

Jigsaw currently operates from an accessible work hub in Sydney, in which large information management contracts enable Jigsaw to provide immediate, sustainable employment, alongside training and skill development opportunities for individuals struggling to find employment elsewhere.

## MATT CLARKE

Matt is the Deputy CEO of the National Employment Services Association, the peak body for the Australian employment services sector. Matt has led significant reform projects across remote Australia over the last four years focusing on building capacity and workforce development, particularly in Indigenous communities. Matt has over 14 years' experience working in the employment services sector including executive management roles both at a strategic and operational level, and 10 years' experience working in the community services sector, including 7 years as an Aboriginal Health Worker. Matt holds a BSc (Hons) from the University of Wollongong, majoring in Indigenous Health.

## MICHAEL COOPER

### Fletcher International Exports 2017 Finalist Champion Employer of the Year

As Training and Compliance Manager and after four years of administering and coordinating a New South Wales State mentoring program 'The Way Ahead for Aboriginal People' providing support for Aboriginal and/or Torres Strait Islander Apprentices and Trainees (including school based arrangements), Michael has been able to see the benefits of employment opportunities created for fellow Aboriginal people. Even more importantly, the reward in seeing a fellow Aboriginal and/or Torres Strait Islander succeed in being able to access assistance to achieve further employment opportunities. This service of providing employment and training opportunities also extends to mainstream Australians accessing services to specifically address the Youth unemployment rates in regional Australia.

## CHRIS D'SOUZA

Chris D'Souza is the Director of the Disability Employment Services (DES) Policy Team in the Department of Social Services and is currently working on the reforms to the DES program. Chris has worked in the Commonwealth Government's employment and related services for the past eight years. During that time Chris has had various policy and program management roles including Job Services Australia (the precursor to jobactive), Employment Service Assessments and DES.

## NICOLE DWYER

Nicole Dwyer is the CEO and Director of Workskil Australia, a not-for-profit jobactive and DES provider operating across SA, Victoria and NSW.

Nicole has been working either directly in the employment industry or consulting to the sector for over 20 years. She has tertiary qualifications in Psychology, Education, Social Science and Business and participated in the AICD Company Directors programme.

## MATT ELDRIDGE

### Director Controlled Chaos

Matt Eldridge is the Director of Controlled Chaos and has over 20 years practicing and studying leadership and management in a range of community and business settings.

Matt is committed to innovation and motivating teams. A strategic thinker and strong communicator and teacher, Matt's diverse experience has grown to create very practical approaches to training, management and technology.

Matt has spent many years working for employment services providers over a range of different contracts in the roles of performance management, learning and development, site management and compliance; and his focus (and enthusiasm) has always been about providing staff, teams and organisations the training and tools to achieve stronger outcomes.

## BRONWYN FIELD

Bronwyn Field is currently an acting First Assistant Secretary in the Department of the Prime Minister and Cabinet (PM&C). She is currently leading PM&C's Community and Economic Development Division within the Indigenous Affairs Group. Bronwyn is responsible for delivering the Government's reforms to employment and participation services in remote Australia and has held a range of senior roles within the Indigenous Affairs portfolio, over a 10 year period. These roles have spanned remote Indigenous Housing, welfare reform and leading the Commonwealth's Indigenous Affairs agenda through the Council of Australian Governments.

## RICHARD FURNARI

### NESA 2016 National Award Winner – Innovation in a Disability Employment Team

### Dealer Principal and General Manager of Fuso Trucks Geelong the 2013 "Fuso Dealer of the Year".

At Fuso we believe in the provision of excellence in both product and customer service. In 2013 Mitsubishi Fuso became the Number 1 selling Truck in the Western District PMA which includes Geelong, Colac and Warnambool. Fuso Geelong also became the Number 1 Dealer in Victoria for Volume Sales for 2013.

## ANNETTE GILL

Annette Gill is a consultant with a wealth of experience in social policy, government relations, competitive procurement and operational management. Following her studies in Applied Psychology, Annette's diverse career has spanned human services with roles focused on homeless youth, substance users, disadvantaged families, people with disabilities, survivors of sexual assault and employment services. Annette has worked with not for profit, private and government organisations. Annette has been involved in State and Commonwealth funded employment services since the early 1990's and has a substantial record of accomplishment in frontline delivery and organisational leadership. Annette was NESA's Policy Manager from 2003 to 2013 has recently returned as the Principal Policy Advisor in a part time capacity.

