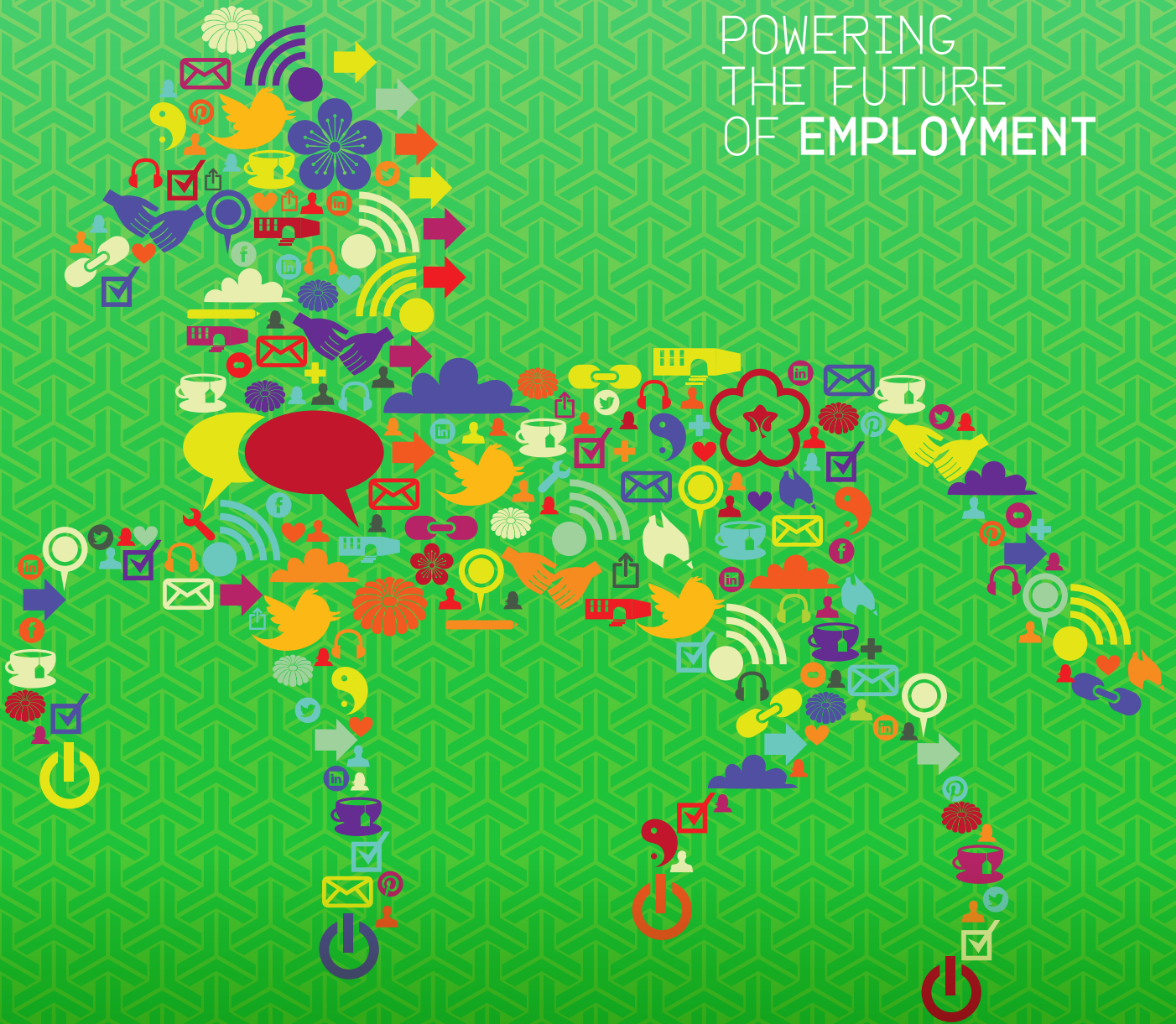


POWERING
THE FUTURE
OF EMPLOYMENT



#WeR4Jobs

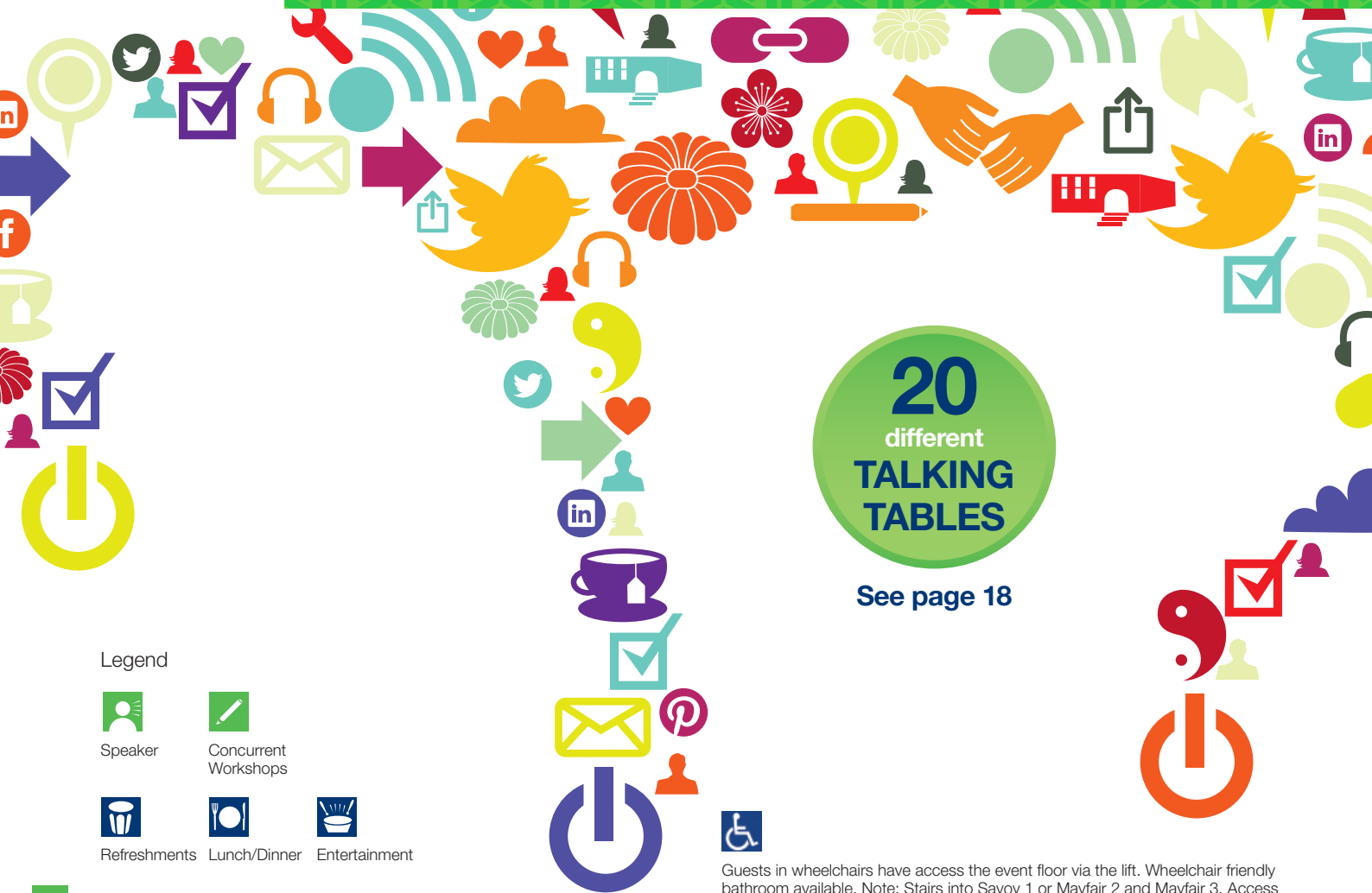


 Search National Employment Services Association Ltd (NESA)

 #WeR4Jobs

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Guests in wheelchairs have access the event floor via the lift. Wheelchair friendly bathroom available. Note: Stairs into Savoy 1 or Mayfair 2 and Mayfair 3. Access available via back of house up/down ramp.

“

Our aim for you, as our guest, is that you take away your own sense of how you can literally power-on post Conference, taking the ‘reins’ so to speak, and being empowered.

”



Welcome to Melbourne and NESA's fifteenth National Conference! As we look to an incredibly important period in the development of our industry, the theme this year is ‘Powering the Future of Employment’. For NESA, that means looking at our industry holistically – what role do we all have in supporting job seekers, employers, and local communities? How do the links between international practice, national policy and politics, and getting results locally all connect? What are the opportunities in our industry for further maturation and professionalisation and what part do we all play in reflecting on these and other issues?

Our streams again place people, as always, at the core of our discussions. When we think of the notions of Powering the Labour Market, Employment Services Capability Development, Quality relationships with Employers, and Empowering Job Seekers, we’re talking not esoteric policy-speak, but of employment services professionals, job seekers, employers and local communities. Our aim for you, as our guest, is that you take away your own sense of how you can literally power-on post Conference, taking the ‘reins’ so to speak, and being empowered.

Within the day to day focus on operations, business, KPIs and seemingly-endless email, I trust we will all use this Conference to step back and look at the future, knowing that our industry is the sum of its individual parts, and that for it to prosper, succeed and progress, it requires ongoing open dialogue, a focus on continuous improvement and a plurality of views. We are, in a way, guardians of this unique industry, one which continues to evolve, and which we all are committed to. Change is constant and we need to be at the forefront of change, shaping, talking, together.

Throughout your time with us, we’re sure you’ll catch up with old friends and connect with new colleagues. One of the highlights again this year is our tenth Awards for Excellence. Each year I’m consistently impressed with the number and quality of applications for our Awards and this year was no different. My warm congratulations to our finalists; and thanks to all those who took the time to apply. The Awards are highly-sought and the people we’ll meet a tribute to themselves and, indeed, our wider industry. We celebrate them individually, collectively, and also, their example of the fine work that occurs behind the scenes in the employment and related services industry daily around Australia. Kinetic Super have again joined us for the Discovery Grant, and this year’s winner will be heading to London in 2015. This award underlines Kinetic’s commitment and passion for our industry and their support (and also the coffee cart!) are both appreciated. Please make yourself known to the Kinetic team – they’d be happy to say hello.

Our Conference brings together many people, so to our wonderful exhibitors and supporters, I offer a warm thank you; so too to our fantastic speakers from whom I’m very much looking forward to hearing.

Welcome. Thank you for joining us. Enjoy!

Sally Sinclair

Chief Executive Officer, NESA

with
Glenn Capelli



Kaizen is a little bit, little bit, little bit of improvement everyday... Magic.....Meet our MC – Glenn Capelli

Being a Sputnik Kid born in 1957 I didn't grow up with television let alone computers. The best we could do in Kalgoorlie was the valve wireless that sat on our lounge room shelf and got turned on so Grandma could listen to the old radio series *Blue Hills*.

But maybe because I am a Sputnik Kid I've always enjoyed being a bit of an early adopter of new technology. I was early onto Apple Mac computers, bought one of the earliest Data Projectors (cost me \$8000 AUS) and have a collection of iPods, iPhones and iApps. (Maybe because iLearn, iAdopt, iGrow, iThink...)

Yet for all my technology I am not a fan of throwing out babies and bathwater together. I like the mix of the new and the old. Let my folks' old valve radio rest on the shelf next to the new digital radio set. Let us all maintain an honouring of the road travelled as we embrace the super highway ahead.

This is why I like many of the aspects of the new social networking technology and will probably embrace the ones around the bend. Today I got a message on Facebook saying Johnny Dunlop wanted to connect with me. The Dunny lived across the road from me in Doubleview when I was a teen. He played half-back-flank, I played Centre Half Back and in Under 12s we celebrated a premiership together. From side by side in footy to side by side in cyber space, now that's magic.

Kicking a footy together for a number of years develops a kinship – a sharing of common characteristics, a depth of unity, a mixture of blood spilled and lemon barley cordial drunk.

I'm a lover of kinship.

HORSE MEDICINE

POWERING
THE FUTURE
OF EMPLOYMENT

*In understanding the **POWER OF HORSE**, you may see how to strive for a balanced medicine shield. True power is wisdom found in remembering your total journey.*

Wisdom comes from remembering pathways you have walked in another person's moccasins. Compassion, caring, teaching, loving, and sharing your gifts, talents, and abilities are the gateway to power.

