

# NATIONAL CONFERENCE 2015

THE MARRIOTT  
SURFERS PARADISE  
27-29 September 2015



Australian Government  
Department of Employment

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superannuation

## THE SPIRIT OF COLLABORATION

The National Employment Services  
Association National Conference 2015 is  
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#WeR4Jobs

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## WELCOME DRINKS

6.30-8.30pm  
Sunday 27 Sept 2015

Smart casual  
Verandah Room  
See map back page



### LEGEND



Refreshments



Lunch/Dinner



Entertainment



Speaker



Concurrent Workshops



Guests in wheelchairs have access to the event floor via the lobby lift.  
Wheelchair friendly bathroom available on event floor on level 2.

# WELCOME

“

It is not only one person's work,  
it's really a partnership and  
collaboration during all these years.

Christo

”



**There's a remarkable simplicity and truthfulness in that quote as we come together, one of believing in creating for good, of thinking big, and of backing yourself.**

Christo, who was an artist who fled Bulgaria during the Cold War, later created a series of environmental public artworks around the world with his wife Jeanne-Claude.

Christo and Jeanne-Claude's story speaks to me of courage, of perseverance and of commitment to their art, and to their sense of place.

Look around now as you read this programme, refreshed, excited. Look around you now and see others cradling coffee in one hand, scanning the programme in the other. Alone in the moment? Sure.

But also, undeniably, together. Look around and you'll see that you are part of a group of people who go to work each day to help people get jobs.

Simple fact. Life-changing outcomes. This is real.

But what is collaboration, and how do we make it a reality? To me, collaboration's about listening, seeing what works for others and making links happen.

As we'll hear from some great speakers at this year's Conference, collaboration's really simple when you say it, but it's a positive challenge each day to actually implement it.

Collaboration demands choice. It demands will. It demands action. It means taking the blinkers off, and seeing things as they could be, a night's sky not of darkness, but of countless lights that beckon beyond comprehension and ask silent questions of us all.

The employment and related services industry exists for people and because of collaboration.

The same tenets from back in the CES days, for example, through to Job Network and Job Services Australia apply, though the fashions (ah, those shoulder-padded '80s!) have thankfully changed.

People in our industry depend on each other now as they did back then. Without the team getting the vacancies there'd be no job listing – be it in the CES and job cards or these days on jobsearch.gov.au. Without the job seeker teams identifying the right job seeker for the job, employers would not come back, and without the specialist teams important members of our community could otherwise be forgotten. People in employment services have always relied on each other, and although the industry and the technology has changed, what has not, and must not, is the shared custodianship of putting people first.

The reforms in jobactive and remote employment services, and the ongoing development of disability employment services reaffirms the need to cooperate, to collaborate, and to work together. Zinger words no more, they anchor government expectations of us as people who help people get jobs.

The positive challenge then is to take the idea, the aspiration and the principle of collaboration and live it fully – in our teams, our organisations, our industry, and across the whole community.

To make it real.

Together.

Sally Sinclair

**Chief Executive Officer, NESA**



with  
Michael Crossland



**Michael has an absolute passion and belief in people's ability to change direction and become who they truly want to be and achieve success. This passion stems from his own story ...**

Before Michael was even one year old, he was diagnosed with an aggressive cancer of the central nervous system – a tumour had taken over half of his tiny body. The chance of Michael surviving was virtually non-existent. He started chemotherapy at 1 year old and by his second birthday, doctors had basically given up all hope. His only hope was taking part in a drug trial programme – a programme of which Michael was the only participant to survive the treatment. Although he survived, he was left with some permanent scars – only one lung, a damaged heart and a sensitive immune system.

Before his teenage years, Michael had already experienced heart attacks, and by his mid-20s had spent lengthy stints in hospital, as well as contracting both bacterial and viral meningitis. From childhood, Michael's only wish was to lead a normal, healthy life and to be able to do all the things that other kids his age took for granted. So began his dream – and with it, the determination to make it a reality, no matter the size of the obstacles that lay ahead.

Michael's childhood dream was to play baseball in America, and while he was in hospital as a child, his mother bought him a glove and ball so they could play catch. Michael says it's what made him feel like a normal kid.

At age 12, Michael began playing baseball for the Coffs Harbour side, and at 15 he was drafted into the Australian Expos Baseball Team. Michael then went to the USA on tour and was drafted by a Texas baseball team at the young age of 16 and offered a scholarship to play college ball in Texas.

This feeling of accomplishment and defying the odds only added fuel to Michael's fire.

Michael forged a hugely successful career in finance with GE Money in Sydney and Westpac in Coffs Harbour. The long hours, high demands and extensive travel that this entailed eventually took its toll, and Michael took a break from his career.

His passion to inspire and help others through direct injection took him to the devastated country of Haiti.

Michael spent two weeks in Haiti, helping to build a school for a group of orphans. The children he met there have lost everything ... their families, their homes, everything. And while Michael was in Haiti to help and inspire them, he says that these children managed to touch his own life.

The children at this orphanage were crammed in to tiny rooms, not even a bed to themselves, and literally no roof over their heads.

But Michael insists that the people of Haiti, despite their everyday challenges, still have hope and happiness and an unwavering spirit. One morning while they were in Haiti, Michael and his group were walking up the side of a mountain. Six hours into the eight hour trek up to the top of the mountain where the school is being built, Michael began to struggle, but the locals refused to let him go it alone. The women and children behind him, who were carrying heavy cargo (food and supplies) on their heads and backs, helped to carry and push Michael to the top of the mountain.