## JULIE GRAHAM

Julie Graham is currently the Executive General Manager of Karingal St Laurence Disability and Social Engagement. She oversees a range of services and programs including personal and community support, supported accommodation, mental health services, respite and support.

Julie has been at Karingal over 22 years and has managed a range of disability and employment programs, including Job Network and Disability Employment Services. She is currently active on a number of networks including her role as chair of the Barwon 'Australian Disability Enterprise' Network, State Committee member of National Disability Services and Geelong Region Action Network for Disability (GRAND).

She has been actively involved in the NDIS Trial in the Barwon region for the first three years and the subsequent full scheme roll out.

## ALI JALAYER

Ali is Branch Manager for Specialist Programmes and Policy Branch Youth & Programmes Group, Department of Employment.

His branch is responsible for the implementation and creation of a range of specialist programs and policies nationally. Ali oversees four teams within his branch; Specialist Programmes & Policies, New Enterprise Incentive Scheme, Early Intervention Programs and Encouraging Entrepreneurship.

Ali has played a key role in the development and implementation of the *jobactive employment services which was implemented from 1 July 2015*.

# / Workshop Presenters and Facilitators

## BENEDIKTE JENSEN

Benedikte Jensen is Group Manager, Labour Market Strategy Group at the Department of Employment. Benedikte's group is responsible for: design of the employment services system, employment policy to support disadvantaged jobs seekers into work, support for retrenched workers and labour market research and analysis.

Benedikte has held senior roles in both the Australian and New Zealand public services. She was Division Head in the Commonwealth Department of Environment responsible for communications; internal audit, strategic policy, budget coordination and international engagement. Earlier she was First Assistant Secretary responsible for Climate Change Adaptation and Science and Public Affairs in the former Department of Climate Change and Energy Efficiency

In New Zealand Benedikte held senior roles as Deputy Secretary of the NZ Department of Labour, a Division Head in the NZ Treasury (including running the Tax Policy Division and leading welfare reform), and advised the Prime Minister Helen Clark on Financial and Economic Matters during the Global Finance Crisis. Her non-public service roles have included: Research director of the Public Policy Think Tank 'The NZ Institute'; senior analyst in the Federal Reserve Bank of San Francisco, and Economic Consultant.

## RENAE LOWRY

**Renae Lowry was appointed as the new executive director at MatchWorks in May 2016.**

Renae joined MatchWorks following a long and successful career working in employment services, both at the frontline of operations and as a senior manager.

Renae delivered Disability Employment Services and Job Services Australia in New South Wales and Victoria, before working in the UK for the past six years delivering their employment services program.

More recently she conducted research for UK-based community services organisation Shaw Trust. Renae remains excited about the opportunity to lead MatchWorks.17

## PAUL MAGUIRE

Paul Maguire, (B.Com, Grad Dip Labour Relations Law) is the Director of Maguire Consulting, a business consultancy service specialising in employee relations' advice, research and business development. Paul has been a trusted adviser to NESAs and the employment services industry since 2000. Amongst his achievements has been overseeing the making of the modern Labour Market Assistance Industry Award at the Fair Work Commission and the bi-annual National Survey of Remuneration and HRM Performance. Paul is also the author of HR for small business for Dummies. His business has a national focus advising and representing businesses throughout Australia.

## JESSICA MAY

**Founder and CEO, Enabled Employment**

Jessica is the founder of the innovative web based Enabled Employment, which is an online jobs portal for people who are disadvantaged, such as people with a disability, carers and service men and women.

Enabled Employment was founded after Jessica's own experience as a highly experienced worker with a disability and is a commercial private entity with an entirely new approach to eliminating barriers to employment. The company uses multiple innovative elements including the use of remote work, the employment agency business model and the latest cloud technology to make finding suitable work easy for both businesses and candidates.

Enabled Employment has won multiple awards including the Australian Web Industry Award for Best Commercial Website, a Chief Minister's Inclusion Award for Excellence in Innovation, an Award in the Startup category, a United Nations National Disability Awards and the Australian Human Resources Institute Graeme Innes AM Disability Employment Award

Jessica has also been recognised personally by winning the National Telstra Women's Business Awards in the Startup category and also recently being recognised as one of Australia's top nine most influential entrepreneurs.

