



# NESA INDUSTRY PARTNERS



nesa  
national employment services association

**Creating a  
Competitive Edge**

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# WELCOME

As the peak body for the Australian employment services sector, NESA is continually exploring how we can support our members in their daily delivery of contracted services. As your peak sector association, we recognise the challenges, margins, and overall satisfaction of assisting job seekers into sustainable employment.

It is in this context that NESA is proud to offer **NESA Industry Partners** to our members. Our national network of industry professionals enables members to access services which will complement the delivery of contracted employment services across all key programme areas.

NESA is committed to developing a resource pool of suppliers that gives our members immediate access to cost competitive, customised and responsive services.

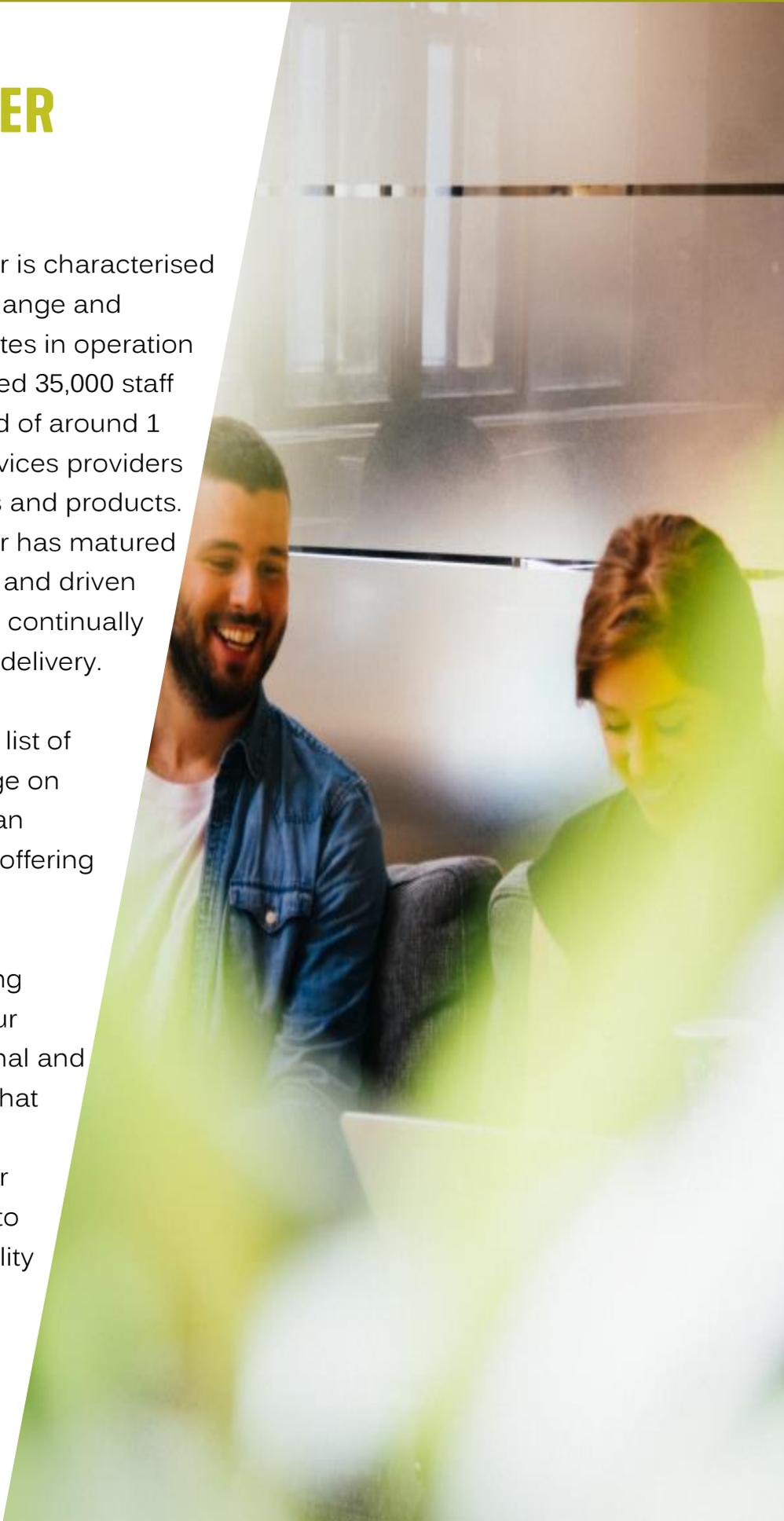
# INDUSTRY PARTNER PROGRAMME

## INDUSTRY PARTNER PROGRAMME

The employment services sector is characterised by success through constant change and innovation. With around 3,500 sites in operation across Australia and an estimated 35,000 staff delivering services to a caseload of around 1 million people, employment services providers require a wide range of services and products. The employment services sector has matured to become a highly competitive and driven market where organisations are continually innovating and enhancing their delivery.