*Like Michael, the people of Haiti will never give up.*

Michael Crossland sets an example for all of us. He's a man who has faced (and still faces) extreme challenges in life, but he never gives up. And despite his own obstacles, he always puts others before himself and gives so much to people in need.

A true inspiration. A true hero.



	8.30-9.00	REGISTRATION
	9.00 Ballroom	<p><b>MYSTERY OPENING</b> X-Factor Finalist <i>Doors closing.</i></p>
	9.00-9.15 Ballroom	<p><b>ACKNOWLEDGMENT TO COUNTRY</b> <b>Our Host</b> <b>Michael Crossland</b></p> <p><i>No one could speak to the theme “Spirit of Collaboration” more convincingly than Michael. Michael has an absolute passion and belief in people’s ability to change direction and become who they truly want to be and achieve success.</i></p>
	9.15-9.25 Ballroom	<p><b>The Hon Luke Hartsuyker MP – Assistant Minister for Employment</b> <a href="#">Read more on Luke p19</a></p> <p>Assistant 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>
	9.30-9.45 Ballroom	<p><b>Sally Sinclair – CEO, NESA</b></p>
	9.45-10.45 Ballroom	<p><b>MINDSET OF HIGH PERFORMANCE – WHY PEOPLE EXCEL AT WORK</b> <b>Professor Michael Bernard – Melbourne Graduate School of Education</b> <b>University of Melbourne</b> <a href="#">Read more on Michael p20</a></p> <p>In order for employees to work at the very highest levels of productivity and contribute to the delivery of business strategies that achieve corporate objectives, companies need to invest in the development of the psychological capital of their people. Michael Bernard, author of 50 books, is an international leader in the field of high performance mindset training. He consults with business, education and government.</p>
	10.45-11.15	MORNING TEA

> continued

**11.15-1.15** **CONCURRENT WORKSHOPS:**  
Please choose ONE ONLY from the following workshop streams for each of the following two sessions.

**11.15-1.15**  
The Verandah Room

**– MASTER CLASS –**

**Facilitator: Sally Sinclair**

**LEADING SELF**

**Professor Michael Bernard, Melbourne Graduate School of Education University of Melbourne** [Read more on Michael p20](#)

In today's highly pressurised, performance-driven and changing world that characterises the employment services industry, a pre-requisite for leadership and people management is the capacity to be resilient, positive, self-confident and effective when confronted with the myriad of challenging situations and people.

### STREAM 1: GOOD GOVERNANCE AND COMPLIANCE

**11.15-12.15**  
Hinterland 1

**Facilitator: Caroline Smith**

**CONTRACT COMPLIANCE POLICIES ACROSS PROGRAMMES: EXPECTATIONS AND APPROACH**

**Lyn Murphy, Branch Manager Programme Assurance and Gambling Branch, Department of Social Services** [Read more on Lyn p25](#)

**Anthony Parsons, Group Manager Quality and Integrity, Department of Employment** [Read more on Anthony p25](#)

Speakers from the Department of Social Services and the Department of Employment will outline their approach and expectations for contract compliance in the context of the respective programme policies. Through facilitated questions and answers we will also hear from providers about the way in which the "rubber hits the road", including the complexities that arise between policy and practice and realities of providing employment services to meet the needs of job seekers, employers and government.

Terrace Room 2

**Facilitator: Geoff Manton**

**PERSONAL LIABILITY: IS THERE ANY DIFFERENCE ANYMORE BETWEEN DIRECTORS AND SENIOR MANAGEMENT?**

**Brian Herd, Partner, CRH Law** [Read more on Brian p24](#)

Given the crossover of attendees of senior management and directors from For Profits and Not for Profits, there is a disappearing distinction between Directors personal liabilities for their organisations and that of employees such as senior managers. The law is increasingly putting both Directors and senior managers in the same boat of personal liability.

This has significant implications for employees (e.g. CEO's) and their employment agreements and gives rise to a certain amount of tension between Board directors (who are usually paid nothing or little for their risks) and senior employees who are much better rewarded.



## STREAM 2: PROGRAMME AND POLICY

Ballroom 1  
Waiianbah

### WORK FOR THE DOLE – THE STORY SO FAR

**Dr May Lam, Senior Policy Advisor NESAS** [Read more on May p25](#)

Work for the Dole is a key component of the Government’s activation policies. This workshop provides the opportunity to hear from organisations that are tracking well in achieving outcomes and to discuss the challenges and opportunities in the rollout of Work for the Dole.

Ballroom 2  
Elston

### EMPLOYMENT FUND AND WAGE SUBSIDIES: TIPS, DOS AND DON’TS AND PROGRESS SO FAR!

**Facilitator: Bec Jackson**

**Stuart Watson, Branch Manager Job Seeker Programmes Department of Employment** [Read more on Stuart p27](#)

This session will give you a snapshot of how the new employment fund and wage subsidy arrangements are going. We’ll explore where things are going well and where things need our ongoing focus. We will also talk through how you can access information to help your operations. There will be lots of opportunities to ask questions and share best practice.