## MICHAEL MCGANN

Michael is a Research Fellow in the School of Social and Political Sciences and a member of the University of Melbourne's Policy Lab. His work focuses on the intersection between employment and disadvantage, specialising on issues related to ageing and employment, welfare reform and public employment services.

Currently, Michael is working with Professor Mark Considine, Prof Jenny Lewis, and Dr Siobhan O'Sullivan on comparative studies of employment services systems and the impacts of policy reforms at the frontline. Michael's interest in social policy also extends beyond academia. For several years he worked at the Brotherhood of St Laurence's Research and Policy Centre and, before that, as a researcher with the Parliament of Victoria's Family and Community Development Committee.

## NIAMH McTIENAN

Niamh Mc Tiernan is the Senior Service Development and Practice Manager at the Brotherhood of St Laurence. She currently works across the Youth Transitions portfolio on programs in youth employment, education, homelessness and Out of Home Care space. Prior to working with the Brotherhood Niamh worked on the development and management of the Victorian Education First Youth Foyers. She holds a Masters in Ethnic and Racial Studies from Trinity College, Dublin.

## DR. PHUC NGUYEN

Phuc Nguyen is a Research Fellow in the School of Social and Political Sciences at the University of Melbourne. Phuc specializes in the welfare state, especially the delivery of employment services. She also has an interest in logistics and supply chain management. She has published three book chapters and several journal articles.

## REBECCA NICHOLLS

Rebecca Nicholls (B.Soc.Sci/MASRC) is the Managing Director of Global Skills. Global Skills delivers jobactive across 2 Regions and DES across 5 ESA's from 18 full time locations.

Rebecca's 14 years at Global Skills includes delivering generalist and specialist Indigenous employment services, managing an RTO and an Occupational Rehabilitation business. In addition, Rebecca has managed a Not for Profit Brain Injury Rehabilitation service in the UK. Rebecca's governance experience includes community and private sector boards.

Rebecca aims to contribute her governance experience, operational knowledge, strategic advocacy, policy skills and her passion about the sector, to support NESAs' representation for all members.

## NICK PEARCE

**Co-founder of Homeless of Melbourne and HoMie**

NICK Pearce a champion of the homeless was recently awarded for his dedication to the cause, taking out the 2017 Victorian Young Achiever Award for leadership.

HoMie is a street-wear clothing social enterprise that provides brand-new clothing, training and job opportunities to people experiencing homelessness or hardship.

Clothing is distributed to the homeless community during monthly VIP Shopping Days in HoMie. On these days, people experiencing homelessness are invited through a partnered service to be our VIP customers, and receive five free items of brand-new clothing to choose at their own discretion, grooming, food/refreshments and a friendly chat with our team of staff and volunteers. Apart from providing clothing, HoMie VIP Shopping Days aim to increase feelings of social connectedness, and also bring our VIPs into contact with the HoMie support network.

Alongside VIP Shopping Days, HoMie trains and employs young people who are transitioning out of homelessness. In this way, HoMie aims to provide a genuine pathway out of homelessness.

## BRYN PEARS

Bryn is Managing Director of Silly Yak Foods who manufacture a range of bakery products in an environment which is 100% wheat free, 100% gluten free and 100% peanut free.

They are currently working on developing Silly Yak Foods from a niche food manufacturer to a dominant player in the Australian gluten free food segment.

Silly Yak Foods has employed more than 20 job seekers over a period of four years from jobactive and Disability Employment Services in a variety of positions as team leaders and shift leaders.

## JOHN PERRY

John is currently the Manager of Jobs Queensland Limited, a ParentsNext provider in Logan. He also provides consultancy services to industry in activating their corporate social responsibility agenda as well as growth opportunities for social enterprises. Both ultimately benefit disadvantaged, Indigenous and refugee people. He provides connection between industry and disadvantaged people mainly through networks with the Government funded providers.

He has four plus decades experience in the employment, training and education arena on both the provider and Department sides.

He believes that work is the primary path to economic independence, social inclusion and wellbeing.