WELCOME DRINKS

6.30-8.30pm
Sunday 27 July 2014

Smart casual
The Courtyard Level 8
See map back page

Program **DAY 1**
Monday 28 July 2014



	8.30-9.00	REGISTRATION (LEVEL 8)
	9.00-9.15 Savoy Ballroom	 ACKNOWLEDGMENT TO COUNTRY Our Host Glenn Capelli <ul style="list-style-type: none">• an original mix of education, entertainment and expertise• an adult learning specialist who can use a variety of cutting edge methodologies• a professional follow up system so that the experience and learning stretches beyond the conference
	9.30-9.45 Savoy Ballroom	 Sally Sinclair – CEO, NESA
	9.30-9.50 Savoy Ballroom	 The Hon Luke Hartsuyker MP – Assistant Minister for Employment Read more on Luke p19 <p>Minister Hartsuyker has been a National Party member of the Australian House of Representatives representing the Division of Cowper in New South Wales since November 2001. He was appointed as the Assistant Minister for Employment and as the Deputy Leader of the House in the Abbott Ministry, and was sworn in on 18 September 2013.</p>
	10.00-11.30 Savoy Ballroom	INTERNATIONAL EMPLOYMENT TRENDS Chair: Sally Sinclair – CEO, NESA Professor Mark Considine, Dean, Faculty of Arts, The University of Melbourne Read more on Mark p20 David Thomas, BRIC Expert Read more on David p21 <p>How much do you know about the huge potential of Brazil, Russia, India and China? What are the opportunities and risks? Why should you be interested in them? How do you get started?</p> Jonathan Barr, OECD Local Economic and Employment Development (LEED) Programme Read more on Jonathan p19
	11.30-12.00	MORNING TEA – EXHIBITION AREA

As a **POWER ANIMAL, HORSE** is primarily a message carrier and is often concerned with traversing “gateways.” It is associated with the power and responsibility that comes from exercising authority, and the wisdom required to use it in a balanced way.



> continued

	<p>12.00-12.10 Savoy Ballroom</p>	 <p>Glenn Capelli</p>
	<p>12.10-12.30</p>	 <p>Renée Leon, Secretary, Department of Employment Read more on Renée p20</p>
	<p>12.30-1.15</p>	 <p>The Hon Alan Tudge MP, Parliamentary Secretary to the Prime Minister Read more on Alan p19</p>
	<p>12.30-1.15</p>	<p>Alan spent several years as the Deputy Director of Noel Pearson's Cape York Institute where he oversaw the design of the welfare reform program, which is now being implemented and seen as a model for the rest of Australia. His experience with Cape York began in 2000 where he was the first corporate secondee into remote Indigenous Australia. Alan has now sent 1000 secondees from Australia's leading companies.</p> <p>Other Community projects Alan has been involved with include St Kilda's Scottsdale House, a facility that provides accommodation for the disabled; and he also spent a year as a board member of the AFL Cape York where he helped to oversee game development and participation in the region.</p>  <p>Josephine Cashman, Managing Director and founder of Riverview Global Partners Read more on Josephine p20</p> <p>Gain some insight into what has compelled Josie to pull together human beings from all walks of life from right around the globe to co-create a vision of an equal life for Aboriginal people through economic development, Aboriginal people having control over their own land and assets, and through the face of adversity harnessing all her strength to positively impact social change.</p>
	<p>1.15-2.00</p>	<p>LUNCH – EXHIBITION AREA</p>
	<p>2.00-3.00</p>	<p>CONCURRENT WORKSHOPS: Please choose ONE ONLY from the following workshop streams for each of the following two sessions.</p>
	<p>Grosvenor 1</p>	<p>– THE FUTURE OF DISABILITY –</p> <p>Moderator: Vanessa Puopolo, Policy Support Officer, NESAs</p> <p>DISABILITY EMPLOYMENT SERVICES</p> <p>Fiona Buffinton, Group Manager, Department of Social Services Read more on Fiona p22</p> <p>Fiona will discuss recent major reforms to the welfare system, including changes to the Disability Support Pension (DSP). She will focus on the challenges and opportunities these changes will present for Disability Employment Services (DES) providers.</p> <p>Fiona will address some of the misconceptions and myths around the DSP, and demonstrate how DES providers can do likewise.</p>



	<p>Savoy 3</p>	<p>– INDIGENOUS DEVELOPMENT –</p> <p>Moderator: Matt Clarke, RJCP Project Manager, NESAs</p> <p>DRIVING SERVICE DELIVERY SUCCESS THROUGH COMMUNITY ENGAGEMENT</p> <p>Jody Hamilton, Morrison Low Consultants Read more on Jody p23</p> <p>Understanding the community’s education, training, employment and business development aspirations is critical to ensuring your local employment service delivery is most effective in achieving results. In this workshop, Jody will focus on community engagement practices and demonstrate their applicability in a range of employment-related Indigenous programs and projects from Australia, New Zealand and Canada. The workshop will discuss practical ways to engage the community through your service delivery approach.</p>
	<p>Mayfair 2</p>	<p>– PLANNING FOR AN UNCERTAIN FUTURE – HOW FUTURE SCENARIOS CAN ASSIST WITH BUSINESS PLANNING –</p> <p>Dr Caroline Smith, Deputy CEO, NESAs</p> <p>Bec Jackson, Senior Policy Officer, NESAs Read more on Caroline p27 & Bec p24</p> <p>This session will look at some key strategies for preparing for 2015 and beyond. Scenario planning involves considering a range of possible futures that can be considered as part of business planning. It is an important tool for managing uncertainty, something this industry is never short of.</p> <p>It is anticipated that partnerships, collaboration, employer engagement and connection between services will be important elements of future employment services.</p> <p>This workshop considers how these different scenarios can be considered in business planning.</p>
	<p>Bristol 2</p>	<p>MONEY MANAGEMENT FOR JOB SEEKERS AND FREE TOOLS & RESOURCES FROM ASIC</p> <p>Moderator: John Perry, General Manager, BoysTown Read more on John p26</p> <p>Miles Larbey, Senior Executive Leader, Australian Securities and Investments Commission Read more on Miles p25</p> <p>ASIC is responsible for developing and delivering Australia’s national financial literacy strategy which is underpinned by research and international best practice. ASIC’s MoneySmart website has free information, resources and tools specifically for job seekers including what to do when you have lost your job, how to manage redundancy payments, how to adjust to changes in income and what help is available if you need urgent help with money.</p>

 2.00-3.00 **CONCURRENT WORKSHOPS continued:**

Bristol 2

A VISION FOR ECONOMIC INCLUSION: THE ROLE OF COMMUNITY-BUSINESS-GOVERNMENT PARTNERSHIPS

Michelle Crawford, Deputy CEO, Development & Innovation Good Shepherd Microfinance [Read more on Michelle p22](#)

"In reaching out to women, focusing on economic justice, refugees and asylum seekers, Indigenous reconciliation and human trafficking there is much to do. I am challenged to always remember in all that we do - one person is more important than the whole world."

A futurist Joel Barker says... *"Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world."*

Savoy 2 **STREAM 1: POWERING THE LABOUR MARKET**

Moderator: Sally Sinclair, CEO, NESA

INNOVATION IN EMPLOYMENT SERVICES: DESIGNING FOR THE FUTURE

Kevin Robbie, Social Ventures [Read more on Kevin p26](#)

The focus will be on the trends and pressures that are impacting on employment services over the next decade followed by case studies of innovative approaches from within Australia and internationally.

WHAT ARE THE MODELS THAT ARE WORKING INTERNATIONALLY?

Jonathan Barr, OECD Local Economic and Employment Development (LEED) Programme [Read more on Jonathan p19](#)

Employers have a defining role in creating quality jobs at the local level. One of their biggest challenges is that many unemployed people are not work ready, and young people in particular do not have sufficient work experience and employability skills.

Employers are asking for a more active role in designing and delivering employment and training programmes to provide the skills they need in their workforce, and this applies to SMEs in particular. In many OECD countries, employers in traditional domestic sectors, such as retail, health care, education, and energy are key contributors to regional competitiveness and dynamism but, more needs to be done to respond to their skills needs.

Local economic growth and job creation can be supported by stimulating the productivity of existing companies within a region through skills utilisation approaches, which encourage companies to make training and other skills development opportunities available to their employees.

Jonathan Barr will explore the challenges and opportunities of better aligning the employment and skills system with employer demand, drawing on examples from across the OECD.



Verandah **STREAM 2: EMPLOYMENT SERVICES CAPABILITY DEVELOPMENT**

Moderator: Kerren Thorsen, NESAs

WHY YOUR BUSINESS CANNOT AFFORD NOT TO INVEST IN AN ACCREDITED QUALITY SYSTEM

Glen James, Agilent Systems [Read more on Glen p24](#)

By adopting a quality system standard, a business can have a strong and lasting impact on everyday organisational outcomes and deliver services that satisfy employers, employees and stakeholders at both strategic and operational levels.

Library **STREAM 3: QUALITY RELATIONSHIPS WITH EMPLOYERS**

Moderator: Moya Drayton, Department of Employment

SPOTLIGHT ON MATURE AGE: CHAMPIONING THE MATURE AGED WORKFORCE

Joanne Gorman, National Business Development Manager, ESH [Read more on Joanne p23](#)

Drawing on case studies, Joanne will demonstrate how national employer groups have embraced the change to engaging a mature age workforce and the role ESH played in supporting these changes, by providing practical and tailored assistance to the employers, to encourage more employers to take advantage of engaging with the mature age workforce.

Savoy 1 **STREAM 4: EMPOWERING JOB SEEKERS**

Moderator: Dr. May Lam

COMMUNITY BASED INNOVATIVE WORK EXPERIENCE ACTIVITIES

Trish Keilty, Managing Director Avocare [Read more on Trish p25](#)

David Henderson, Department of Employment [Read more on David p24](#)

We have designed and facilitated in excess of 200 highly successful activities across three Employment Service Areas (ESA) since 2003.

Currently Avocare hosts 6 Work Experience Activities. Our unique approach to providing quality activities is reflected in our successful outcome statistics.

In 12 months over 46% of have gained employment.



3.05-4.05

CONCURRENT WORKSHOPS:

Please choose ONE ONLY of the following workshops for this session.

Library

- GOVERNANCE -

Moderator: Geoff Manton Manager, Business Support Sign for Work

GOOD GOVERNANCE IS ALSO ABOUT MANAGING THE CEO AND ORGANISATIONAL PERFORMANCE!

Patrick Herd, Principal Consultant Community Business Australia [Read more on Patrick p24](#)

One of the four key responsibilities of any board is to set, monitor, review and evaluate performance, principally the organisation and the CEO and YES themselves!

Join Patrick Herd Principal Consultant at Community Business Australia for an interactive workshop style presentation using 'real-life' examples...You!

You will leave this workshop with practical tools, tips and processes to help you and your board manage performance and improve your relationship with the CEO and board colleagues.