### YOUTH EMPLOYMENT PROGRAMME

**Moya Drayton, Group Manager Department of Employment** [Read more on Moya p23](#)

## STREAM 3: DISABILITY, MENTAL HEALTH AND EMPLOYMENT

Terrace Room 1

**Facilitator: Vanessa Puopolo**

### YOUTH AND MENTAL HEALTH

**Nic Newling, R U OK Ambassador** [Read more on Nic p25](#)

Nic Newling is an outspoken advocate for mental health and suicide prevention. Having lived through the personal experience of suffering with a mood disorder throughout high school and losing his brother to suicide, he has since dedicated himself to changing the way mental illness is addressed in schools, workplaces, and communities.



11.15-12.15

**CONCURRENT WORKSHOPS continued:**

## STREAM 4: TECHNOLOGY AND SOCIAL MEDIA

Hinterland 2

**Facilitator: Marg Lourey**

### **TECHNOLOGY, COSTS REDUCTION AND PERFORMANCE LESSONS AND OPPORTUNITIES FROM THE UK AND AUSTRALIA**

**Richard Alberg, CEO, MyWorkSearch** [Read more on Richard p22](#)

Technology is one of the few ways of delivering more for less. However, the sector is all too familiar with how hard it is to implement technology well and get it to work with job seekers and advisors. Richard will review the role of technology, drawing upon both UK and Australian welfare to work experience. He will cover the benefits and pitfalls as well as practical considerations for those now implementing delivery programmes.

### **THE MICRO REVOLUTION IN E-LEARNING**

**Natalie Scopelliti, Director etrainu YomStar** [Read more on Natalie p26](#)

In a world where the way things look is equally as important as underlying content - e-learning consumers' expectations are crystallising in line with their online experiences. Pages of written content have been replaced with experiential engaging, visually driven content in bite-sized chunks designed to maintain learner engagement. Learn about the tools you can use, methods of partnership and collaboration, and the options to blend self service offerings with professionally developed content in a mix that will achieve cost effective, creative, engaging online solutions that last.

## STREAM 5: INNOVATION AND EFFECTIVE PRACTICE

Garden Terrace

**Facilitator: Jeremy Irvine**

### **"ARE JOB SEEKERS JOB SEEKING? HOW BEHAVIOURAL SCIENCE IS 'NUDGING' WORLD-LEADING OUTCOMES."**

**Darren Coppin, CEO, Esher House** [Read more on Darren p22](#)

Darren will provide insights into the world of "behavioural economics" and "nudge" – terms that are captivating international, state and federal government ministers and departments alike. He will also demonstrate the process of applying behavioural science to employment services and reveal:

- > How can your firm deliver world-leading increases in Placement and Sustained Employment Outcomes in Europe and Australia?
- > How can you decrease employment service staff burn out?
- > Which single intervention is the most effective at getting job seekers into work?
- > How do you get buy-in to wholesale organisational change?
- > Are job seekers in Oregon, California, London, the north of England and Australia all the same?
- > Behavioural insights for arguments?
- > Debunking conventional wisdom: Australian job seeking commitment by age, gender, ethnicity and location.
- > How to get people to like you!

There are some genuinely remarkable insights, affirmations of common sense and humorous revelations!





**12.15-1.15** **CONCURRENT WORKSHOPS:**  
Please choose ONE ONLY of the following workshops streams for this session.

**12.15-1.15**  
The Verandah Room **– MASTER CLASS –**  
**Facilitator: Sally Sinclair**  
**LEADING SELF CONTINUES**  
**Professor Michael Bernard, Melbourne Graduate School of Education University of Melbourne** [Read more on Michael p20](#)

**STREAM 1: GOOD GOVERNANCE AND COMPLIANCE**

**12.15-1.15**  
Terrace Room 2 **Facilitator: Matt Little**  
**GOOD GOVERNANCE IS ALSO ABOUT MANAGING PERFORMANCE**  
**Patrick Herd, Principal Consultant Community Business Australia**  
[Read more on Patrick p24](#)  
Knowing what questions to ask is critical in managing performance. So what does your Board do to ensure the CEO and the organisation is performing?  
Join Patrick Herd Principal Consultant at Community Business Australia to examine how your board can ask the right questions to effectively manage the performance of the CEO and your organisation.

**STREAM 5: INNOVATION AND EFFECTIVE PRACTICE**

Garden Terrace **Facilitator: Vanessa Puopolo**  
**MAKING YOUNG AUSTRALIANS MORE JOB READY THAN EVER BEFORE**  
**Peter Coronica and Dr. Christine Kotsios, Founders, Fingerprint Me Youth Employment Academy** [Read more on Peter p22 & Christine p24](#)  
Founded in 2014 the Youth Employment Academy is the first of its kind in Australia, the Academy combines career planning, mentoring and employability skills training in a range of comprehensive programmes that prepare young people for work. Fingerprint Me brings together mental health, careers counselling and employment all in the one place. Its personalised coaching service has been embraced by key stakeholders including schools, disability, higher education bodies, the government and parents.

Hinterland 1 **Facilitator: Matt Clarke**  
**EMPOWERING COMMUNITY CHANGE AND CREATING EMPLOYMENT UNDER THE COMMUNITY DEVELOPMENT PROGRAMME**  
**Triscilla Holborow, Aboriginal Chief Executive Officer and REFAP founder Kelly Grady, Managing Director of Operations** [Read more on Triscilla p24 & Kelly p23](#)  
> Managing changes within contractual requirements to deliver successful outcomes  
> Developing Indigenous Business and Social Enterprise to create employment.  
Triscilla and Kelly will take participants through their activity model concept simulating real life activities. They will have their latest video presentation – special unveiling at the workshop.