# / Workshop Presenters and Facilitators

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## KEVIN ROBBIE

Kevin is a Director at Think Impact ([www.thinkimpact.com.au](http://www.thinkimpact.com.au)) where he leads their work on social innovation. Think Impact has an impact-led design approach to tackling complex social problems.

Having worked in the community sector for over 20 years, Kevin is passionate about social change and how to achieve greater social impact. He is a consultant, author, presenter, mentor, social innovator and entrepreneur.

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## MARK RODDAM

Mark Roddam is Assistant Secretary of the Strategic Priorities Branch in the Indigenous Affairs Group at the Department of the Prime Minister and Cabinet. In this role, Mark has responsibility for the department's Indigenous employment programmes such as the Employment Parity Initiative, Vocational Training and Employment Centres and Tailored Assistance Employment Grants. Mark's branch also has policy responsibility for the Indigenous Land Corporation. Prior to his current role, Mark was a senior executive at the Department of Employment, primarily in the workplace relations area of that department.

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## ANTHONY STEEL

Anthony is the CEO of Mission Providence, a jobactive, NEIS and WfD Coordination provider delivering services from over 60 locations across the country. Anthony has 18 years' experience in the employment services industry, previously working at Mission Australia in a variety of operational and management roles.

Mission Providence is a joint venture company with a mix of 'for-profit' and 'not-for-profit' national and international joint venture partners.

Anthony is passionate about employment services and the part employment plays in changing lives, and, believes in the key role that the employment services industry has in finding solutions to individual and community disadvantage.

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## TESSA THOMPSON

Tessa is General Manager Policy & Communications with NESAs and has 20 years' experience in policy, research and government advocacy roles related to disability, mental health, employment, workforce and international negotiations.

Career highlights include: contributing to the design of National Disability Insurance Scheme; close involvement in negotiations at the United Nations on the Convention on the Rights of Persons with Disabilities; working in a senior Minister's office as a public service advisor; representing New Zealand in international fora such as the International Labour Organisation and APEC; invited keynote speaker for 'MIND' in Britain, to promote strategies for achieving social inclusion; leading complex policy projects for the NZ Ministry of Social Development and Department of Labour; and more recently advocacy and critical thinking work for the National Employment Services Association.

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## ALICIA WEIDERMAN

Alicia is Senior Policy Advisor/Project Manager with NESAs and believes strongly in the power of training and employment to change the lives of people, families and communities. In her career, Alicia has held positions within the Department of Employment and the Department of Prime Minister and Cabinet including overseeing the Commonwealth's previous \$33 million Indigenous Employment Program in Queensland, and reforms to both the Community Development Employment Programme (CDEP) and the Remote Jobs and Communities Programme (RJCP). In her consulting work, Alicia has worked in Australia and New Zealand, assisting organisations to form stronger relationships with Government, develop and implement employment programs more effectively and delivered organisation service and performance reviews.

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## JODIE WILLMER

Jodie is a facilitator Conscious Governance and a Board Succession and Diversity Strategist with over 15 years' experience in CEO and senior management roles in Not-For-Profit and industry associations sector. Jodie helps Boards and CEO's of Not-for-Profit organisations to be strategic, and achieve their vision, in a vastly changing world. She works with Boards and CEO's to help them devise and define their strategic direction; assisting them to conceive and develop short and long term strategies that achieve organisational agendas and goals. She also assists them to redefine and redirect culture, change management and organisations identity to focus on their mission and operate from a place of strategic awareness and insight.



# Rapid Knowledge Exchange Facilitators

## SIMON ARNOLD

Simon Arnold has worked in a number of roles in the Department of Employment since 2011, monitoring and analysing job seeker outcomes, a senior liaison role in the Minister for Employment's office and most recently, the implementation and management of the PaTH Internships program. Simon also has worked for other government agencies in Australia and the United Kingdom in information management and analysis roles.

## MICHELLE BOUNDY

Michelle Boundy is currently leading the Work for the Dole branch in the Department of Employment. Michelle joined Employment in October 2016 from the Department of Education and Training. Michelle has worked in various roles in the Australian Public Service since moving from the private sector in 1994 covering policy, program, service delivery, regulatory and corporate functions.