3.05-4.05	CONCURRENT WORKSHOPS continued:
Bristol 2	<p>– REFORM OF MENTAL HEALTH SYSTEMS - WHAT ARE THE DIRECTIONS FOR EMPLOYMENT SERVICES? –</p> <p>Sebastian Rosenberg, Senior Lecturer, Brain and Mind Research Institute Sydney Medical School, University of Sydney Read more on Sebastian p26</p> <p>While Australia waits for completion of yet another review into mental health to determine future directions, at the same time evidence about what works in helping a person with mental illness find and keep a job is becoming more and more clear.</p> <p>This presentation will review this evidence and consider what changes need to be made to current policy settings to increase employment for this key group. Australia cannot afford, socially or economically, to continue to leave people with a mental illness either unemployed or parked on benefits. How can we do better so as to give people with a mental illness a fair go?</p>
Verandah	<p>– JOB SERVICES AUSTRALIA UPDATE –</p> <p>Moya Drayton & Stuart Watson, Department of Employment Read more on Moya p23 & Stuart p27</p> <p>This presentation will be in three parts:</p> <ul style="list-style-type: none"> • an analysis of how Job Services Australia is performing; • an update about some of the changes to job seeker compliance; and • an overview of a number of programmes and measures focussing on those which commenced on 1 July this year.
Savoy 2	<p>– THE REMOTE AGENDA IN POLICY & IN PRACTICE –</p> <p>Tobias Seldon, Senior Adviser, Department of Prime Minister and Cabinet's Remote Jobs Community Program Delivery Branch Read more on Tobias p26</p> <p>Tobias will talk through recent Government announcements addressing key policy issues and how this will impact on providers of employment services across remote Australia. This workshop will explore the Indigenous Advancement Strategy, Government core priority areas and the establishment of the Remote Community Advancement Network. This session will provide an invaluable opportunity to explore and address key policy questions relating to a number of key employment initiatives including Remote Jobs and Communities Program & Indigenous Employment Programs (RJCP).</p> <p>Matt Clarke, NESAs National Project Manager for RJCP & Remote Schools Attendance Strategy (RSAS) Read more on Matt p22</p> <p>Matt will provide an overview of NESAs work with Department of Prime Minister & Cabinet across remote Australia focusing in on NESAs RJCP Building Capacity Program and the new RSAS Workforce Development Strategy. This workshop will explore the common themes presented across remote Australia and the forward approach that NESAs will be implementing leading into the 2014/2015 financial year. The workshop will also present the opportunity to review the new RSAS workforce development strategy that will be introduced later this year and how this strategy will support RSAS Providers.</p>



Grosvenor 1 **STREAM 1: POWERING THE LABOUR MARKET**

Moderator: Sally Sinclair

TRENDS IN LABOUR MARKET AND THE ROLE OF EMPLOYMENT AND RELATED SERVICES

Nikki Brouwers, Managing Director, Interact Group [Read more on Nikki p22](#)

Nikki will present the international research that supports the health benefits of work position statement and will then explore possible barriers and practical solutions to greater implementation of the principles across all employment services.

A EUROPEAN PERSPECTIVE – DIFFERENT BUT SIMILAR

Dr. Siobhan O’Sullivan, Research Fellow, School of Social and Political Sciences, The University of Melbourne

Darrius Caulfield, Employment Services Employment Manager, Wise Employment

[Read more on Siobhan p26 & Darrius p22](#)

Dr. Siobhan O’Sullivan has been comparing employment services systems in Australia, the UK and the Netherlands and will bring an international perspective to the work of the other presenters in the session. Darrius Caulfield also will share his recent experiences in Sweden and the UK as the 2013/14 Discovery Grant Winner.

Savoy 1 **STREAM 2: EMPLOYMENT SERVICES CAPABILITY DEVELOPMENT**

Moderator: Jeremy Irvine, Stakeholder and Communications Manager, NESA

[Read more on Jeremy p24](#)

THE ART OF RAPPORT BUILDING TECHNIQUES

Maria Smith, Founder & CEO, Bounce Consulting [Read more on Maria p27](#)

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 within their organisations. Maria’s workshops are profound and powerful, leaving you wanting more.

Savoy 3 **STREAM 3: QUALITY RELATIONSHIPS WITH EMPLOYERS**

Moderator: Dr. Caroline Smith, Deputy CEO, NESA [Read more on Caroline p27](#)

COLLABORATION NOT COMPETITION: A PARTNERSHIP APPROACH TO EMPLOYER ENGAGEMENT

Gengiz Soyturk, Employment Services, Senior Manager, ACSO [Read more on Gengiz p27](#)

ACSO has initiated a number of local joint partnership ventures with other employment and training providers to work collaboratively and provide whole of employer servicing through a single lead provider.

Under this ‘single door’, one-stop-shop approach, employers have been provided with a single point of contact for all their local, regional and national recruitment and training needs.

Continued:

BUILDING LONGER TERM RELATIONSHIPS BETWEEN EMPLOYERS & JSA'S

Moderator: Michael Wasley, General Manager MatchWorks [Read more on Michael p27](#)

John Perry, General Manager, Employment, Education and Training Division, BoysTown [Read more on John p26](#)

Dave Higgon, Manager Employee Relations & Joanne Osborne, Brookfield Multiplex [Read more on Dave p24](#)

A successful and long-term relationship between a JSA Provider and an employer starts with a common understanding and commitment to the belief there is a better way of doing things. Brookfield Multiplex has a commitment to add social value to our communities through genuine and not token collaboration. This has been demonstrated with their inclusion of JSA's into projects nationally over an extended period of time. Over the past year they have embarked on a journey with John Perry, BoysTown, which has developed into a successful, and long-term relationship that is based on innovation, flexibility, passion and a preparedness to learn from the partnership.

This workshop will explore how to develop opportunities between employers and JSA's that will lead to successful outcomes. How to bridge the communication gap, align values and shared vision.

Mayfair 2 **STREAM 4: EMPOWERING JOB SEEKERS**

Moderator: Bec Jackson, Senior Policy Advisor, NESAs [Read more on Bec p24](#)

SMALL BUSINESS AND ITS FLOW ON EFFECT TO YOUTH EMPLOYMENT

Peter Coronica, Melbourne Restaurateur, Youth Employment Specialist

[Read more on Peter p22](#)

The hospitality industry is the unofficial training ground for our youth. It teaches invaluable workforce skills which are transferable across all professions. It's more than just a job.

Restaurateurs and small business owners act as guidance counsellors and life coaches for today's youth, as many are lost, misled, studying with little ambition or dealing with drug dependency and bad associations.

But risk and mounting obligations threaten today's business owners to provide opportunities, and an arena for young Australian's to learn and grow.

YOUTH EMPLOYMENT STRATEGIES IN CANADA

Jeff Dzodz, Department of Employment, Perth, WA [Read more on Jeff p23](#)

Youth unemployment is one of the few aspects of the Canadian labour market that involves Federal, Provincial and Municipal government policies and programs. Work experience for young people is an important aspect of the Canadian approach. It is delivered by a range of government agencies, social enterprises, and Aboriginal groups, and it can involve non-government organisations working as brokers to form partnerships with employers.

Jeff will present case studies on interesting youth employment policies, programs and projects in Canada and some insight into the outlook for Canadian youth, including those living in remote Aboriginal communities.



	4.05-4.30	AFTERNOON TEA – EXHIBITION AREA	
	4.30-5.25 Savoy Ballroom		<p>A Unique and Inspiring Story with Graham Webb, MBE Read more on Graham p21</p> <p>Graham’s battle with adversity, and eventual triumph against insurmountable odds, is a story that is both inspiring and emotional. A school drop - out at age fifteen, he overcame the challenges and embarrassments of congenital spina bifida to eventually forge a big name in the world of business.</p> <p>Graham gives a compelling account of his personal and professional struggles and accomplishments that resonate and inspire, and has led to many ‘standing ovations’ and positive reviews around the world.</p> <p>It will leave you empowered, eager to make that change you have always wished for, and ready to go after the dreams you let slip away.</p> <p>As Graham rightly puts it: “...it <i>CAN</i> be done!”</p>
	5.30	GLENN CLOSES THE DAY	
	7:30 for 7.45	NESA’S ‘GALA AWARDS FOR EXCELLENCE’ DINNER	
	Savoy Ballroom		<p>Trina Gilchrist, Managing Director, The Lab Creative Read more on Trina p27</p> <p>Trevor Jones, The Piano Man, recipient of the 2011 Brian Stacey Award for Emerging Australian Conductors Read more on Trevor p27</p>
		<p>NESA Awards for Excellence:</p> <ul style="list-style-type: none"> • Achiever of the Year • Consultant of the Year • Employer of the Year • Inaugural Bright Star Perpetual Trophy 	
		<p>Winner of the NESA Employment Discovery Grant Supported by Kinetic Super Presented by Kinetic Super</p>	
	END OF DAY 1		



 <p>9.00-9.20 Savoy Ballroom</p>	 <p>THE NIGHT THAT WAS Glenn Capelli</p>
 <p>9.20-9.30 Savoy Ballroom</p>	 <p>HOW JOBACCESS CAN HELP YOU BREAK DOWN BARRIERS FOR JOB SEEKERS Thérèse Campbell, Director Work Focus Australia Read more on Thérèse p19</p> <p>Many of Australia's employers, both large and small, still believe that hiring a person with disability will likely result in ongoing and additional costs to the business. Working together, JobAccess and employment services providers can 'bust' this myth, helping people with disability into employment along the way.</p> <p>JobAccess video stories showcase solutions that have helped employers and employees in the workplace.</p>
 <p>9.30-10.45 Savoy Ballroom</p>	<p>PANEL: WELFARE REFORM – PEOPLE POLICY AND POLITICS Chair: Professor Peter van Onselen Read more on Peter p21</p>  <p>Professor Jane den Hollander, Vice-Chancellor and President, Deakin University Australia Read more on Jane p20</p>  <p>Patrick McClure AO, Chair, Welfare Review Reference Group Read more on Patrick p20</p>
 <p>10.45-11.00</p>	<p>MORNING TEA – EXHIBITION AREA</p>
<p><i>In non-ordinary reality, the HORSE has carried the shamanic journeyer to communicate at other realms of existence, to shifts of consciousness, and to till the soil of deeper levels of the mind.</i></p>	
 <p>11.00-12.15</p>	<p>CONCURRENT WORKSHOPS: Please choose ONE ONLY from the following workshop streams.</p>
 <p>Savoy 1</p>	<p>– LEADERSHIP –</p> <p>Moderator: Jeremy Irvine, Stakeholder and Communications Manager, NESAs Read more on Jeremy p24</p> <p>EMOTIONALLY HEALTHY LEADERSHIP</p> <p>Gayle Hardie, Co-Founder, Global Leadership Foundation Read more on Gayle p23</p> <p><i>“The future of leadership development will not be about building “horizontal” capability – that is, the skills, abilities and behaviours needed to lead others. What has become obvious in current leadership research is that managers have already become experts on the “what” of leadership but are novices on the how of their own development i.e. how to learn, grow and change in the way in which they relate to, lead and engage others, that is – their “vertical” development.” (Centre for Creative Leadership, 2012)</i></p> <p>Gayle will share the stories of how several of these leaders worked on better understanding themselves and their impact on others (in these remote environments) and how this translated into practice in the workplace – with surprising results.</p>





	<p>Savoy 2</p>	<p>– DIGITAL INNOVATIONS –</p> <p>Moderator: John Perry, General Manager, BoysTown Read more on John p26</p> <p>THE INNOVATION OF BETTER LIFE COMMUNICATIONS</p> <p>Adrian Panozzo, CEO, Apricot Consulting Read more on Adrian p26</p> <p>Hot on the heels of social inclusion – digital exclusion presents as another emerging barrier to socio-economic participation in overcoming the systemic inequalities facing Australians experiencing all forms of disadvantage.</p> <p>Operating as a social enterprise Better Life’s mission is to provide people in receipt of a healthcare card, safe, secure and affordable access to mobile phone plans.</p> <p>Stephen Moore, Department of Employment Read more on Stephen p25</p> <p>How employment services IT will harness the growth in personal and mobile computing power to reduce red tape, improve job seeker success and improve efficiency. What have we achieved already and where to next.</p>
	<p>Grosvenor 1</p>	<p>– NATIONAL, INTERNATIONAL & ECONOMIC LABOUR TRENDS –</p> <p>Moderator: Sally Sinclair, CEO, NESAs</p> <p>THE CONTEMPORARY AUSTRALIAN LABOUR MARKET</p> <p>Ivan Neville, Manager of the Labour Market Research and Analysis Branch, Department of Employment Read more on Ivan p25</p> <p>Ivan will provide an overview of the contemporary Australian labour market and the challenges and opportunities it presents. Ivan will also focus on particular cohorts at risk and discuss regional labour market issues.</p> <p>THE INTERNATIONAL LABOUR MARKET</p> <p>Jonathan Barr, OECD Local Economic and Employment Development (LEED) Programme Read more on Jonathan p19</p>
	<p>Mayfair 2</p>	<p>– ARE YOU READY TO TENDER? A QUICK GUIDE TO PREPARING TO BID FOR EMPLOYMENT SERVICES BUSINESS –</p> <p>Bec Jackson, Senior Policy Officer, NESAs Read more on Bec p24</p> <p>In the current contracting environment it is best to be prepared for opportunities to bid for business. This workshop will tackle some of the basics when it comes to preparing for tender.</p> <ul style="list-style-type: none"> • Things to consider before you bid • Project Management for tenders • Understanding selection criteria • Identifying your point of difference • Identifying and utilising your unique data sources

Bristol 2 **STREAM 1: POWERING THE LABOUR MARKET**

Moderator: Dr. Caroline Smith, Deputy CEO, NESAs

WORK FOR THE DOLE DESIGN AND DELIVERY: WHAT WORKS?