NESA has developed a national list of suppliers that we actively engage on behalf of our members so we can continue to extend our national offering of services.

NESA is committed to developing relationships that will support our members in their daily operational and business approach to services that can be directly marketed to job seekers. Our intent is to save our members time in research and to put forward a series of high quality practical services and products that will complement their business.



# PROFESSIONAL RELATIONSHIPS



**NESA maintains and constantly updates a range of professional relationships representing a national portfolio of suppliers.**

As new **Industry Partners** are secured, NESA announces these relationships through our newsletter. Industry partners have regular opportunities to contribute to these newsletters themselves.

In addition **NESA** has a designated **Industry Partner Profile** page on our website.

[nesa.com.au](http://nesa.com.au)

# MEET OUR INDUSTRY PARTNERS



Superannuation

MARSH ADVANTAGE  
INSURANCE

Insurance



Aboriginal Cultural Awareness and  
Professional Development



Professional Development



Business Advisory & Training Services



Professional Development



Industrial Relations



Mentoring and Professional Development



Registered Training Organisation



Aboriginal Economic and Community  
Development, App Development



Professional Development, Industry  
Consultants



E-learning and Training

# KINETIC SUPER



## Category: Superannuation

With a history of strong, long-term performance and low fees Kinetic super offers great value for your insurance needs.

Kinetic Super is the industry fund that's passionate about keeping people connected to their super because they know things change. Wherever you work, whatever you do, they can help you take control of your super at every stage of your life and career. For over 20 years, Kinetic have worked throughout Australia across various industry sectors.

Today they manage over \$3 billion in retirement savings and operate for the benefit of over 300,000 members and 27,000 employers. Kinetic is committed to providing quality products for both members and employer members with low fees, a range of investments, strong long-term investment performance and comprehensive and great value insurance.

Kinetic Employer Relationship Managers can provide you with the support and information you need to meet your Super obligations. Kinetics can also help set up a process to make your super payments as simple as possible. Your Relationship Manager is locally based and eager to understand your business. Kinetic identify ways to help you and your employees get the most out of your super. This includes arranging workplace visits and organising workplace education sessions for your employees.

To find out more about Kinetic Super and how they can help you meet your super obligations, visit:

**WEBSITE**    [kineticsuper.com.au](http://kineticsuper.com.au)

**PHONE**        1300 304 044

# MARSH ADVANTAGE

MARSH ADVANTAGE  
INSURANCE

## Category: Insurance

At Marsh Advantage Insurance, we have a team working hard to bring tailored insurance solutions to NESAs Members. In fact, we have put together a combined liability policy, which is designed for companies and individuals within the employment services sector.

The combined liability package automatically includes the following policies:

- Broadform Public and Products Liability
- Professional Indemnity
- Directors and Officers Liability
- Fidelity representation costs at enquiries
- Statutory fines and penalties
- Employment Practices Liability
- Personal Accident
- Industrial Special Risks (Property)
- Motor vehicles

To find out more about how you could benefit from this combined liability insurance package, contact Jodi Sharman at Marsh Advantage Insurance today:

**PHONE** 03 9603 2715 | 0414 648 890  
**EMAIL** [Jodi.sharman@marshadvantage.com](mailto:Jodi.sharman@marshadvantage.com)  
**WEBSITE** [www.marshadvantage.com.au](http://www.marshadvantage.com.au)

# CORPORATE CULCHA



## Category: Aboriginal Cultural Awareness Professional Development

Corporate Culcha is a Supply Nation Certified Indigenous-owned and operated business and since it commenced operations in 2008, has grown from a business focused on Indigenous workforce development to now providing a broader range of services and products to assist companies, government and organisations to successfully engage with and work with Indigenous Australia in urban, regional, rural and remote locations.

At Corporate Culcha we work collaboratively with organisations to establish quality projects and programmes which are culturally appropriate and complement an organisation's business objectives. Corporate Culcha works nationally with many of the country's top companies, state and federal government departments, educational institutions, organisations and industry.