## IAN BRIDGER

Ian is Director of Across Culture and has over 30 years' experience within the Employment and Training sector, 10 of these years were spent working in Europe and Asia. Ian has completed an MBA majoring in Organisational Learning and Change, is a qualified trainer and is currently teaching management, leadership development and cultural diversity subjects to undergraduate and post graduate students at The Australian College of Applied Psychology.

Ian has been working with Indigenous communities and business for the past 10 years in the areas of education, training, employment and organisational behaviour. As a result of the work that he has done Ian received a special acknowledgement at World Indigenous Day held at Sydney Town Hall in 2007 and has been given an associate membership with the Babana Men's Group Redfern.

## KATRINA CURRIE

As General Manager for Work and Learning at the Brotherhood of St Laurence, Katrina manages the Brotherhood's flagship employment and training programs including ParentsNext, Jobs Victoria initiatives, the employer-led Given the Chance programs, and the Brotherhood's Registered Training Organisation.

Katrina has over fourteen years' experience in the design, development and delivery of high quality labour market and urban regeneration programs to ensure people with barriers gain a job, sustain their employment and progress and as extensive policy development and operational experience at all levels of government and in the not for profit sector in Australia and the UK.

## TY EMERSON

Ty Emerson is Branch Manager, Job Seeker Activation and Compliance in the Department of Employment. He leads a Branch with national responsibility for job seeker activation, the job seeker compliance framework and the design and implementation of a range of participation measures.

Ty holds a Master of Public Administration from the Australian National University, Post Graduate Diplomas in Rehabilitation Counselling and Professional Development Education and a BA (Psychology). He has worked in a range of social, education and employment policy and program areas for over 30 years, including 10 years as a Senior Executive in the Australian Public Service.

## JAMES JORDAN

James Jordan is the Director of the Occupational and Industry Analysis section of the Labour Market Research and Analysis Branch in the Australian Government Department of Employment, where he has worked since 2012. His team is responsible for the department's employment projections and Internet Vacancy Index, as well as analysis of employment data.

## RAY LEGGOTT

Ray has worked as a digital communications specialist for 20 years in Sydney, London and New York. At the Department of Employment, as Director of on Line Engagement and Learning, his core goal is to get more people engaged with the Department's online services. He has spearheaded initiatives such as a YouTube and Instagram channel for job seekers, an online collaboration platform, behavioural economics email trials and a new Learning Management System for Providers.

## SHARON MAMO

Sharon is a qualified human services program designer and facilitator with many years of experience in Human Resources. For the last 5 years Sharon has focused on researching and working with disengaged clients and their complex needs. Sharon combines clinical psychotherapy and professionalism with a natural and down to earth approach. Sharon is a qualified Drug and Alcohol facilitator, Psychotherapist & Social Sciences Professional. Sharon is an expert on encouraging clients to question their current beliefs and inspiring them to want to make change.

## ANNE RAINGER

Anne Rainger is the Director of the Employment Fund team and has more than 10 years' experience in the development and management of employment programs.

## MICHEAL WHITMORE

Micheal Whitmore is a Branch Manager in the Department of Employment Melbourne Office. Micheal is responsible for managing contracts with a range of Employment Service providers and engaging various stakeholders regarding local labour market issues and activities. In addition to these roles Michael manages the Departments Victorian Labour Economics Office.

Micheal has previous experience in a range of Commonwealth agencies including the Department of Social Security, Centrelink and the Department of Family & Community Services. Micheal holds a Master of Public Policy and has an interest in constructively addressing barriers to economic and social participation in the community.

## DAMIEN OPOLSKI

Damien recently joined NESAs as Senior Policy Advisor after an extensive career with the Department of Employment, most recently as Manager of the Learning Centre. He is passionate about professional development and helping consultants to develop the skills and knowledge they need to be the best they can be.

## DR. LOUISE O'RANCE

Louise O'Rance is the Director of Employment Services Performance and Analysis at the Department of Employment, responsible for the jobactive performance framework and analysis of employment services data including the Star Ratings. Louise has been working in statistical analysis and performance measurement roles in the Australian government for 12 years, across the health and social services sectors.

## MARIA SMITH

Maria is the founder of Bounce Consulting, a multi-award winning organisation delivering "life-skills" and professional development to leaders within employment services and corporate organisations in Australia and internationally.