Dr. May Lam

Increasing Work for the Dole hours for 18-30 year olds and appointing Work for the Dole Coordinators in 18 areas are part of the government's aim to reinvigorate Work for the Dole. This session aims to inform and promote the quality of future WfD delivery by drawing on 16 years of delivery experience, reflections from experienced WfD managers, and WfD evaluation studies.

The presentation will include:

- Different models for delivering Work for the Dole places
- Case studies of interest
- What we know of participant perspectives
- Success factors for Work for the Dole

There will be opportunities in this session for discussion and exchange about WfD delivery experience and future WfD delivery.

Library **STREAM 2: EMPLOYMENT SERVICES CAPABILITY DEVELOPMENT**

Moderator: Matt Clarke, RJCP Project Manager, NESAs [Read more on Matt p22](#)

WHY COACHING WORKS IN JSA AND DES

Emma Clarris, Salvation Army Employment Plus [Read more on Emma p22](#)

One of the reasons why coaching is appropriate is that it can be easily taught and implemented. It is based on principles of collaboration and equality. More importantly, coaching prioritises the relationship and teaches the consultant valuable skills in client engagement.

EMPOWERING INDIGENOUS EMPLOYMENT CONSULTANTS

Rebecca Herbertson, Betterlink Business Consultancy [Read more on Rebecca p24](#)

Rebecca will focus on the empowerment of Indigenous consultants providing insight in working with consultants who may have previously had limited or negative formal education and unsure about undertaking professional development related to their role.

The presentation will focus on Cultural Respect; facilitation and assessment methods that work for both Indigenous and non-Indigenous remote and regional staff; and the importance of staff development in limited labour markets.

Savoy 3 **STREAM 3: QUALITY RELATIONSHIPS WITH EMPLOYERS**

Moderator: Michael Wasley, General Manager, Match Works [Read more on Michael p27](#)

Paul Maguire, Director, Maguire Consulting & Employee Relations Online

[Read more on Paul p25](#)

Arthur Hodgson, Manager - Vic Distribution, Cotton On [Read more on Arthur p24](#)

"There is a place for everyone but sometimes I wish it wasn't in my business."

Anonymous employer



continued:

The key to successful human resource management is to understand how to engage employees in the mission, goals and life of your business working harmoniously and productively toward success. Easier said than done. Some people just won't get on board, believe everyone is against them and cannot be persuaded. However, you can turn people around by getting them to believe in themselves instilling trust and confidence and valuing their contribution to your business.

Arthur will talk about how he has turned many people around by believing in them and not giving up ...

Paul will share his insight into managing the difficult cases and provide practical tips for managers to engage employees in the business to get the best out them.

Verandah **STREAM 4: EMPOWERING JOB SEEKERS**

Moderator: Nikki Brouwers [Read more on Nikki p22](#)

HANGING OUT FOR CHANGE

Sharon Mamo, Director, Creating New Pathways [Read more on Sharon p25](#)

Sharon Mamo talks from experience - *"Yes! It can and must be done"*

Sharon gives a realistic and thought provoking insight into the world of a long term unemployed job seeker, erupting with dysfunction. Sharon's personal experience covered a multitude of barriers including, a dual diagnosis of mental health, chronic AOD issues, homelessness and legal problems, just to name a few. She ultimately changed her story from *'hanging out'* to *'living a full and wonderful life.'*

Sharon speaks with passion about how she changed her belief system from victim, to one now described as an 'extraordinary life'.

WIN A JOB: BUILD THE SKILLS EMPLOYERS WANT

Sally-Ann Lauder, Founding Director, CEO, BliiP Employability [Read more on Sally-Ann p25](#)

Zak is a 21 year old Bachelor of Science Graduate. He graduated in 2013 and is currently a cashier at Hungry Jacks. Since graduating he has unsuccessfully applied for over 50 jobs.

Amy is a 20 year old school leaver who has never been fully employed and is struggling to find work. She has her Assistant in Nursing (AIN) qualification and plans to gain her Endorsed Enrolled Nurse qualification to improve her chances of employment. Unable to pay the \$18,000 for the course she needs to gain employment to save.

The challenges for young people range from the job shortage to their lack of work experience, lack of networks and lack of knowledge on how to search for work. The trends such as people staying in the workforce longer, the decline in unskilled jobs and automation show a direct impact on job availability.

Over 50% of employers report one of their biggest challenges is finding suitable candidates. There is a disconnect between those looking for work and those looking for talent.

Job Seekers and students report they struggle in their job search because they do not know the skills employers are looking for, how they learn these skills or how they can present themselves in a way that they are noticed in the ever-increasing crowd.

We follow Zac and Tina on their journey to improve their employability from identifying the skills required by employers and their activities to develop these skills and market them to an employer.



12.15-1.15 LUNCH – EXHIBITION AREA

POWERING THE FUTURE OF EMPLOYMENT

The best teams, the best clubs, the best marriages are linked by diverse talents coming together in teamwork and united by the bond of respect – the foundation of kinship.

Glenn Capelli

20
different
TALKING TABLES

1.20-2.30 Savoy Ballroom **2015 AND BEYOND TALKING TABLES – 20 TOPICS 2 X 30 MINUTES**

2.30-3.00 AFTERNOON TEA – EXHIBITION AREA

3.00-3.50 Savoy Ballroom

ON LEADERSHIP
Captain David Evans [Read more on David p20](#)

Captain David Evans was the Senior Check Captain on board Qantas A380 during a major incident in Singapore in 2010.

On 4 November Qantas flight QF32, an Airbus A380 (this is the largest passenger plane in the world, no less), outbound from Singapore, ran into serious problems when a turbine on its Rolls-Royce Trent 900 engine suffered an uncontained failure. Captain David Evans, who was one of the five pilots onboard, will tell you how the crew professionally dealt with the incident, the sequence of events, and how the most dangerous period was after they had landed.

In modern society we rely on technology to solve our problems but we must not forget the “Human Factors” namely Teamwork, Leadership & Management, Communication and Situation Awareness.



3.50-4.00 Savoy Ballroom

Sally Sinclair, CEO, NESA and Glenn Capelli



4.00 CLOSE – END OF DAY 2

Plenary Speakers



**The Hon Luke Hartsuyker,
MP Assistant Minister for
Employment**

Luke Hartsuyker is currently the Assistant Minister for Employment and Deputy Leader of the House.

Luke has represented the electorate of Cowper, on the NSW mid-north coast, since the 2001 election.

From 2004 to 2007 he was Chair of the Education and Vocational Training committee, producing the “Top of the Class” report into teacher education. He has also been a member of the Ageing committee, Economics committee, Employment and Workplace Relations committee and most recently the Joint Standing Committee on the National Broadband Network.

On his re-election to the Parliament in 2007, Luke was appointed to the Shadow Ministry with responsibility for Consumer Affairs, Financial Services, Superannuation and Corporate Law. In 2010, he took on the role of Shadow Minister for Regional Communications, Youth and Sport and the Deputy Manager of Opposition Business in the House of Representatives.

Luke was born and educated in Muswellbrook and gained a Bachelor of Commerce at Newcastle University. Following his graduation, he pursued a professional career in real estate and institutional property investment and development. He is a member of CPA Australia. Prior to becoming the Federal Member for Cowper, Luke managed his family’s tourism business in Coffs Harbour.

Luke is a keen surfer and motorcyclist, and holds an annual charity bicycle ride through his electorate to raise funds for local charities and community organisations.



**Alan Tudge, MP Federal
Member for Aston
Parliamentary Secretary
to the Prime Minister**

Prior to entering parliament, Alan spent most of his career in business, including several years with the Boston Consulting Group in Australia, Malaysia and New York, and running his own advisory business.

He was also Senior Adviser to former Education Minister Brendan Nelson and Foreign Minister Alexander Downer.

Alan has had a long term commitment to improving our education systems. As well as his work in parliament, Alan is a co-founder of Teach for Australia, a national non-profit which supports top graduates into disadvantaged schools.

He was born and educated in the eastern outskirts of Melbourne where his parents were new immigrants to Australia. His first jobs included apple and potato picking, factory laboring, bar work and sales assistant at Myer Dandenong.

He holds a Bachelor of Laws (Hons) and Bachelor of Arts from Melbourne University (where he was Student President) and an MBA from Harvard University.

He is a keen sportsman and proud North Melbourne supporter



Sally Sinclair, CEO NESA

Sally Sinclair is the CEO of the National Employment Services Association, the peak body for the Australian employment and related services industry. Sally has been instrumental in informing key stakeholders on addressing Australia’s 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 extensive expertise in the design, development and delivery of employment and related services. Her experience spans the not for profit and for profit sectors, as well as numerous government appointments. Among her expert roles, Sally is a member of the Welfare System Reference Group and the Civil Society 20 (C20) Steering Committee, and co-chairs the C20 Inclusive Growth and Employment Working Group. Sally is also a Board member of the OECD LEED Programme’s Forum on Partnerships and Local Governance 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.



**Jonathan Barr, Policy Analyst,
OECD LEED**

Jonathan’s work has been focused on the role of local labour market policies and skills strategies in fostering economic development. Prior to joining the OECD, Jonathan worked for the Ontario government in Canada, where he led numerous policy projects related to employment, skills, and early childhood education, including the development of a provincial skills strategy. He also worked at the Canadian Mission to the European Union in Brussels, Belgium, supporting negotiations for a new Canada-European Comprehensive Economic and Trade Agreement. Jonathan has a Master of Public Administration from the University of Victoria in British Columbia, Canada.



**Thérèse Campbell, Director,
Work Focus Australia**

Thérèse is Executive Chairman of the Group, and was key to the establishment of the group’s presence on the eastern seaboard. She has responsibility for group strategic business development and oversees the Group’s structured and integrated planning framework, ensuring the Board develops and reviews corporate objectives and strategy.

Highly skilled at stakeholder engagement, Thérèse regularly interfaces with Government departments, politicians, key customers, regulatory bodies and employer groups. Thérèse holds a Bachelor of Science in Occupational Therapy, a Graduate Certificate of Business Administration and is close to completing a Masters of Business Administration.



Josephine Cashman

Josephine is a Koori woman and descendant of the Worimi People of New South Wales, with:

- a graduate diploma in legal practice;
- a bachelor of laws and communications (journalism) from the University of Technology Sydney;
- nine years' experience as a lawyer in the Australian Court System;
- an Unrestricted Practising Certificate.

Josephine has been actively involved in a professional capacity with Aboriginal and Torres Strait Islander communities in urban, rural and remote Australia for over seventeen (17) years. Her experience has been in both a voluntary and paid capacity and she has worked for private, government and not-for-profit organisations.

Josephine's current role is Managing Director of Riverview Global Partners, a company she established to identify and nurture the key relationships that drive and create rapid wealth opportunities for the benefit of Aboriginal and Torres Strait Islander communities and the wider business community.

Josephine is a social entrepreneur who can think laterally and innovatively to create rapid social change and she is dedicated to working towards igniting the indigenous economy to "Close the Gap".



Professor Mark Considine, Dean of the Faculty of Arts, The University of Melbourne

Mark's research areas include governance studies, comparative social policy, employment services, public sector reform, local development, and organisational sociology. Mark has been associated with governments and the community sector in the implementation of a number of recent projects and organisational reviews. These include:

- OECD LEED Program review of local partnerships
- Community Strengthening strategies at state and local level
- Premier's Working Party of Strategic Partnerships with the Community Sector
- Minister's reference group for the Review of the Local Government Act
- Communication and Marketing Review for Job Network
- Advisor on research strategies and organisational capacity at the Brotherhood of St Laurence
- Industry Reference Group, Employment Services Australia



Professor Jane den Hollander

Professor Jane den Hollander has been Vice-Chancellor and President of Deakin University since July, 2010. At Deakin, Professor den Hollander introduced LIVE the future, an aspiration for Deakin to drive the digital frontier in higher education, harnessing the power, opportunity and reach of new and emerging technologies in all that it does.

Professor den Hollander holds a BSc (Honours) First Class in Zoology and a Master of Science degree from Wits University, Johannesburg. Her PhD is from the University of Wales, Cardiff.