### Corporate Culcha products and services include:

- Cultural awareness and competency
- eLearning
- Indigenous employment strategies
- Research and evaluation
- Business development and coaching
- Accredited and non-accredited training
- Mentoring training
- Indigenous land management training
- Reconciliation Action Plans

To discuss how Corporate Culcha can support your organisation please call 1300 CULCHA or dial our CEO, Paul Dodd directly on 0424 531 789.

EMAIL [info@corporateculcha.com.au](mailto:info@corporateculcha.com.au)

WEBSITE [www.corporateculcha.com.au](http://www.corporateculcha.com.au)

# BOUNCE AUSTRALIA



## Category: Professional Development

For close to a decade Bounce has been delivering programmes throughout Australia working with a multitude of clients, including jobactive, DES and Community Development Programme providers. Known as the soft skills experts who can engage the disengaged, we have expanded our expertise into training trainers, consultants, recruiters and managers the skill set that has achieved 86% consistent engagement in the Bounce courses. With a strong focus on leadership training and frontline management, we will bring the power of Emotional Intelligence (EQ) into the experiential content of the training delivered.

Bounce provides a well-defined yet non-traditional dynamic approach to motivating people into making real and lasting changes in their lives or 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.

To find out more about Bounce Australia and our unique professional development offerings, contact Kelly Mason, General Manager today.

**PHONE** 03 5461 1254 | 0419 326 694

**EMAIL** [kelly@bounceaustralia.com](mailto:kelly@bounceaustralia.com)

**WEBSITE** [www.bounceaustralia.com](http://www.bounceaustralia.com)

## Category: Business Advisory and Training Services

NESA Industry Partner, The Clariti Group is a leading business advisory and training company working both domestically and internationally. The Clariti Group focuses on building profitable, sustainable organisations through innovation and diversification of products and services. Our national team has extensive experience working in the Employment Services and Education sectors supporting organisations both for and not-for-profit. The Clariti Group mission is simple; "we make business happen". We don't use a cookie cutter approach but instead create cost effective solutions and focused support that's invaluable to our clients. Clariti works alongside you to build a highly productive team and company.

### We work with organisations to:

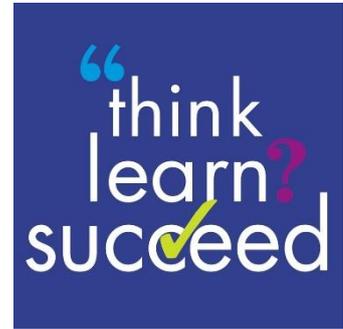
- Develop Leadership Programs to increase productivity amongst managers and your teams;
- Offer workplace coaching and behavioral change;
- Provide organisational development to grow your organisation from the inside;
- Design diversity management policy and plans, we then work with you to put these into place
- Formulate marketing management plans and systems to support the development of your company brand, meaning you don't have to have a full time team of marketers

We offer a completely free of charge catch up to discuss your business and how your teams could benefit by working with them. Our team has industry experience spanning decades and are able to design no nonsense solutions for companies and individuals within the employment services sector. We even buy the coffee!

Contact Ana who is the NESA members dedicated specialist today to make the first step to making life and business easier!

**PHONE**    +61 2 8091 3457 | +61 3 9016 3457 | 0488 759 835

# THINK LEARN SUCCEED



## Category: Professional Development

We create vibrant training and coaching programs for highly successful people - like you and your team

Do you want to think, talk and behave in ways which build success? We can help. We've worked with thousands of talented people like you. Ambitious. Creative. Yearning to get even better results. We understand how that feels. And we can get you zooming towards success by mastering three key skill sets.

**Solution focussed thinking | High impact communication | Dynamic leadership**

Whether you need a workshop for an entire team or one-to-one coaching, we can deliver it!

If you're organising training for a team or business unit, explore our corporate training workshops. Or if you're a 'solo learner' check out our coaching programs and public workshops. We're looking forward to working with you.

**PHONE** + 61 433 126 841

**EMAIL** [admin@thinklearnsucceed.com.au](mailto:admin@thinklearnsucceed.com.au)

**WEBSITE** [thinklearnsucceed.com.au](http://thinklearnsucceed.com.au)

# MAGUIRE CONSULTING



## Category: Industry Relations

### Employee Relations Online

Developed in partnership with Paul Maguire of Maguire Consulting and covering every aspect of employment regulation; Employee Relations Online Employment, Education & Community Services provides the best employee relations advice available, with information, management tools and guides tailored exclusively to the industry.