12.15-1.15

CONCURRENT WORKSHOPS continued:

### STREAM 5: INNOVATION AND EFFECTIVE PRACTICE

Ballroom 1

Waianbah

**Facilitator: May Lam**

#### **PARTNERING IN THE EMPLOYMENT MARKETPLACE**

**Richard Spurrell, Director of Goldfields Employment and Training, a Joint Venture of MAX Solutions and MEEDAC Inc.** [Read more on Richard p26](#)

**John Perry, General Manager Employment, Education and Training BoysTown**

[Read more on John p25](#)

MAX Solutions and BoysTown entered a partnership because their organisations shared values e.g. different approaches to servicing sectors of youth, Indigenous and mature age clients.

MAX also has other partnering arrangements in place including a joint venture in RJCP with MEEDAC Inc, sub contract relationships in both RJCP and jobactive with Rainbow Gateway Ltd and sub contract arrangements with Sureway Pty Ltd in jobactive.

- > The value of existing associated services e.g. BoysTown VTEC in South East Queensland and MAX Health Services
- > The value added to their existing partnerships, as individual organisations, including the value of mixing not for profit with for profit intent
- > Accessing a range of funding opportunities only available to NFPs but benefiting all clients
- > The value added to their existing network/partnerships with other jobactive providers
- > The value added through each organisations' partnership networks with employers e.g. brand and marketing advantage.
- > MAX Employment's national coverage, being able to better meet employers requirements through a larger and greater age and skill spread of clients
- > Able to meet needs over a greater geographical coverage enables consistency of service for national employers

#### **Issues that have been encountered in MAX Solutions and BoysTown getting together:**

- > Relationships and the importance of them in developing strong and productive partnerships

#### **Focus on partnerships:**

- > Between ourselves
- > With employers
- > With other jobactive providers (a number of employers want single point of contact and account management and also want that account manager to collaborate with the full range of jobactive providers)
- > With community stakeholders



## STREAM 6: INDIGENOUS AND REMOTE

Hinterland 2

**Facilitator: Marcy Urken**

### **THE 50 YEAR JOURNEY: EXPANDING OUR APPROACH AND THINKING**

**Kali Balint, Founder, Indigenous Consulting Group (ICG)** [Read more on Kali p22](#)

Are you focussing on the 2 – 5 year journey for Aboriginal Australia?

What would you do differently if you were focussing on the 20 – 50 year journey?

Kali Balint looks at some of the attitudes, intentions and assumptions that are currently the status quo in Australia and how we might shift our thinking in order to create far greater positive impact over the next 50 years.

## STREAM 7: LEADERSHIP AND MANAGEMENT

Terrace Room 1

**Facilitator: Jeremy Irvine**

### **HOW TO SUCCEED AS AN UP-DOWN MANAGER**

**Phil Pollard, Bounce Inc.** [Read more on Phil p26](#)

Are you in a position where you are managing the pressure from above in relation to performance targets? Are you also managing staff on the front line ensuring they are delivering on internal and external performance targets? Being a middle manager can be difficult. This session will provide you with an understanding of your unconscious communication and the impact this has on others. You will identify your communication preferences as a management style and gain tools on how to communicate to build influential relationships with senior management and front line staff to achieve the targets you need.

## STREAM 8: LABOUR MARKETS

Ballroom 2  
Elston

**Facilitator: Caroline Smith**

### **CHALLENGES AND OPPORTUNITIES IN THE CONTEMPORARY AUSTRALIAN LABOUR MARKET**

**Ivan Neville, Manager of the Labour Market Research and Analysis Branch  
Department of Employment** [Read more on Ivan p25](#)

A discussion of the challenges various cohorts, including youth and the mature aged, face in today's labour market and an examination of the structural shifts occurring and what industries and occupations are providing the best opportunities for job seekers.



1.15-2.15

LUNCH



2.15-3.15

### CONCURRENT WORKSHOPS:

Please choose ONE ONLY from the following workshop streams.

## STREAM 2: PROGRAMME AND POLICY

Terrace Room 1

**Facilitator: Jeremy Irvine**

### **DOING BUSINESS WITH jobactive – WHAT RTO'S SHOULD KNOW**

**Annette Gill, Policy & Research Manager, Karingal**

Australian employment services are arguably the biggest non-Government purchaser of Training (Accredited and Non Accredited). RTO's and employment services are important partners in strategies to address unemployment and assist job seekers on the pathway to rewarding careers. RTO's invest a great deal of effort to market to, and attempt to engage with employment services- but their approach often does not hit the mark.

Employment services receive significant approaches from RTO's - providers are so inundated with proposals and they quickly sift through those not properly aligned to the employment services framework. This workshop will provide the 101 of jobactive with a focus on understanding where training fits into this new framework.

The workshop will offer RTO's interested in engaging with employment services, information on the contract and operational environment of jobactive, that will assist them to deliver successful proposals and build sustainable partnerships with providers.