Professor den Hollander is currently a board member of Universities Australia, Education Australia Limited, UniSuper Limited and the Advisory Board of the Office of Learning and Teaching. She is Deputy Chair and trustee of the Geelong Performing Arts Council and Chair of the Regional Education and Skills Advisory Group, an organisation focussed on ensuring the skills and jobs of the future in a transitional economy.

Prior to taking up her appointment as Vice-Chancellor of Deakin University, Professor den Hollander was Deputy Vice-Chancellor (Academic) at Curtin University in Western Australia (2006-2010) and prior to that Pro Vice-Chancellor Academic Services (2003-2006), also at Curtin University.



Captain David Evans

Captain Evans' job is to train and check Qantas pilots on the Airbus A380 Super Jumbo. Captain Evans has some 35 years of experience and almost 20,000 hrs of flight time. He has extensive training experience on all Long-haul aircraft and in 2005 was invited to be part of the team that introduced the A380 Super Jumbo to the Qantas Fleet.

Since the Singapore incident David has been invited to address Air France and British Airways pilots on the CRM (crew resource management) and risk assessment and mitigation used. This has led to several "Keynote" addresses to the aviation, medical and other industries on how to solve complex problems. In the modern society we rely on technology to solve our problems but we must not forget the "Human Factors" namely Teamwork, Leadership & Management, Communication and Situation



Renée Leon

Renée Leon was appointed Secretary of the Department of Employment on 18 September 2013. Renée has been in the public sector for over 20 years. She has served as Deputy Secretary in the Attorney-General's Department and in the Department of the Prime Minister and Cabinet. Renée also spent three years as Chief Executive of the ACT Department of Justice and Community Safety, where she led the amalgamation of a broad range of public safety agencies into the Department.



Patrick McClure AO

He has been a leader in the Third Sector in Australia for twenty years. He was CEO of Mission Australia from 1997-2006. During that period the organisation was transformed from a state-based entity to a highly successful international organisation with revenue of \$300 million and 3,000 staff providing employment, training, housing, youth and family services. He was CEO of the Society of St Vincent de Paul (NSW/ACT) from 1992-1996. He was also CEO of The Retirement Villages Group within Macquarie Capital Funds (2006-8) and CEO of Aged and Community Services Australia.



Patrick is currently Chairperson of the Australian Government's Reference Group on Welfare Reform (2014). He was Deputy Chairperson of the Welfare to Work Consultative Forum (2005-6), Chair of the Reference Group on Welfare Reform (1999-2000) and a Member of the Board for a New Tax System (1999-2001). He was a Member of the Prime Minister's Community Business Partnership (1999-2007). He was also Chairperson of the OECD-LEED Forum on Social Innovation (2003-2007) based in Paris. He was appointed an Officer of the Order of Australia (AO) in the Australia Day 2003 honours list and awarded an Australian Centennial Medal (2001). He was an AFR – BOSS True Leader (2005), winner of the Equity Trustee's EQT CEO Awards for 'Lifetime Achievement' (2001) and a Churchill Fellow (1989).

He has a Bachelor of Social Work (Distinction), Master of Arts (Public Policy), Diploma of Theology and is a Fellow of the Australian Institute of Company Directors. He has recently published a memoir "Seize the Day: From Priest to CEO" (Longueville Media) which was launched in April 2013 by former Prime Minister Hon John Howard OM, AC.



David Thomas

Business Futurist, David Thomas' unique value lies in his ability to not only identify trends, opportunities and challenges in the BRIC countries, but also his "hands on" experience from having worked on the ground in places like China for over 25 years. He is therefore able to illustrate and enhance his presentations by including stories, case studies and anecdotes from his own personal experiences from working with investors, entrepreneurs and business leaders in both emerging and developed countries.

David's career has taken him around the globe from Europe, Asia to Australia. He managed his own financial services business in Hong Kong where he gained unique insight into the changing landscape of the Asia Pacific Region. He is very well respected for his views on BRIC - Brazil, Russia, India and China. Driven by his passion for emerging markets his recent work has taken him into Latin America and Eastern Europe. David hosts business delegations to each of the BRIC countries and is constantly travelling. As the Chairman of the Australasian Financial Forum he leads an annual mission to the Asian Financial Forum in Hong Kong. All of which gives David a perfect platform to stay current and report on relevant future trends.

David extends his experience, credibility and passion for building and facilitating investment relationships around the globe. As a Thought Leader in his area companies locally and globally look to him in a consulting capacity, to speak or facilitate panels and discussions. His keynote and breakout sessions are always insightful and relevant. His research is unparalleled and he delivers case studies, figures and facts in an interesting light. Clients quite often comment on his clarity and ability to keep audiences fully engaged and informed.



Professor Peter van Onselen

He is a Contributing Editor at *The Australian* newspaper and Sky News. He also writes a column

in the Sunday News Corporation papers (New South Wales, South Australia, Western Australia and Tasmania). Van Onselen hosts *The Contrarians* on Fridays and *Showdown* on Tuesday evenings on Sky News. He also hosts *Australian Agenda* on Sunday mornings, a joint production between Sky News and *The Australian* newspaper.

In 2011 Van Onselen became a Winthrop Professor and Foundation Chair of Journalism at the *University of Western Australia*.

Prior to completing his PhD and commencing his academic career Professor van Onselen worked for Prime Minister Tony Abbott as an adviser when Mr Abbott was the Minister for Workplace Relations in the Howard government. Professor van Onselen also previously worked as a policy analyst in the non-government sector and as an intelligence analyst at the New South Wales Crime Commission.

Prior to joining News Corporation, Van Onselen wrote a column for *The Bulletin* magazine in 2007-08 and before that wrote opinion columns across a range of newspapers, including the *Sydney Morning Herald*, *The Age*, *The Australian Financial Review*, *the Canberra Times* and *The Courier-Mail*. He worked for *Channel Nine's* current affairs programme *Sunday* in 2007 and 2008, where he presented cover stories on Australian politics and provided commentary in the lead-up to the federal election.



Graham Webb MBE

In 2005, Graham was honoured with an MBE at Buckingham Palace for his services to business and charity work in Kent however, Graham's isn't a story of the silver spoon. In an age where celebrity is idolised and fame is sought above all else, Graham's journey of grit and determination shines through like a beacon in the night. An example to us all.

His battle with adversity, and eventual triumph against insurmountable odds, is a story that is both inspiring and emotional. It will leave you empowered, eager to make that change you have always wished for, and ready to go after the dreams you let slip away.

As Graham rightly puts it: It CAN be done!



WORKSHOP PRESENTERS

Nikki Brouwers, Managing Director, Interact Group

Nikki Brouwers is the founder and Managing Director of The Interact Group; a leading services provider in the area of human capital management.

As a recognised industry thought leader, Nikki has lead The Interact Group to be positioned as the premier provider of audit, risk and safety management services. Nikki's strong business management has grown and positioned the company to its current market and balance sheet position.

Nikki is a board member of NESAs and she recently served as member of the NSW's Workers Compensation and Work Health and Safety Council, providing expert technical and operational advice to the Minister for Finance and Services. Nikki has also previously served on a number of committees under the Department of Education, Employment and Workplace Relations' Disability Employment Services program.

Nikki is a sought after presenter in the field of Disability management, workers compensation and risk and safety management at work. This includes having presented and participated in International Disability Forums on Disability Management (IFDM) in London, Los Angeles and Berlin. Recently Nikki outlined 'a journey to the future of safety management from an international perspective' to the Employer Based Injury Management (EBIM) Conference. Today, the Interact Group provides advice to the Public and Private sector on audit, risk and safety management and how to effectively manage human capital resources.

Fiona Buffinton Group Manager of the Specialist Employment Services Group in the Department of Social Services.

Fiona's key focus is on the delivery of employment services assistance for people with disability. She also has policy responsibility for the gateway assessments for the employment services, including the Employment Services Assessments. Previous roles Fiona has held include Group Manager of the Higher Education Group, CEO of Australian Education International (AEI), the international arm of DEEWR and two decades with the Australian Trade Commission serving in both Australia and overseas. Fiona has Bachelor degrees in Economics and Arts (Asian Studies) from the Australian National University and studied Mandarin Chinese in Taiwan and China.

Darrius Caulfield, Performance Consultant, Wise Employment

With a career including 15 years in the Employment Services sector, Darrius has worked in a range of roles including Operations, Quality and Contract Management, Performance Management, Business Intelligence and systems.

For the last 9 years Darrius has worked with WISE Employment on both JSA and DES programmes, with particular emphasis on performance management, reporting and business intelligence. He has been an active member in a number of industry working groups over the years and has worked on modelling the UK's Work Programme and Work Choice programs. Prior to joining the industry in the first Job Network Contract, Darrius had a career in the hospitality industry however, he was attracted to Employment Services because of the difference it makes in the lives of Job Seekers and their communities.

Matt Clarke, NESAs

Matt is the national project manager for NESAs leading the RJCP Building Capacity Program & Remote School Attendance Strategy Workforce Development Strategy across remote Australia. Matt has over 12 years' experience working in the employment services sector including executive management roles in both JSA & DES. Prior to working in employment services Matt worked across the community services sector for 10 years including 7 years as an Aboriginal Health Worker. Matt's passion has always been to bridge the gap that Aboriginal Communities experience in terms of employment, education and health. Matt was the inaugural recipient of the 2011/12 NESAs Employment Discovery Grant and travelled to Berlin for the 8th Annual Meeting of the OECD LEED Forum on Partnerships and Local Governance.

Emma Clarris

Emma is currently an Area Psychologist with The Salvation Army Employment Plus where she provides individual counselling to job seekers with multiple complex issues, coaching, group work and staff training/coaching. She has a Masters Degree in Counselling Psychology (with a major thesis examining the differences and overlap between counselling and coaching), Criminology (Forensic Psychology), Taxation and tertiary qualifications in law and brings a diverse background to her work.

Emma's counselling philosophy is based on offering the job seeker an alternative approach to common interventions, giving them the opportunity to acknowledge and confront their own self-imposed barriers to employment, design and master their individual solutions and implement a long-term plan that produces lasting change.

With significant experience in the public service, private industry and the larger non-government organisational sphere Emma is able to apply that accumulated knowledge to her current work.

Peter Coronica

A youth employment specialist and author, Peter is passionate about finding and implementing real solutions to the problems faced by unemployed and underemployed youth in today's competitive labour market. As the founder of Empowering Youth his mission is to engage with future job seekers at a young age, working to build knowledge and skills that will empower them in their future careers.

Since 1995 Peter has been an owner and director of a number of Melbourne's most successful restaurants and cafes including Umago in Fitzroy, Hush-Hush in Camberwell, the famous Richmond Hill Café and Larder, Sapore restaurant in St Kilda, and Café Florentine in Brighton.

An employer of over 1000 young Australians over the years, Peter has extensive experience in the hiring of young people and has a unique insight into small business and its flow on effect to youth employment. He has an in-depth knowledge of the development of core workplace skills and how they can translate to long-term career success.

Peter promotes the necessity of fostering in young people and their parents a comprehensive understanding of today's competitive labour market.

His first book, *Your Boss's Boots*, was released in April 2014.

Michelle Crawford, Deputy CEO, Development and Innovation

Michelle has been with Good Shepherd for eight years. As Deputy CEO - Development and Innovation, she is responsible for scoping and developing new initiatives for Good Shepherd Microfinance. With 23 years' experience working within the community sector, she is passionate about practical responses that address exclusion faced by individuals living on low incomes, developed and delivered by community, for community.

Michelle currently chairs the Australian Financial Inclusion Network, and was chair of Wavecare Counselling Service for 5 years (2006 - 2011).

Michelle recently completed the Company Directors Course, has a Bachelor of Business, Graduate Diploma in Adult Education and Master of Social Science.

Moya Drayton, Manager, Job Services Australia Group, Department of Employment

Moya leads the implementation and delivery of Government programmes to assist unemployed people. Since joining the former Department of Education, Employment and Workplace Relations in April 2012, Moya has overseen the introduction of the current Employment Services Deed, as well as numerous employment programmes and initiatives, including the Tasmanian Jobs Programme, Wage Connect, Relocation to take up a job and the suite of mature age programmes and initiatives.

Moya also has responsibility for job seeker compliance and JSA performance reporting and analysis.