The Employee Relations Online subscriptions service covers all employees' relations issues including:

- Industry pay rates
- Awards conditions
- Leave and Holidays
- Workplace Agreements
- Termination of employment
- Employee tax and superannuation
- Health and Safety

To find out more about Employee Relations Online and how it could support your organisation contact Paul Maguire:

**PHONE** 1300 021 800 | 0488 759 835  
**EMAIL** [info@employeerelationsonline.com.au](mailto:info@employeerelationsonline.com.au)  
**WEBSITE** [tour.employeerelationsonline.com.au](http://tour.employeerelationsonline.com.au)  
(take the tour and sign up online)

# ACROSS CULTURE



## Category: Mentoring and Professional Development

Across Culture is a certified Supply Nation Supplier and is the 2015 Supply Nation Up and Coming Supplier of the year. Across Cultures business is built around working with organisations to foster a diverse, vibrant and motivated workforce through building cultural capability.

### Three pillars support this approach:

- Cultural Knowledge: Moving beyond culture awareness towards cultural competency
- Learning and Development: The application of knowledge in a meaningful way
- Organisation Learning and Change: Embedding the knowledge in organisations

Our team is made up of experienced Vocational and Tertiary Educators and developers of competency based training courses and materials.

### We are Mentor Specialists and are the course copyright owners and developers of two Accredited Courses:

- 10571NAT Certificate IV in Workplace Mentoring
- 10418NAT Certificate III in Mentoring Diverse Groups

Our approach is consultative and our programs are tailored to the specific learning styles and needs of the people and businesses investing in them.

### Our products and professional development offerings include and are not limited to:

- Provide leadership in the supervision of Indigenous Employees
- Building successful workplace mentoring programs as a mean to retaining staff
- Governance training - Taking the fear out of Governing your organisation
- Moving from being culturally aware to becoming culturally competent
- Aboriginal Cultural Awareness
- Cross Culture Awareness
- 10571NAT Certificate IV in Workplace Mentoring - full qualification or clusters of units or single units (RTO 2441)

IAN BADGER

PHONE 0429 909 173

EMAIL [info@acrossculture.org](mailto:info@acrossculture.org)

WEBSITE [acrossculture.org](http://acrossculture.org)

## Category: Registered Training Organisation

Betterlink Business Consultancy and Training Services Group is an Australian registered training organisation (Provider #51769) delivering:

- Nationally Recognised Training
- Professional Development Workshops
- Business Services Consulting
- Tender Preparation Services across all key employment programme areas - jobactive, DES & CDP

We pride ourselves on customising our services to meet both your business and staff development requirements. Our team has extensive employment services experience which underpins all aspects of our delivery design and approach. Betterlink Business Consultancy and Training Services Group believes in a return on investment model and we ensure that our services are cost effective, highly relevant and efficient in transfer of knowledge.

As an RTO we are able to package training offer that will suit all organisations requirements. **Our offers include:**

- Nationally recognised courses
- Accredited Australian Qualifications Framework (AQF) VET
- A set of competencies from a nationally recognised training package leading to a Statement of Attainment.
- Short non-accredited programme tailored to meet your specific needs.

Irrespective of the accreditation status, you can be guaranteed that all training and business services provided by us will be of the highest quality.

To discuss how Betterlink Business Consultancy and Training Services Group can support your organisation please contact Rebecca Herbertson.

**PHONE** +61 8 9353 3089 | 0431 830 882

**EMAIL** [rebecca.herbertson@betterlinkgroup.com.au](mailto:rebecca.herbertson@betterlinkgroup.com.au)

**WEBSITE** [betterlinkgroup.com.au](http://betterlinkgroup.com.au)



## Category: Aboriginal Economic and Community Development, App Development

Indigenous Consulting Group (ICG) is a specialist economic and community development consultancy firm working with, and for, Indigenous (Aboriginal and Torres-strait Islander) Australians. We specialise in effective community engagement that gets real results. We really engage, and we really engage the right people, at the right level, to inform the right design principles, with real community ownership and engagement.

We have a depth of experience that helps us engage in valuable third-party arrangements with Aboriginal Organisations. To achieve outstanding results where there are contrasting values, it is vital to consider capacity, resilience, educational wellbeing, cultural requirements and community barriers, and to identify real, rather than perceived needs of all stakeholders. We help negotiate and design a way forward.