Ballroom 1

Waiambah

**Facilitator: Vanessa Puopolo**

### **ACTIVATING YOUR JOB SEEKERS – JOB SEEKER PARTICIPATION AND COMPLIANCE**

**Kym Hemming, Director Job Seeker Participation Department of Employment**

**Derek Stiller, Job Seeker Compliance Branch Manager Department of Employment**

[Read more on Kym p24 & Derek p26](#)

## STREAM 3: DISABILITY, MENTAL HEALTH AND EMPLOYMENT

Ballroom 2

Elston

**Facilitator: Caroline Smith**

### **EMPLOYMENT AND THE NATIONAL DISABILITY INSURANCE SCHEME: LEARNING FROM THE TRIAL SITES**

**Peter DeNatris, Branch Manager, National Disability Insurance Agency**

**Karen Rainbow, Executive General Manager, Disability Employment Services, APM**

**Michael Wasley, Executive Director, Karingal/MatchWorks**

[Read more on Peter p23 Karen p26 & Michael p27](#)

The NDIS is one of the biggest policy reforms of our generation. There are 8 trial sites nationally and employment is one of the elements being tested in some areas. Peter De Natris from the National Disability Insurance Agency will talk about the NDIS implementation including how it will support pathways to employment and careers. This workshop also aims to provide insights from organisations delivering employment opportunities in the NDIS trial sites in Tasmania and Geelong, followed by facilitated questions and answers.



## STREAM 4: TECHNOLOGY AND SOCIAL MEDIA

Hinterland 1

**Facilitator: Marg Lourey**

**ESS – WHERE TO FROM HERE?**

**Stephen Moore, General Manager Employment Systems,  
Department of Employment** [Read more on Stephen p25](#)

## STREAM 5: INNOVATION AND EFFECTIVE PRACTICE

The Verandah Room

**LEARNING FROM THE RECENT PAST: jobactive SERVICE DELIVERY MODELS**

**Bec Jackson, Senior Policy Advisor NESA** [Read more on Bec p24](#)

The policy intent of the new jobactive model is to give providers more flexibility through using their own service delivery models. Based on research undertaken by the NESA policy team, this workshop answers questions such as: What practice is emerging? What have we learned so far?

Garden Terrace

**Facilitator: Michael Wasley**

**SPORTABILITY**

**Adrian Panozzo, CEO Australia and Asia, Apricot Consulting** [Read more on Adrian p25](#)

Sportability is a new initiative that aims to increase the employment options for people with a disability, through establishing meaningful employment opportunities in partnership with large sporting organisations. The initiative is a concept developed by Apricot Consulting in collaboration with MatchWorks, and aims to use the popularity and profile of sport in Australian society to:

- > Create meaningful career opportunities
- > Promote the benefits of increasing the diversity of workplaces
- > Raise the profile of the abilities and skills that people with a disability have to offer in the workplace.

## STREAM 6: INDIGENOUS AND REMOTE







Terrace 1

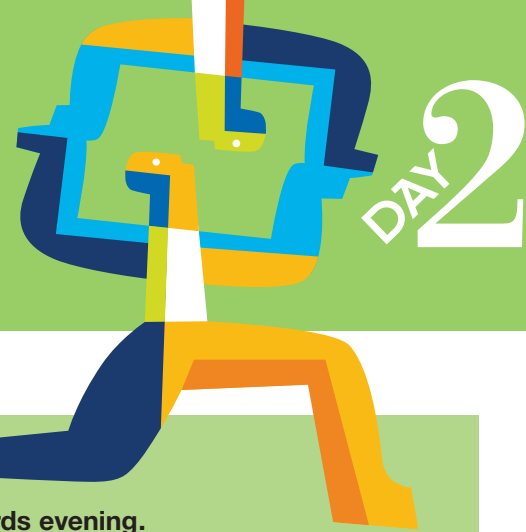
**Facilitator: Matt Clarke**

**THINKING GLOBALLY, ACTING LOCALLY!**

**Paul Dodd, CEO Corporate Culcha and Geared Up Culcha** [Read more on Paul p23](#)

Innovation is at the forefront of Corporate Culcha's and Geared Up Culcha's approach - they develop and deliver products and services using modern IT and digital technology, to support incubating and developing Indigenous businesses across Australia. How do we take advantage of the emerging opportunities from the Commonwealth Government's Indigenous Procurement Policy and develop partnerships that build our capacity and capability to participate with fence line and regional commercial opportunities. Build capability, build capacity, build jobs!

 2.15-3.15	<b>CONCURRENT WORKSHOPS continued:</b>
<b>STREAM 7: LEADERSHIP AND MANAGEMENT</b>	
Hinterland 2	<p><b>Facilitator: May Lam</b></p> <p><b>THE FUTURE OF HR: BUILD A SMARTER WORKFORCE A WORKSHOP FOR ORGANISATIONAL LEADERS</b></p> <p><b>Glenn Dittrich, Director IBM Singapore</b> <a href="#">Read more on Glenn p23</a></p> <p>"Today's changing workforce dynamics, economic challenges, and technological advances are placing immense pressure on business leaders to turn their focus on people – their most valuable asset – in order to remain competitive. However, major shifts are changing the way we work – making work increasingly interconnected, instrumented, and intelligent.</p> <p>Each of these shifts are accelerating and magnifying problems we have today, and are creating entirely new obstacles for people and employers to overcome in the future. We know that adverse outcomes are significantly more pronounced where organisations don't have an understanding of the legacy they are creating and the potential of their employees in the context of life's work".</p>
 3.15-3.45	<b>AFTERNOON TEA</b>
 3.45-4.45 The Ballroom	<p><b>FIELD OF DREAMS – Michael Crossland</b></p> <p><i>In Australian culture, heroes are often portrayed as sports people or millionaires. However, the real heroes are those normal, everyday people who are faced with extreme challenges and adversity, but never give up.</i></p> <p>An accomplished businessman and an elite baseball player, he's built a life of exceptional achievements. His inspirational story of overcoming adversity "one smile at a time" is pertinent to us all in the workplace, community and our lifestyle choices. A natural communicator and dynamic speaker, Michael moves, motivates and entertains. His love of life and approach to living it to the fullest with an attitude of humility and determination is infectious.</p>
 4.45-5.00	<b>DAY CLOSSES</b>
 7:30 for 7.45 The Ballroom	<p><b>NESA'S 'GALA AWARDS FOR EXCELLENCE' DINNER</b></p> <p><b>Trina Gilchrist, Managing Director, The Lab Creative</b> <a href="#">Read more on Trina p21</a></p> <p><b>NESA Awards for Excellence:</b></p> <ul style="list-style-type: none"> <li>★ Achiever of the Year</li> <li>★ Champion Employer of the Year</li> <li>★ Employment Consultant of the Year</li> <li>★ Bright Star Award, in memoriam of Maily Duong</li> </ul> <p><b>Winner of the NESA Employment Discovery Grant</b></p>
 END OF DAY 1	