Prior to joining the Department, Moya has had extensive experience working in the service delivery areas within Centrelink and the Department of Human Services, most recently as the General Manager of the Whole of Government Coordination Division. Moya has a background in Social Work and has worked across South Western Sydney in that capacity.

Jeff Dzodz, Account Manager, Employment Participation in the Western Australia Office of the Department of Employment

Through his current and past roles in Federal and State Governments, Jeff has focused on improving the delivery of services to disadvantaged people, including those living in regional and remote communities.

Jeff has played a leading role in creating partnerships with resources sector employers for sector-wide strategies to resolve recruitment difficulties and improve Indigenous employment outcomes. He led the establishment of Regional Education, Skills and Jobs Plans in WA regions and was the interim Local Employment Coordinator in the State's only Priority Employment Area.

Jeff was awarded a Fellowship from the Winston Churchill Memorial Trust in 2013, to examine the effectiveness of Canada's Youth Employment Strategy (and other relevant employment programs) and see what it could offer Australian youth. During his research project, Jeff examined the approaches adopted in the provinces of Ontario

and Quebec, and visited Canada's remote North-West Territories where he met with Chiefs of Aboriginal First Nations to discuss youth unemployment. His final report to the Churchill Trust is available at <http://www.churchilltrust.com.au/fellows/detail/3807/Jeff+Dzodz>

Joanne Gorman, National Business Development Manager, ESH

A graduate from the University of Leeds and with more than 25 years of experience in the recruitment, HR and employment industries in Australasia, New Zealand and the UK, Joanne has worked with a broad range of organisations in creating workforce solutions to match their corporate objectives with job seeker needs.

Commencing in the recruitment industry and latterly moving into the ESP space, Joanne has worked with a diverse range of employers - from government to manufacturing; from mining to banking; from worldwide corporates to small local businesses.

Focussing on Business Development and Strategy, Joanne joined the ESH Group - initially IPA, with the intent of educating corporate employers on the potential of employing job seekers of all types, through an employer-friendly best practice approach to recruitment, selection and development. Her role has now been extended across the broader Group where Joanne heads the ESH team (IPA and PVS Workfind) responsible for developing services that connect employers, government and the under/unemployed.

IPA is a provider to the Department of Employment Experience + Corporate Champions Program, which Joanne manages.

Jody Hamilton, Senior Consultant, Morrison Low Consultants

Jody has over 15 years government experience, including ten years at the senior executive and senior manager level. Jody has worked in a range of strategy, policy and operational roles in Australia, New Zealand and Canada, primarily in the areas of economic and social development.

Jody has worked with a number of communities on skills and jobs audits and employment planning. She has helped organisations develop regional and local economic development strategies and has also recently completed an economic strategy for a major growth centre in New South Wales. Jody has led change management exercises, aligning strategy, operations and resources.

Jody has recently worked with three regional Western Australia Councils to develop the suite of integrated plans, including the Strategic Community Plan, Corporate Business Plan and Workforce Plan.

While working as a senior executive for the Australian Government in Canberra, Jody and her team were responsible for the development and implementation of the Indigenous Economic Development Strategy in 2005, initial CDEP reforms and managing the relationship between Centrelink and DEEWR.

Jody was previously a Business Advisory Group member of regional economic development agency, Business Hawkes Bay. She was also inaugural Chair of Ngati Kahungunu Iwi (tribe) Economic Development Board and developed and implemented a range of strategic initiatives while in the role.

Gayle Hardie

As one of the Co-Founders of Global Leadership Foundation, Gayle Hardie is passionate about making a positive difference to people's lives, their businesses and communities - both local and global.

She brings, along with their enthusiasm, over 30 years of experience and recognised expertise in leadership development and transformation, strategic planning and implementation, leading and implementing organisational change, Board and Executive mentoring and coaching and strategic human resource management.

She currently works with Boards and/or Senior Management Teams in some of Australia's leading organisations in a range of specialist areas, which include transformational leadership and change in individuals and organisations, strategic planning & development, emotional health and leadership resilience, strengthening collaboration and Board and Executive mentoring & coaching.

Global Leadership Foundation clients represent all areas of business, community, not-for-profit and the public sector and Gayle is a member of the Australian Institute of Company Directors and provides coaching and mentoring to members of this organisation. Amongst other achievements, Gayle is a Fellow and Former Board Member of Leadership Victoria and is a recipient of the Business and Professional Women's Community Leadership Award.



David Henderson, Victorian State Manager, Department of Employment

The Department provides policy, support and programmes to deliver the Australian Government's agenda to create more jobs and increase productivity. The State Office contributes to ensuring Australia's Employment Services are delivering what employers need; job seekers are given the support they need to become competitive in the labour market; and facilitates jobs growth through effective employment services and incentives for the unemployed and employers. David is a registered psychologist (non-practising) and has been involved in the employment services industry for over 30 years from direct service delivery working with long term unemployed and disadvantaged jobs seekers to programme and contract management within the contracted service delivery model.

Rebecca Herberston

With over ten years' experience working in Employment Services and eight years delivering training, Rebecca is able to relay her knowledge and experience using a common sense approach and an informal manner which is popular with her clients. Her Employment Services work has primarily involved working with Indigenous people, facilitating the Certificate IV in Employment Services throughout Western Australia and assisting organisations with other business needs such as tender writing and policy development. Currently the Director of Training and Compliance at the Betterlink Group, a Western Australian based RTO she is also a professional member and registered Mentor of the Career Development Association of Australia and a Member of the Australian Institute of Company Directors.

Patrick Herd

Patrick brings to Community Business Australia 25 years of organisational and consulting experience in the employment, education, training, disability, aged and community care industries. He holds a Bachelor's Degree in Education.

Patrick's skills and experience include facilitation of strategic and business planning workshops, organisational reviews, recruitment and coaching of boards, CEOs and managers in the workplace. Patrick has a wealth of experience assisting boards, managers and staff to move through significant industry or cultural change and has assisted community businesses to work with federal and state government contracts.

Through his many years as a senior manager with community business Patrick understands how to balance customer expectations, contract compliance and the requirements to deliver results for all stakeholders. As well he has a depth of understanding of the practicalities of strategic relationships and partnerships and has assisted organisations develop a range of such alliances and partnerships.

Patrick places a very high emphasis on facilitation and collaborative people processes which engage all stakeholders and further assist them to "own and operate" their vision and their organisation's desired future.

Dave Higgon, Employee Relations Manager, Brookfield Multiplex Australasia

Dave has over 30 years' experience in the building and construction industry. His broad expertise covers all aspects of safety, industrial relations management and staff training and development.

His successful management of employee relations issues has been firmly based on his broad industry background together with extensive involvement in industry decision-making bodies. His skills are particularly evident in the development of strategic initiatives, the management of site industrial relations, and in the development of initiatives for continuous improvement in all employee-related areas.

Arthur Hodgson, Warehouse Manager, Cotton On Group

Arthur has been with the Cotton On Group since 2008 working as a Warehouse Manager. Cotton On distribute to its own 9 brands with over 1300 retail stores in 16 countries across the globe, all driven by a team of 19,000+ passionate people. With a team of 300 people working at Geelong's Lara DC. Arthur oversees the distribution of over 1 million units a week.

Having previously worked in Management roles with retail chain Bunning's as well as National Foods, Arthur is also a member of the steering committee of Northern Futures in Victoria's most disadvantaged region of Corio/Norlane in Geelong. Arthur is passionate about seeing people who are disadvantaged get the opportunity to gain employment so they don't face a "life sentence of poverty and exclusion". Outside work Arthur and his wife Margaret have an interest in local sporting and community clubs where his 3 children Andrew, Hayley and Jack regularly participate.

Jeremy Irvine, NESA

Jeremy Irvine is NESA's Stakeholder and Communications Manager. An experienced public affairs professional, he has held roles as a political adviser, speechwriter, lobbyist and has headed three NGOs in Australia and New Zealand. He commenced his career in the then CES in Melbourne. Jeremy holds a Bachelor of Arts degree, and Master of Arts degree in Organisational Communication.

Rebecca Jackson, Senior Policy Advisor, NESA

Bec Jackson is an avid shoe & horse collector, she has 10 years of experience in Employment Services, including frontline management, having worked across the breadth of programmes.

Bec is currently undertaking graduate study in Policy and Politic. Bec has also worked as a Senior Policy Officer in the area disability and employment for 4 years – something she remains incredibly passionate about.

Glen James, Agilient Systems

Glen is Senior Consultant with Agilient Systems and her extensive professional expertise spans over 28 years in a variety of industry sectors including public and private employment services, community health and community service and welfare organisations. Glen holds qualifications in management, training & assessing, mediation, social welfare and quality review and audit.

Glen's employment history includes CEO for over 12 years of a not for profit welfare agency incorporating Job Services Australia employment services for the most vulnerable group of clients, youth at risk and the homeless cohorts. Other roles include National Training and Quality Assurance Manager (Australia) for an International Employment agency; own consultancy/training business, executive manager of a rural community health service, drug and alcohol counsellor and student and staff counsellor within registered training organisations.

In addition Glen, through Agilient, develops and facilitates a broad range of training programs and workshops to the employment services industry in the areas of privacy policy, internal audit preparation, developing quality systems, equal opportunity, client privacy & confidentiality, record/file audits, dealing with violent/abusive clients, duty of care, counselling & workplace mediation.

Trish Keilty, Director, Avocare Limited Avocare Community Connect

Trish has always had a passion for helping the most disadvantaged members of the community to develop their full potential through focused personal development training and employment programs.

Avocare Community Connect is a series of social enterprises hosting successful work experience activities under the Government Work for the Dole initiative to 9 different Job Services Australia (JSA'S) Members over 26 sites. Both Avocare and the ACC focus on developing and delivering programs and assistance to disenfranchised community members who are experiencing social isolation, lack of confidence and a number of other significant barriers to employment and training.

Avocare Community Connect also significantly assists the local community through food relief and the provision of direct food services. Each of the work experience activities being hosted by ACC has a direct benefit and flow back for the community.

Trish believes she can attribute her small business success to her ability to develop strategic partnerships with employers, industry, community members and other essential stakeholders.

Through Avocare Trish has a strong focus on encouraging community connectedness and the promotion of mutual obligation that encourages interest and fosters enthusiasm.

Miles Larbey, Senior Executive Leader, Australian Securities and Investments Commission

Miles Larbey is responsible for financial education at the Australian Securities and Investments Commission, Australia's conduct and market regulator for financial services. In this role, Miles is responsible for developing and delivering Australia's national financial literacy strategy, which is underpinned by research and international best practice.

ASIC's award-winning MoneySmart website for consumers and investors, and ASIC's work to promote financial education in schools are key achievements of ASIC's strategy.

Prior to this role, Miles was the first General Manager of the Investor Education Centre in Hong Kong, where he was responsible for establishing the Centre and launching its Strategic Plan for 2013-16. He has a wealth of experience in consumer protection, banking conduct supervision and supervision of insurance companies, gained from working in senior roles in Australia, Hong Kong and the United Kingdom.

Sally-Ann Lauder, Founding Director CEO, BliiP Employability

Sal is a Senior Executive, Consultant Psychologist and Co-founder of BliiP Employability. Sal has designed and delivered consultancy and development programs for both the private and public sectors in Australia and the UK. The focus of these programs was to build performance through organisational development, change leadership and HR technology solutions. Sal's expertise in education, psychology, workforce management, recruitment, psychometric assessments, personality profiling and her ability to influence change has contributed to the development of the BliiP solution.

Paul Maguire

Paul is the Director of Maguire Consulting, Manager of Employee Relations Online and a NESAs Industry Business Partner. He has advised NESAs members on their responsibilities as employers for thirteen years. Paul developed Employee Relations Online for Employment Services and regularly presents at NESAs conferences on topics ranging from the bi-annual Employment Services Remuneration Survey through to managing unsatisfactory performance and dismissal. His experience extends to work with governments, employers and with National and State trade unions.

Paul has particular interest and expertise in remuneration benchmarking, small business development, organisational change workforce development, dispute resolution, advocacy and enterprise bargaining, Maguire Consulting has a national focus and therefore can advise or represent your business wherever you are in Australia.

Sharon Mamo, CEO and Founder, Creating New pathways

Sharon is a qualified program designer and facilitator, currently delivering the successful job seeker program "Breaking Through Barriers" and "Get on Track".