We build a strong, collaborative relationship with our clients and their stakeholders.

We are ethical, transparent and accountable in our approach and are supported by a strong Indigenous network.

### INDIGENOUS CONSULTING GROUP'S CORE PRODUCTS AND SERVICES

- Supporting Partnerships with Aboriginal Organisations - Assistance with third party arrangements including initial development, roles and responsibilities, structure, advisory groups, transparency, expectations, exit and succession arrangements
- Community Engagement - Real community engagement built on trust and respect and an understanding of pathways, government and industry criteria and unspoken agendas of stakeholders
- Business and Joint Venture Development - **Real business mentoring, advice and pathway support, taking into account the bigger picture, personal values, family and capacity barriers.**
- Community Negotiation, Mediation and Transformation - **Facilitation of community meetings and forums.**
- Community-wide Transformational Planning (CWTP) App Development - Indigenous related App design and development including Indigenous-specific Apps for community, local government, mining and resources sector and Aboriginal businesses
- Tailored Workshops and Facilitation - Our workshops include specialisation in Enterprise, Community Engagement, Learning through Doing, Activity Design, Tourism

To discuss how ICG can support your organisation please contact us:

PHONE 1300 953 662  
EMAIL [office@icgaustralia.com.au](mailto:office@icgaustralia.com.au)  
WEBSITE [icgaustralia.com.au](http://icgaustralia.com.au)

# CONTROLLED CHAOS



## Category: Professional Development and Industry Consultant

Controlled Chaos specialises in Training and Business/Technology solutions for Employment Services providers, Registered Training Organisations, Community Organisations and Private Businesses.

Controlled Chaos staff are all highly experienced in employment services on both a strategic business level and front line delivery with both jobseekers and employers.

Controlled Chaos offer industry best practice training focused on providing staff and leaders with practical tools, strategies and motivation to provide great outcomes for jobseekers, employers and their organisations.

**Training topics include however are not limited to:**

- Site Leadership
- PPS/outcomes
- Strong Performance meets Strong Compliance
- Case/Compliance Management
- Effective WFD delivery

Our training can be delivered across all major employment contracts and we have the expertise to tailored our delivery specific to your organisation's processes, service delivery, values and third party software to create the most realistic environment for your staff and managers.

Working with organisations nationally we learn common struggles and great solutions to getting the most out of your staff, processes, IT solutions and service delivery. This in turn has proven very effective in increasing compliance and performance of companies we work with.

We ensure confidence and security: We ensure that we do not disclose any part of business strategies, or even who we are working with. We are more than happy to enter into your confidentiality agreement prior to any discussions.

**PHONE** +61 (0) 433 321 521  
**EMAIL** m@controlledchaosconsulting.net  
**WEBSITE** controlledchaosconsulting.net

## Category: E-learning and Training

With more than a decade of industry experience in delivering innovative eLearning solutions and quality online training, etrainu create learning experiences that mean more to people.

As a Registered Training Provider, we offer accredited and non-accredited compliance courses, as well as custom eLearning solutions for a wide range of clients. These include the high access compliance courses for employment services providers around White Card (Construction); and Responsible Service of Alcohol, Responsible Service of Gaming, Food Safety and Food Safety Supervisor (Hospitality).

etrainu offer an extensive range of customised courses for NESAs members to boost professional development and support improved employment opportunities. Our proprietary Learning Management System (LMS) provides excellent transparent reporting to make managing students, allocating training expenditure and viewing reporting simple and transparent.

### BENEFITS OF ETRAINU

- **e-learning Content Development** - Award winning course content with high quality, outcome focused & visual design
- **Compliance Training** - Specialists in online (RSA/RSG/Food Safety/White Card) with FREE quality helpdesk course support and FREE system access and set up for NESAs members purchasing courses
- **Learning Management System** - Multi-tier corporate structure; bulk distribution of training for staff; extensive reporting capabilities; easy to use.
- **We're an RTO** - We understand quality.

To discuss how etrainu can support your organisation please get in touch:

PHONE +61 7 3117 2531 | 0418 282 496

EMAIL [paul@etrainu.com](mailto:paul@etrainu.com)

WEBSITE [etrainu.com](http://etrainu.com)

# #weR4jobs

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NATIONAL EMPLOYMENT SERVICES ASSOCIATION LTD

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## MATT CLARKE

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