	<p>9.00-9.15 The Ballroom</p>	 <p><b>The Night That Was</b> <b>Michael Crossland</b> Michael's reflections on the Gala Awards evening.</p>
	<p>9.15-9.45 The Ballroom</p>	 <p><b>Senator the Hon Mitch Fifield – Assistant Minister for Social Services</b> <a href="#">Read more on Mitch p19</a></p>
	<p>9.45-10.15 The Ballroom</p>	 <p><b>Renée Leon PSM – Secretary Department of Employment</b> <a href="#">Read more on Renée p19</a></p>
	<p>10.15-11.15 The Ballroom</p>	 <p><b>INNOVATION   SOCIAL MEDIA   DIGITAL STRATEGY</b> <b>Peter Williams</b> <a href="#">Read more on Peter p21</a></p> <p>Recently named one of Australia's Top Digital Influencers, Peter Williams' track record is impressive. The founder of digital services pioneer Deloitte Digital, an adjunct professor at RMIT and Australian chief of Silicon Valley Applied Research startup Centre for the Edge, Williams is clearly at the forefront of digital business - and always has been! Peter's focus is on digital innovation and helping boards and senior executives navigate today's rapidly changing world.</p>
	<p>11.15-12.00</p>	<p><b>BRUNCH</b></p>
	<p>12.00-12.30 The Ballroom</p>	 <p><b>Hon Brendan O'Connor MP – Shadow Minister for Employment and Workplace Relations</b> <a href="#">Read more on Brendan p19</a></p>
	<p>12.30-1.30 The Ballroom</p>	 <p><b>Andrew Griffiths – Director Andrew Griffiths Enterprises</b> <a href="#">Read more on Andrew p21</a></p> <p>Ask yourself the question: "Am I showing my potential customers how I am different? Or am I reinforcing that I'm the same as everyone else?"</p> <p>We live in a world that is extremely brand driven and this is especially relevant when you apply it to your own personal brand. So how exactly do you build your brand, where do most people go wrong and most importantly what do you need to do to make it bulletproof?</p> <p><i>"Andrew Griffiths is one of the best authorities I know on how to do business better. He is a never ending source of smart information and powerful inspiration."</i> Brian Haverty, CBS Interactive</p> <p><i>"Andrew Griffiths is real, raw and relevant."</i> The Sunday Mail</p>
	<p>1.30-2.00</p>	<p><b>LUNCH</b></p>

2.00-3.00

**CONCURRENT WORKSHOPS:**  
Please choose ONE ONLY from the following workshop streams.

## STREAM 1: GOOD GOVERNANCE AND COMPLIANCE

**Facilitator: Caroline Smith**

The Verandah Room **REPUTATION, REVENUE AND ROBUSTNESS: FOCUS ON FRAUD AND OTHER ASSURANCE RISKS**

**Mark Bezzina MC, Managing Director, Agilient** [Read more on Mark p22](#)

**Panel: Gillian Donnelly, Fraud Specialist**

**Matt Little, CEO CoAct** [Read more on Gillian p23, Matt p25 & Marion p27](#)

**Marion Webley-Stokes, Director Programme Assurance, Department of Employment**

- > The need for organisations that provide services to and on behalf of government, to be aware of the Commonwealth's position regarding fraud and ethics.
- > An overview of the Association of Certified Fraud Examiners – 2014 Fraud Report (which has some Australian case studies) and synthesise with the 2012 KPMG Fraud Report in order to reveal the most applicable statistics.
- > The importance of ensuring 'stopping a few bad apples' from doing the wrong thing. This is achieved by 'positive ethical organisations' in ensuring that the right thing to do is the only thing to do (the only available choice is an ethical one).
- > The damage that may occur if 'bad apples' are allowed to operate
- > The need for organisations to undertake a comprehensive enterprise security risk assessment (addressing the insider threat as well as other threat factors) and the need to have a security plan.

## STREAM 2: PROGRAMME AND POLICY

**Facilitator: Vanessa Puopolo**

Garden Terrace **PERFORMANCE MANAGEMENT**

**Julie Polson, Branch Manager Data Reporting and Outcomes, Department of Employment** [Read more on Julie p26](#)

This session will provide an overview of the Performance Framework for jobactive and background on the tools to be provided to assist jobactive providers manage and monitor their performance.