Maria has an excellent reputation in the facilitation of workshops for leaders, providing self-awareness on how the impact of their unconscious and conscious communication influences the behaviours of their employees.

Maria provides elegant influencing techniques for leaders to achieve their desired goals/results, creating the links to move from good to better, and ultimately, best practice. Maria's workshops and presentations are profound and powerful, leaving you wanting more.

## HELEN WILLOUGHBY

Prior to her current role as the Group Manager, Delivery and Engagement, Department of Employment Helen was the Group Manager, Communication and Parliamentary, DEEWR, the first Chief Executive Officer of the Outdoor Media Association, the peak national organisation representing outdoor advertising companies and suppliers and the Group General Manager for Communications at RailCorp (NSW passenger transport system) Helen also worked as the head of the Communications team for the Parramatta Rail Link Company. These positions included extensive stakeholder and issues management.

Helen was an independent Board member of the Public Transport Ticketing Corporation (PTTC) for three years, and also a voluntary Board member of the Sydney arts organisation Carriageworks. She is currently a voluntary member of the Women's Advisory Board for The Big Issue.

# / Our Awards Judges

## DR PETER LAVER AM

Positions currently held include Vice President – Australian Academy of Technological Sciences and Engineering, Director – Strategic Industries Research Foundation, Director – Australian Centre for Innovation, Member – Gambling Research Peer Review Panel, and judge for various awards such as Engineering Excellence and Business-Higher Education Roundtable.

A large number of past activities involved employment and related services. Positions included Director of Job Network provider WorkPlacement, later Key Solutions, from 1994 to 2003. A range of other roles that impacted on employment and training have been held including Chair – Community Advisory Council for the Community Support Fund (2000-06), Trustee – Ronald Henderson Research Foundation, a sponsor of social economic research, (1999-2007), Chair – Victorian Learning and Employment Skills Commission (2002-2004), the body responsible for all vocational education and training in Victoria, including the LLENs, Chancellor – Victoria University of Technology (a Job Network provider) (1995-2000), and Chair – National Board of Employment, Education and Training (1992-1997), the then federal government's principal source of policy advice on these matters.

Working career was 40 years spent with BHP in a range of senior line and staff management positions in steel, minerals, transport, research and external affairs. Peter graduated from University of Melbourne in 1962 with B. Eng (Metallurgical). Centennial Medal 2001, Member of the Order of Australia (AM) in January 2005.

## DAMIEN WOODS

Damien currently works in a management role in Global Shared Services for ANZ, largely focussed on organisation design and transformation projects. Prior to that he held a global talent management and leadership development strategy role at Rio Tinto and consulting role with Ernst & Young. Damien also worked with the Centre for Business Work and Ageing, a research and consulting unit at Swinburne University focussed on the study of the ageing workforce and the impacts this is having on employment globally.

## ADRIAN PANOZZO

**Churchill Fellow CEO,**

**Director Better Life Group**

Adrian has over 20 years' experience as an executive and senior leader in a variety of corporate, government and not for profit roles. He currently provides advisory and coaching support to senior leaders across a diverse range of organisations involving elite sport and sport development, financial services, IT, construction, tertiary education and travel industry.

He has achieved national and international recognition for designing, facilitating and implementing leadership, high performance, sport and recreation, CSR and organisational development programmes.

Working with his clients, Adrian is also able to draw on over 25 years' experience of competing, coaching, and performing at an elite level across a number of sports including:

- › AFL Field Umpire between 1989 and 1996
- › 10 x Ironman Triathlon finisher including the Hawaiian Ironman World Championships
- › Twice finished the Marathon de Sable, a 250km race across the Sahara Desert described by CNN as the hardest stage race in the world
- › 2nd and 4th place team in the 100km Oxfam Trailwalker Challenge.

## DR. SEBASTIAN ROSENBERG

**Fellow, Centre for Mental Health Research, Australian National University**

**Senior Lecturer, Brain and Mind Centre, Sydney Medical School, University of Sydney**

Sebastian conducted a series of community meetings in relation to the review of the NSW Mental Health Act, working with an expert panel which included the NSW Mental Health Commissioner John Feneley. In 2013-14 Sebastian worked as a consultant to the NSW Mental Health Commission, developing a new Strategy to reform mental health in that state. In relation to suicide prevention strategy Sebastian conducted a series of community consultations around suicide prevention and mental health promotion with a final report and recommendations presented to the NSW Suicide Prevention Advisory Council in August 2012. He also provided consultancy assistance to the New Zealand Ministry of Health in relation to suicide prevention and to Lifeline in relation to telehealth.