Armed with her personal experience and enthusiasm for influencing change in those less fortunate, Sharon embarked on a significant period of tertiary education and her major was, and continues to be, understanding and transcending the fears and anxieties that have kept job seekers in state of dysfunction. Sharon is now delivering a highly successful and industry-unique model that truly changes the lives of the job seekers she worked with in the Stream 4 and DES space.

A walking talking inspiration of what is possible, this woman is all about one thing, *Empowering Highly Disadvantaged Job Seekers to Make Sustainable Change* - Sharon Mamo says "it can be done".

Stephen Moore, Chief Information Officer, Department of Employment

Stephen has spent 24 years in Employment and its predecessors in a variety of Information & Communication Technology and policy roles.

Stephen helped develop the policies and implementation arrangements for the outsourcing of CES employment services in 1998 which led to the creation of the Job Network. Stephen leads the Employment Systems Group (ESG) which develops, maintains and supports IT software products that underpin the Department's employment and workplace relation programmes, employment services delivered by the Department of the Prime Minister & Cabinet and the Department of Social Services and contributes to employment policy development and evaluation through the provision of highly specialised reporting tools and analytical capacity. ESG systems are used by around 400 organisations and 40 000 users.

Stephen is also an Adjunct Professor of Information Systems at the University in Canberra and is part of an ARC research project looking at how IT systems impact strategic and operational align between organisations in our purchaser/provider model of employment services.

Ivan Neville, Department of Employment

Ivan has spent more than 15 years in the Department of Employment, and its predecessors, in a number of different research and analytical roles. He is currently the manager of the Labour Market Research and Analysis Branch and has responsibility for the analysis of the Australian labour market and the identification of the current and future demand for skills. He has also given many presentations around the country on regional labour market issues. Ivan has been a Director of Graduate Careers Australia since 2005.

Joanne Osborne

Jo has over ten years' experience working within JSA working primarily with employers on local, state and national level. During this time Jo developed many successful relationships with corporate employers developing models that have been applied in projects around Australia. In 2012 Jo received a special Certificate of Appreciation for Services of Excellence to the industry by NESAs.

Over the past year Jo has worked closely with Brookfield Multiplex in the implementation of their LINC (Linking Industry Needs with Community) program , she has lectured at UNSW on Organisational Behaviours and most recently has been appointed as the Executive Manager of The Literacy For Life Foundation.

Dr. Siobhan O'Sullivan, Research Fellow, School of Social and Political Sciences, The University of Melbourne

Dr. Siobhan O'Sullivan is a Research Fellow in the School of Social and Political Sciences at the University of Melbourne. Since 2008 she has been working with Professor Mark Considine on a project part-funded by NESAs. The project looks at the changing nature of contracted employment services in Australia and elsewhere in the world. Dr. O'Sullivan has published widely in the field.

Adrian Panozzo, Churchill Fellow CEO, Australia and Asia Apricot Consulting

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 programs.

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.

John Perry, General Manager, BoysTown

John has overall responsibility for BoysTown's youth specialist JSA Contracts across three states as well as education program nationally, the Youth Connections contracts in Queensland and the social enterprise businesses conducted in three States. In the early 2000's John established BoysTown Enterprises, a series of 'intermediate labour market' social enterprises that continue to grow in size and diversity each year. For the past two financial years BoysTown Enterprises has employed in excess of 500 young people each year.

John pioneered a 'work as therapy' model of welfare delivery to disadvantaged young people. This has proven to be highly effective in enabling young people to re-engage with learning and skills development and progress successfully in mainstream employment. Griffith University has just completed a three year Australian Research Council funded study to the impact of 'work as therapy'. Their evidence based findings are very supportive of this integrated approach to skills formation, learning and work.

Kevin Robbie

Kevin has been with Social Ventures Australia (SVA) for over five years and is responsible for leading their work around employment creation for people excluded from the labour market. Kevin has worked in innovative social change for over 20 years, primarily in the UK. He has held senior management roles in a range of organisations, including seven years as Chief Executive of Forth Sector, one of Scotland's leading social enterprises. He has also been a special adviser to the UK Government Cabinet Office, worked on a wide range of development partnerships/projects and served on a number of non-profit boards and on Government Advisory Boards.

Sebastian Rosenberg, Senior Lecturer, Mental Health Policy, Brain and Mind Research Institute, Sydney University Associate, Menzies School of Health Policy

Since 2008, Sebastian has worked as a Senior Lecturer at the Brain and Mind Research Institute at the University of Sydney and is currently undertaking a PhD focusing on mental health and accountability and the development of a National Mental Health Report Card.

In 2011, Sebastian worked as expert facilitator to the NSW Taskforce to Establish a Mental Health Commission. Draft legislation to enact the Commission was introduced to the NSW Parliament in November 2011. Sebastian was convenor of the first joint meetings of Australian mental health commissions, including representatives of NSW, the National Commission, WA, plus Queensland, South Australia, Victoria and commissions from Canada, NZ, Hong Kong and elsewhere.

Since 2013 Sebastian has been working as a consultant to the NSW Mental Health Commission, developing a new Strategy to reform mental health in that state. This has involved wide consultations, a detailed appreciation of the scope and role of the Commission and a strong understanding of measures of success. The final draft Strategy is due to the NSW Government in 2014.

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.

Sebastian also 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. A final report on these consultations was presented to NSW Health in January 2013.

Tobias Seldon, Senior Adviser, Department of Prime Minister and Cabinet's Remote Jobs and Communities Programme (RJCP) Delivery Branch

Tobias Seldon has an ongoing relationship with the RJCP dating back to the initial programme design. Tobias has extensive experience in Indigenous Affairs and spent over a year as the Government's adviser for the Indigenous Employment and Economic Development Ministerial portfolio. Prior to the public service, Tobias spent a few years in the Army and held 'the best job in Sydney' for over a decade as the manager of the Sydney Theatre Company. Tobias grew up in the Redfern area of Sydney, and it was there that he developed an enduring interest in Indigenous Affairs.



Dr. Caroline Smith, Deputy CEO, NESAs

Caroline's career spans more than 16 years of working in employment, skills and labour market research and policy roles across government, academia, industry and the not-for profit sector and includes significant international experience.

For almost five years Caroline was Director of Workforce Development Policy at the Australian Workforce and Productivity Agency (formerly Skills Australia), an independent statutory body providing advice to the federal government on Australia's current, emerging and future skills and workforce development needs.

Caroline was the 2012 winner of the Fulbright Professional Scholar in Vocational Education and Training (VET), sponsored by the Department of Industry. Through her Fulbright, Caroline went to Rutgers University, New Jersey for four months to examine the role of Sectoral Partnerships for Workforce

Caroline has a PhD in employment relations from University of Strathclyde, Glasgow. Caroline's achievements include the Overseas Student Award, UK (1999-2003) and the John Anderson Scholarship at Strathclyde University, a number of academic publications and representative roles in international agencies: the Organisation for Economic Co-operation and Development, the International Labour Organisation and the European Commission.

Maria Smith, Founder CEO, Bounce Consulting

Maria is the founder and CEO of Bounce Consulting, a multi-award winning organisation delivering "life-skills" coaching and professional development to leaders in Australia and internationally and job readiness training to the long-term unemployed.

Maria's work has been highly commended and awarded over the years. In 2007 Bounce was awarded the Best New Business and in 2011 the Best Small Business in the Powercor Business Awards. On an international level, Maria was awarded the Silver Stevie Award for Entrepreneur of the year for the Asia-Pacific region as well as a Bronze Stevie Award for Communications/PR Campaign of the year. 2014, Maria was awarded the Silver Asia-Pacific Stevie Award for Woman of the year and a Silver Stevie Award for Service Business of the year for Australia.

In 2014 US Whitehouse Chief Technology Officer of Science and Technology Policy invited Maria to introduce the Bounce program, specifically working with unemployed youth, in Massachusetts for 12 months, with a vision of expansion across the US.

Gengiz Soy Turk, ACSO

Gengiz has over 25 years' experience in employment and related services including Job Services, Disability Services, Registered Training Organisations, Group Training Organisations and Australian Apprenticeship Centres. Over the past 10 years, Gengiz has held senior management positions with prominent community organisations promoting workforce participation and social inclusion for people with a disability, youth, indigenous people, ex-offenders, mature age, and people experiencing homelessness.

Michael Wasley, General Manager, MatchWorks

Michael has been General Manager at MatchWorks since 2008, having worked his way through the company over the past 18 years, in various frontline and management roles. MatchWorks is a division of Karingal Inc, a large Victorian-based provider of services to people with disability. MatchWorks delivers JSA, DMS and ESS services across Victoria, and ESS from numerous locations in Adelaide and South East Queensland. MatchWorks has maintained a reputation for client-centred servicing whilst achieving high performance. Michael has served on various peak body boards and government working parties over the past decade.

Stuart Watson, Manager, Stream Services Branch, Department of Employment

Stuart is the Stream Services Branch Manager responsible for the day to day management of significant elements of Job Services Australia. Over the past 22 years, Stuart has had extensive experience within the Department of Employment (and former versions of the Department) across a wide range of programme, operational, policy and implementation roles. These include Working Nation, the closure of the CES, development of the employment services market, creation of Employment National, establishment of the Job Network, the formation of Work Choices and the implementation and ongoing management of Job Services Australia. Further, from 2006 to 2009, Stuart headed up the then Department's NSW/ACT State Office.

GALA AWARDS DINNER

Trina Gilchrist was born to perform...

On stage by the age of nine, she went on to study drama and classical voice work, fronted rock bands, recorded CDs and performed in theatre restaurants and live sell-out shows alongside some of Australia's finest entertainers, including Julia Zemiro, Eddie Perfect and Tim Minchin.

By age 22, soon after finishing a performing arts degree at Monash University and her Trinity College London drama exams, her career took a different turn. Keen to make a solid living, the Melbourne-based artist sought work in the corporate world.

Rather than tread the boards, Gilchrist wore pin-striped suits and worked the phones, climbing quickly to corporate sales management, winning a crop of business and awards for broadband network companies.

In 2008, aged 31, Gilchrist announced that she was going to leave the world of sales management and start her own business, The Lab Creative.

Gilchrist has since designed hundreds of events, including creative experiences for NAB, Nokia, Wesfarmers, Coca-Cola Amatil, Nintendo, PricewaterhouseCoopers (PwC) and Tennis Australia, in venues ranging from company board rooms to Melbourne's Rod Laver Arena and the Sydney and Melbourne convention centres.

"I truly believe creativity is the key to unlocking potential in organisations," she says.

"It's become a serious obsession of mine that people have a connected time at work, that they are embracing and passionate about their brand, and that they have a real relationship with their customers, team and leaders."

Trevor Jones, Piano Bar Entertainer

Trevor has performed as a piano bar entertainer all over the world. After regular performances at Crown Casino and at Howl at the Moon, Melbourne, Trevor worked for Carnival Cruise Lines in the Mexican Rivera and the Caribbean.

He also performed in 5 Star hotels around Germany, Australia, Italy and the Netherlands.



GALA AWARDS

Liz Rivers, Leader of the pack and Managing Director, Event Director and Executive Event Producer

Liz takes herself way too seriously. She even reads business books on Christmas holidays! Thank goodness this hedonistic 'goat' has a creative flair. She started her own events, communications and marketing business in Sydney in 1994 before moving it to the Sunshine Coast a decade later.

Liz Rivers challenges the way that corporations have traditionally looked at engaging staff and how associations have gone about attracting members. She champions a radical rethink of the way that awards, rewards and incentives are conceived and run. Her thinking, from a background as a master communicator and former A-grade journalist, is to cultivate an environment where innovation and engagement are embraced and rewarded to the benefit of both the organisation and the individual. She's an advocate of creating a great place to work and proves staff, their families, customers and the community all benefit.

THE AWARDS JUDGES

Peter Laver

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.

Marion Webster OAM

Marion serves/has served on the boards of a number of organisations, spanning welfare, the arts, medical research, disability and community philanthropy, bringing particular expertise in the area of Board governance and efficiency and is the co-founder of Fitted for Work Ltd a national service and advocacy organisation to assist long term unemployed and disadvantaged women obtain work and gain financial independence. In the six years of its operation the service has a turnover of \$1.4 million and has worked with over 13,000 women.