### **NATIONAL WORK EXPERIENCE PROGRAMME COMMENCING 1 OCTOBER 2015 ANNUAL ACTIVITY REQUIREMENTS**

Hinterland 2 **Melinda Hatton, Branch Manager, Job Seeker Assessment and Mature Age Employment Branch Department of Employment** [Read more on Melinda p24](#)

Melinda will give you an overview of the National Work Experience programme announced in the 2015 Budget as well as an understanding of approved activities more broadly and how they are used to meet job seekers' Annual Activity Requirements. We will be working through the implementation arrangements for the National Work Experience programme as well as canvassing the opportunities to increase job seeker participation in approved activities.





### STREAM 3: DISABILITY, MENTAL HEALTH AND EMPLOYMENT

Ballroom 1  
Waiianbah

#### THE FUTURE OF DES

**Bec Jackson, Senior Policy Advisor NESA** [Read more on Bec p24](#)

**John Riley, Branch Manager Disability Employment Taskforce  
Department of Social Services** [Read more on John p26](#)

During 2015 the Department of Social Services has been undertaking a major national conversation regarding the future Disability Employment Framework. NESA will present the outcomes of its member consultations, and the workshop will also provide the opportunity to hear the Department of Social Services outline the story so far and answer questions about next steps.

### STREAM 4: TECHNOLOGY AND SOCIAL MEDIA

Hinterland 1

**Facilitator: Jeremy Irvine**

#### MAKING SOCIAL MEDIA WORK FOR BUSINESS

**Matt English, Independent business commentator, author, public speaker  
and strategist** [Read more on Matt p23](#)

Are you a social media sceptic or do you embrace social media both personally and for your business? Does it matter? The world has changed forever whether we like it or not. Social media is about social change and has the power to make or break businesses both large and small. Getting the best out of social media, and avoiding potential pitfalls, is an essential part of doing business today. This workshop will explore some frameworks and perspectives to ensure that you and your business are social media savvy.

### STREAM 5: INNOVATION AND EFFECTIVE PRACTICE

Ballroom 2  
Elston

**Facilitator: Sally Sinclair**

#### THE SOCIAL ROLE OF BUSINESS: CREATING A PRODUCTIVE WORKFORCE AND A HEALTHY SOCIETY

**Jody Hamilton, Director of JMP Consulting** [Read more on Jody p24](#)

**Michaela Vodanovich, Director of Game Changer** [Read more on Michaela p27](#)

Businesses have an interest in ensuring a diverse and productive workforce and a healthy society. This workshop profiles a flagship project currently being implemented in New Zealand by the Sustainable Business Council, with large companies focussed on contributing to national efforts to reduce youth unemployment and child poverty. The session will detail the tools being utilised through the project that remove some of the main barriers vulnerable young sole parents face when going into or returning to work. It will also highlight the innovative approaches businesses are taking to address broader skills and labour requirements.

 2.00-3.00 **CONCURRENT WORKSHOPS continued:**

### STREAM 6: INDIGENOUS AND REMOTE

- Terrace Room 1 **Facilitator: Matt Clarke**  
**INDIGENOUS EMPLOYMENT OVERVIEW**  
**CDP, RSAS, VTEC, IPP & IAS**  
 Nadine Williams, CDP & Economic Development Division,  
 Department of the Prime Minister and Cabinet [Read more on Nadine p27](#)
- 
- Terrace Room 2 **Facilitator: May Lam**  
**CLOSING THE GAP FROM AN INDUSTRY/EMPLOYER PERSPECTIVE:**  
**VTEC PROGRAMME AND ITS PROGRESS**  
 Ingrid Kemp Assistant Secretary, Indigenous Employment Policy,  
 Department of the Prime Minister and Cabinet [Read more on Ingrid p24](#)
- This session opens with a roundup of the targets to close the gap, then focusses on the progress and performance of VTEC, and what we are learning about how that has been working. The session will also discuss how 'special' industry-targeted initiatives like VTEC and Jobs, Land and Economy funded projects mesh with the wider and more comprehensive employment services like jobactive and RJCP programmes.

### STREAM 7: LEADERSHIP AND MANAGEMENT

- The Board Room **A CONVERSATION ABOUT AUTHENTIC LEADERSHIP**  
 Andrew Griffiths, Andrew Griffiths Enterprises [Read more on Andrew p21](#)  
 Katrina Spies, (Retired CEO QITE) [Read more on Katrina p26](#)

3.00-3.40 Ballroom **2015 AUSTRALIAN OF THE YEAR ROSIE BATTY**

*"Nothing ever changes until change cannot be stopped"*

Rosie Batty.... in Conversation [Read more on Rosie p20](#)



Barry Sandison, Deputy Secretary – Health, Compliance and Information, Department of Human Services [Read more on Barry p21](#)

Rosie established The Luke Batty Foundation to support women and children affected by the trauma of family violence. Rosie has also been named as the founding member of an advisory panel for preventing violence against women and in 2015 she also received the Pride of Australia's National Courage Medal.

3.40 – 3.50 **Sally Sinclair and Michael Crossland**

 3.50 **CLOSE – END OF DAY 2**



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

Assistant 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.