Sebastian is currently working with several Primary Health Networks to assist in implementation of current mental health reforms. Sebastian provided consultancy services to the Commonwealth Government in relation to the application of Activity Based Funding to mental health. He is a member of the Mental Health Expert Group of the Independent Hospital Pricing Authority. Sebastian is a member of the Sydney Health Policy Network and the Sydney Health and Work Research Network.

## AWARDS ABSOLUTE

### LIZ RIVERS MANAGING DIRECTOR

**Global awards coach, educator and events thought leader**

**Excellence and business awards director. Submission and bid writer**

**Destination and incentive consultant**

**Queensland Signature Events**

**Events Tourism Associates**

### JUSTIN NICHOLAS

**Photographer**

Since our inception as a company in 1997, Atmosphere Photography has supplied creative concepts and finished images to many of Australia's most prominent businesses.

### TONY POYNTER PRODUCTIONS

**Executive Producer**

**AV Project Director**

## YRD EVENT MANAGEMENT

### MARY SPARKSMAN MANAGING DIRECTOR

It is through our experience working with a diverse range of different events and organisations that we have developed the appreciation of what our clients seek to achieve by engaging professional event managers.

# / Major Sponsors

## CONFERENCE SUPPORTER EXCELLENCE IN INDIGENOUS EMPLOYMENT AWARD, ACHIEVER OF THE YEAR AWARD & CHAMPION EMPLOYER OF THE YEAR AWARD.

### DEPARTMENT OF EMPLOYMENT

The Australian Government Department of Employment is responsible for national policies and programmes that help Australians find and keep employment and work in safe, fair and productive workplaces.

## INNOVATION IN DISABILITY EMPLOYMENT – TEAM AWARD

### DEPARTMENT OF SOCIAL SERVICES

The Department of Social Services (DSS) IS THE Australian Government's lead agency in the development and delivery of social policy, and is working to improve the lifetime wellbeing of people and families in Australia.

## DISCOVERY GRANT SPONSOR

### KINETIC SUPER

Kinetic Super is proud to be the principal sponsor of the NESAs Employment Discovery Grant for the seventh consecutive year. The grant recognises outstanding leaders in the employment services industry and provides recipients with a fantastic professional development opportunity in a global context. We hope the recipient will enjoy their time at the 2018 OECD LEED Forum next year and we're sure this experience will provide invaluable knowledge and insights to propel them further in their career.

# / NESAs Exhibitors

### alffie

alffie is passionate about creating engaging and inclusive online training that provides students with real-life skills and that leads towards sustainable employment.

We are excited to announce that, in 2017, we will be launching an innovative new app that takes a holistic approach to supporting students. Providing students with greater flexibility in their study and, with job search and wellbeing support features, will further enhance their ability to find and sustain employment.

### BOUNCE

For ten years Bounce has been delivering programs throughout Australia and in the last 3 years internationally; working with a multitude of clients; from large businesses, helping develop better communications in the workplace, to individuals, providing clarity and motivation for their future. Bounce has extensive experience delivering customised training programs in Employment Services, Government and Corporate Sectors for all levels of staff training, from annual strategic planning to ongoing professional development for leaders and front line staff. Bounce provides a dynamic yet non-traditional approach to motivating people into making real and lasting changes in their lives and the lives of others. Going beyond standard training, Bounce evaluates values, beliefs and motivations of an organisation and individuals, providing insight and direction towards 'a life more positive' by teaching effective communication techniques and positive self-awareness, resulting in greater gains personally and professionally.