Central to the development of the first independent community foundation in Australia, the Melbourne Community Foundation, she is a founding director of the Foundation and it's immediate past Chair and has been instrumental in growing the Foundation to just on \$50 million in its 15 years of operation. She is also a founding Board Member of the Auckland Communities Foundation in New Zealand in September 2010.

In 2003, after completing a contract as Locum Director of the peak Community Foundation Network in the UK, she was awarded and completed a Senior Fellowship with the City University of New York studying community foundation sustainability. In 2004 she was awarded an OAM for her services to philanthropy and the community.

Marion is also a founding Board Member of Changemakers Australia a national organisation which aims to support the growth of social change philanthropy in Australia. She is also Chair of GASP! and art and sculpture park in Tasmania and has recently joined the Board of the Funding Network which encourages collaborative funding for small social change projects. In 2014, Marion established an organisation Kilfinan Australia which has been set up to provide not for profit CEOs with mentoring by senior corporate leaders.

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 work 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, Australia and Asia Apricot Consulting

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.

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- AFL Field Umpire between 1989 and 1996
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- 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.

Sebastian Rosenberg

Sebastian is Senior Lecturer in Mental Health Policy at the Brain and Mind Research Institute, University of Sydney. He is also an Associate at the Menzies School of Health Policy and as Associate at ConNetica Consulting. Sebastian worked from 2005-09 as Deputy CEO of the Mental Health Council of Australia and before this had 16 years experience working in both state and federal governments. In 2011 Sebastian was appointed Expert Facilitator to the Taskforce to establish the NSW Mental Health Commission and was also a member of the NHMRC Committee on Prevention and Community Health from 2009-12. Sebastian is a current member of the ACT Clinical Senate and is a PhD candidate, his topic being to establish a National Mental Health Report Card for Australia.



Conference Sponsor

This event is supported by the Australian Government Department of Employment.

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.

The Department of Employment works to provide people from all backgrounds with access to services and support to help them overcome barriers and develop the required skills to gain employment and participate in society.

The department works to two Ministers – Senator the Hon Eric Abetz and the Hon Luke Hartsuyker MP.

Secretary Renée Leon PSM and the deputy secretaries are responsible for the delivery of the department's services.

NESA Employment Discovery Grant Sponsor

Welcome Reception

Inaugural Bright Star Award Sponsor



Kinetic Super

Kinetic Super is the industry fund that's passionate about keeping people connected to their super because we know things change. Wherever you work, whatever you do, we can help you take control of your super at every stage of your life and career.

For over 20 years, we've worked throughout Australia across various industry sectors. Today we manage \$2.4 billion in retirement savings and operate for the benefit of over 300,000 members.

With low fees, a history of strong investment performance, a range of investments, comprehensive and great value insurance, we're committed to providing quality products and services for our members.

We're the fund that challenges attitudes towards super and helps people bring the same energy and control they have for their life, to their super.

We're proud to be involved in the 2014 NESA National Conference and sponsor of the NESA Employment Discovery Grant for the fourth consecutive year.

Kinetic Super – the super that moves with you.



Photo Booth Sponsor



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Brighter Futures Australia

Brighter Futures Australia is a national training organisation with an energetic team of experienced, professional experienced JSA trainers and counsellors in every state.

Our competitive advantage is our Certificate II in Life Skills Development which can be delivered in a classroom or online, allowing the flexibility to provide training for people, wherever they may be.

To date, more than 1,500 people have graduated from the Life Skills Development training – a 93 per cent successful completion rate.

Exhibitors



Better Life Communications

Operating as a social enterprise Better Life's mission is to provide safe, secure and affordable access to mobile phone plans to ensure that people stay connected and avoid bill shock.



Bounce Consulting

Bounce provides high-quality training and coaching that enables businesses to excel and people to live fulfilled lives. Our tailor-made programs are designed to suit people from all walks of life and create lasting, positive change. With high levels of experience with executives, business teams and alike, Bounce has received praise from the leading mental health experts in Australia and the USA.



**Brighter Futures
Australia** Pty Ltd.

Brighter Futures Australia

We would like to partner with you to transform the lives of your clients. Our signature training package, Certificate II in Life Skills Development, has literally transformed and empowered hundreds of lives through its innovative approach.

Our trainers can work with you to help place your into meaningful and sustainable employment.



Exhibitors



Careers Australia

Careers Australia was established in 2006 and has grown to become Australia's leading private provider of Vocational Educational Training. With 16 campuses throughout Australia, our facilities and staff offer world class academic and student support.

With an extensive offering of accredited short courses, apprenticeships, traineeships, certificates and diplomas, we create thousands of pathways into employment and further education across a range of industries.



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In a fiercely competitive job market, getting your Job Seeker to stand out from the crowd can be difficult. Independently verifying and highlighting their abilities and experience is a sure-fire way to get them noticed, and our solutions will make their resume stand out, grab the attention of employers, and get them an interview.

Visit www.cvcheck.biz to know more, or call 08 9388 300 and arrange an onsite demonstration.



Employee Relations Online for Employment Services

Employee Relations Online for Employment Services is a specialist advice service created specifically for this industry providing expert advice to resolve workplace conflict and assistance to manage staff.

Subscribers receive exclusive access to:

- > fact sheets explaining employers' obligations under Australian employment laws
- > downloadable guides, checklists, model policies, procedures and templates to apply in their own business
- > a 1300 priority telephone line and e-mail access to expert advice
- > regular updates and bulletins explaining changes to pay rates, award conditions.

Developed in partnership between NESA and Maguire Consulting and covering every aspect of employment regulation, www.employeerelationsonline.com.au provides expert employee relations advice available tailored exclusively to our industry.



Exhibitors



Good People HR

Good People HR is a leading boutique consultancy proudly focusing on candidate attraction, retention and engagement. Rather than focusing on volume, we only take on roles we know we can fill, and focus all our energy into those roles to ensure that only the best talent is captured. This means higher retention for our clients, as well as a highly tailored process that works in favour of both candidates and clients.



JobReady

JobReady has been providing software to the Employment Services industry for over 15 years and continues this service with JobReady.Live, our fully cloud based solution for Employment Services providers.

JobReady.Live is specifically designed to meet the requirements of your contract and is designed with three core concepts in mind – Productivity, Clarity and Visibility.

We believe in working closely with our clients to understand their problems and design the best solutions. Please drop by our stand to meet the team and have a look at the system.



Leap Training

Leap Training is the industry leader in online training in the Employment Services sector. Our mission is to improve star ratings through the achievement of education and employment outcomes.

Why choose Leap?

- > Online, flexible learning - study anytime, anywhere there's internet
- > Simple, rolling enrolment - quick enrolment and rolling semester start dates
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Marsh Advantage Insurance

Marsh Advantage Insurance Pty Ltd (Marsh) are proud to be appointed as the preferred supplier of Risk and Insurance Services to NESA. At Marsh we have successfully designed and delivered competitively tailored risk and insurance programs for the Employment Services and Training sectors. We are committed to providing complete support to NESA Members by way of a bespoke insurance program, seminars and on line software tools. NESA Members will benefit from the customised solutions, skills, resources and experience offered by the world's largest insurance broker with staff and offices located in all the capital cities of Australia.



Exhibitors



National Crime Check

National Crime Check is a simple, convenient and straight forward way for individuals to obtain their national police check.

The major benefits for using National Crime Check include:

- > Fast turn around – (most police checks are processed and dispatched within 1-2 business days)
- > National Crime Check is a CrimTrac accredited Criminal History Check Provider.
- > Easy and convenient application process.
- > Secure lodgement of National Criminal History Checks (aka Police Checks/Police Clearance/National Police Certificate).



People and Practice Consulting

People and Practice is a business improvement framework designed and managed by a group of specialist business and human resources management consultants working across Australia. Cliff Cunningham, Principal of Performance Consulting Australia and Paul Maguire, Director of Maguire Consulting have collaborated on the design of the People and Practice framework which blends contemporary business strategies, performance improvement measures and people management methods to achieve high performing organisations. Tailored to support NESA members across all of their business activities, the People and Practice framework is especially valuable to organisations preparing for accreditation in the Employment Services Industry Standards.



Shred-X

For nearly 15 years Shred-X has been the leader in secure destruction services. Our core services include document destruction, digital media destruction and archive box cleanouts, to name a few.



Skills & Jobs Australia

At SKILLS & JOBS Australia we believe the ultimate purpose of skills training is to enable a job placement outcome. It's as simple as that.

Working with job seekers in all cohorts, we deliver motivational and skill based training programs that incorporate intensive job placement focused activity.

As job seekers complete the skills training package our experienced staff actively coach, prepare and assist job seekers to market themselves to employers for up to six weeks.



Exhibitors



SoNET Systems

SoNET Systems is Australian owned, Melbourne based company specialising in providing ICT solutions to organisations across Australia and internationally. Offerings range from case management, CRM and assessment applications to custom built software to meet specific client needs. All SoNET solutions are web based and delivered as a SaaS (Software as a Service) accessible 24x7 anywhere at any time on any device. SoNET provides complete Cloud Computing service, VoIP, networking and 24/7 help desk on a per user per month basis. SoNET products and services like CloudPC, iCASE and Assessment Master, are highly regarded in various industries from Job Services Australia, Disability Employment Services, community services, education, large scale assessments, finance, disability services and government.

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SRG

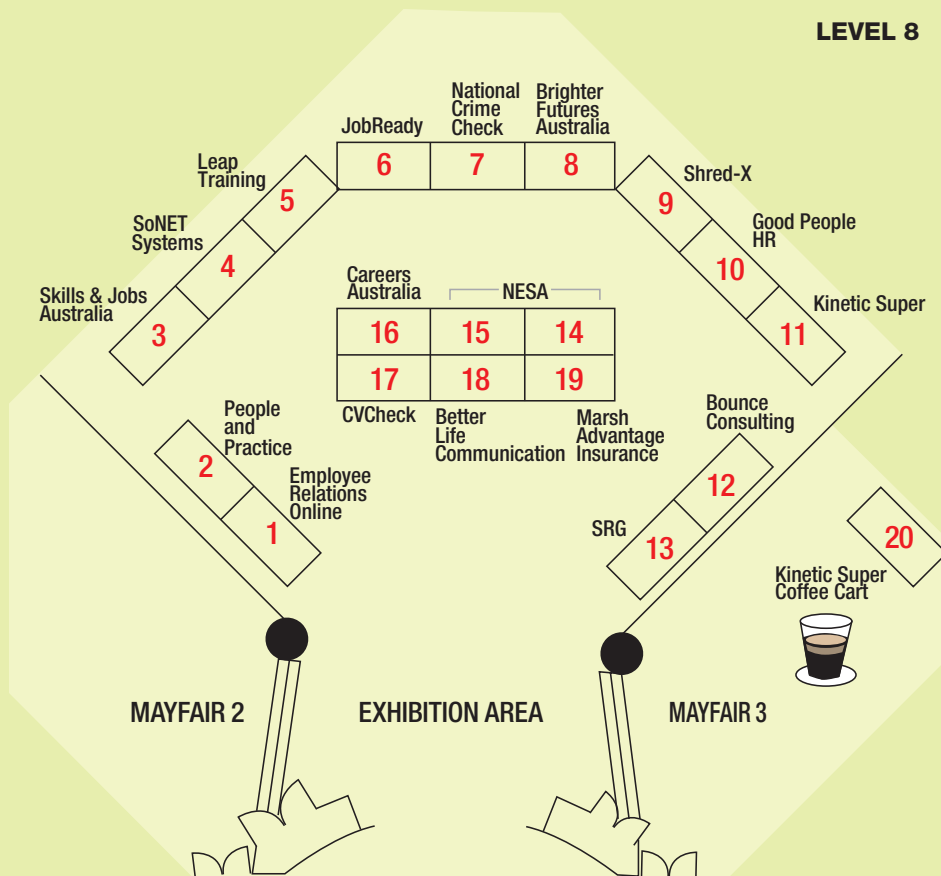
SRG specialises in recruitment solutions for the Employment Services industry, working closely with JSA, DES and RJCP providers nationally. Our team has extensive experience within the Employment Services industry which make us the ideal partner for your recruitment needs.

Whether you require assistance with permanent recruitment or temporary assignments, with SRG you are assured of an individually tailored solution for your business every time.



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**Justin Nicholas,
Photographer**

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