### DEPARTMENT OF EMPLOYMENT

**Four ways the Department can help you get job seekers into work.**

1. Track your job seekers online at [jobactive.gov.au](http://jobactive.gov.au)  
When your job seekers apply for jobs on the jobactive website, you see exactly what they're doing through ESS Web.
2. Get up to speed on IT systems and policy at the **Learning Centre**. Log in through ECSN.
3. Have your say on policy and IT development at **Let's Talk Employment**. Log in through ECSN.
4. Help your job seekers help themselves. There's a heap of tips and inspiring stories at [youtube.com/jobactivejobs](http://youtube.com/jobactivejobs)

### GEOGRAPHIC SOLUTIONS

Geographic Solutions is the nation's leading provider of integrated software for state and local workforce agencies in over 30 states and U.S. territories. Our solutions address all federally-funded workforce programs, including WIOA, Unemployment Insurance Benefits/Tax, WP, TAA, WTP Case Management, Labor Exchange, Job Aggregation, Labor Market Information, and Fund Tracking

### JOBREADY

At JobReady, we recognise the important job our customers perform in providing skills and jobs in Australia and beyond. It is our role to support them to be the best they can be through better software. We blend the right mix of industry expertise and modern technology. We take the time to understand our customers' businesses, think deeply about their problems and opportunities and then, devise modern and innovative solutions to help them succeed.

# / NESA Exhibitors

## HIVETEC

Hivetec Australia has been developing and maintaining enterprise software solutions for the Australian employment services industry since 2008. Hivetec's Bridge for DES and jobactive delivers an integrated Client Management and Customer Relationship Management system that leverages the most advanced ESS integration on the market, minimising the need for consultants to work across multiple systems and providing management with comprehensive access to and control of their data.

In 2017, Hivetec has exclusively and seamlessly integrated the most powerful jobseeker portal in the market, MyWorkSearch, into Bridge Employment. In the second half of 2017, Hivetec will also have launched its new care solution, Bridge Care, which will provide an articulated solution from DES to NDIS to Care and enable more Australians to have choice and control over their personal well being.

## KINETIC SUPER

We're Kinetic Super, the super that moves with you.

We're passionate about keeping Australia's super moving so it can gain momentum and grow for the future. That's why we've made it our mission to help members stay connected to their super – because today's modern workers are on the move in their lives and careers.

We're nimble so we can adapt to your business needs. Together, we can add value to your employee value proposition to help your employees reach retirement in great shape – that means happy, healthy and financially fit.

Best of all, we're profit-for-member and don't have shareholders to pay. So any profits go back to members in the form of lower fees and better services.

## MARSH ADVANTAGE INSURANCE

Marsh, the world's leading insurance broker and risk advisor, is proud to be endorsed as the insurance broker for NESA Members. Our policies are all compliant with the Service Deeds you all carry.

**Members of NESA can now take advantage of a broad range of insurance products which include:**

- > public and products liability insurance which extends to cover placement of candidates at host locations
- > property cover including building and contents with built in protection for cases of underinsurance
- > business interruption cover to help your business recover from loss;
- > combined product which includes directors and officer's liability, professional indemnity, employment practices liability and employee fraud
- > motor vehicle fleet insurance with automatic cover for additional vehicles.

## PARKHOUSE BELL RECRUITMENT

Parkhouse Bell International Recruitment & Consulting specialise in employment services, vocational education and training and healthcare sectors, providing permanent, temporary and interim staffing solutions at an executive and operational level.

Operating from our headquarters in Brisbane since 2008, Parkhouse Bell has supported organisations in the Australian Employment Services sector through the Job Network, Disability Employment Services and jobactive contracts. Our knowledge and candidate networks extend through our international work in the Middle East and United Kingdom.

We are currently developing a range of new recruitment and consultancy services for the Australian market in the vocational education and training and healthcare sectors.

## SoNET SYSTEMS

SoNET is an Australian software company based in Melbourne. Providing software development, support and consulting services nationally and internationally since 1995, our core products and services include:

- > **iCase** (SaaS) – CMS, CRM and case management software for jobactive, DES, NDIS, aged care, fund raising and community services. Solution is mobile enabled with mobile apps **iCaseGo** and **JSLink**
- > **Assessment Master™** (SaaS) – large scale item and test authoring, test delivery, marking, translation and reporting software – used by the governments nationally and internationally
- > Custom software development and ICT security consulting

SoNET is **ISO 27001:2013** ICT security certified and **ISO 9001:2015** Quality Management System certified company. SoNET is Australian Federal Government **IRAP** security approved SaaS provider.

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