**Senator the Hon Mitch Fifield,  
Assistant Minister for  
Social Services,  
Manager of Government  
Business in the Senate**

Between 1988 to 1992, Fifield was a Senior Research Officer to the NSW Minister for Transport and Sydney's Olympic Bid, Bruce Baird; a Policy Advisor to the Shadow Parliamentary Secretary for Industrial Relations, National's MP John Anderson during 1992; a Senior Policy Adviser to the Victorian Minister for Transport, Alan Brown from 1992 to 1996; and Senior Political Adviser to the Federal Treasurer, Peter Costello, from 1996 to 2003.

Since 1996, Fifield held a number of Liberal Party positions, including being a delegate to the Liberal Party Victorian State Council, since 1996; a delegate to the Liberal Party Policy Assembly, in 1996 and since 2004; a delegate to the Liberal Party Goldstein Electorate Council, between 1995 and 2003.



**Hon Brendan O'Connor MP,  
Shadow Minister for  
Employment and  
Workplace Relations**

In December 2011, O'Connor became the Minister for Human Services and Minister Assisting for School Education.

On 5 March 2012, O'Connor was sworn in as Minister for Small Business, Minister for Housing and Minister for Homelessness. He was also promoted to Cabinet for the first time, becoming the first small business minister in Cabinet for more than a decade. In this role O'Connor introduced the first Australian Small Business Commissioner, on 2 January 2013. On 30 August 2012, O'Connor and the Council of Australian Governments released the Housing Supply and Affordability Reform report, proposing reforms to increase housing affordability in Australia.

On 4 February 2013, O'Connor was sworn in as Minister for Immigration and Citizenship. Following the June 2013 Labor leadership spill, O'Connor was appointed Minister for Employment and Minister for Skills and Training in the Second Rudd Ministry.



**Renée Leon PSM**

Renée Leon was appointed Secretary of the Department of Employment on 18 September 2013 responsible for workplace relations policy and employment services. 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.

She was awarded a Public Service Medal in 2013 for outstanding public service to public administration and law in leadership roles in the Australian Capital Territory and the Commonwealth.



**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 domestically and internationally on addressing employment and inclusion challenges including strengthening the integration of employment, education and training, and increasing employment of disadvantaged job seekers, including Indigenous job seekers, people with disabilities, long term unemployed, youth and mature aged.

Sally has over three decades of both domestic and international 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. Amongst her expert Government advisory and industry roles, Sally was a member of the Australian Government's Welfare Reform Reference Group and the G20 Civil Society 20 (C20) Steering Committee, and chaired the C20 Inclusive Growth and Employment Working Group. Sally is the Vice-Chair of the OECD LEED Programme's Forum on Partnerships and Local Development and is an expert advisor to the OECD LEED Programme's Employment and Skills Strategies in Southeast Asia (ESSSA) initiative.

Sally holds a BSc (Hons) from the University of Melbourne, majoring in neuropsychology.



**Rosie Batty,  
2015 Australian of the Year**

Rosie Batty rose above her personal tragedy and the great loss of her 11 year old son, Luke, who was the victim of domestic violence at the hands of his father in a very public assault. Rosie's ability to articulate the train of events that had led to this tragedy, has demonstrated the wider implications of her experience.

Now a tireless campaigner, Rosie established **The Luke Batty Foundation** and has this year launched the **Never Alone Campaign**, asking all Australians to stand with her and beside all victims of family violence by signing up at [www.neveralone.com.au](http://www.neveralone.com.au)

Along with the former Victorian Police Chief Ken Lay, Rosie has been named as the founding member of the Council of Australian Government's advisory panel on preventing violence against women.

Rosie is also an Ambassador for Our Watch and The Lort Smith Animal Hospital and Patron of Doncare Community Services and has been inducted into the Victorian Honour Roll of Women.

Rosie's incredible strength and selfless efforts are an inspiration to many people.



**Professor Michael Bernard**

Michael E. Bernard, Ph.D. is an international leader in the field of human performance. He is known for his significant contributions to our understanding of how we operate at our best and when we operate at our worst.

As a Professor in educational psychology, University of Melbourne, he is at the forefront in creating state of the art learning programmes and materials for leaders, managers and employees that challenge traditional learning methods.

An author of more than 50 books on work performance, procrastination, resilience, parenting, achievement and rational emotive therapy, he consults with businesses, schools and government. Dr Bernard was the first sport psychologist of the Collingwood Football Team.

His programme, You Can Do It! Education, which promotes student social-emotional well-being and achievement, has received critical acclaim from educational authorities and teachers and is used in more than 6,000 schools across Australia, New Zealand, Singapore, United Kingdom, USA, Canada and Romania. More than 1,000,000 students have participated.

The You Can Do It! Parents programme contains the latest information on positive parenting. The programme includes on-line, e-learning articles and programmes for parents as well as for children and adolescents on how to be successful and happy in school and life.

Working with corporations, not for profits and the public sector, using his High Performance Mindset at Work (HPMW) initiative, Dr Bernard has been instrumental in improving productivity-profitability, work engagement, innovation and quality of life.



**Michael Crossland**

Michael's inspirational story of overcoming adversity 'one smile at a time' is pertinent to us all in the workplace, community and our lifestyle choices.

A natural communicator and dynamic speaker, Michael moves, motivates and entertains his audiences. Diagnosed with aggressive life threatening cancer before his first birthday doctors told him school and sport were not options. Infection and fatigue were too great a risk. His only wish was to lead a normal life and be able to do all the things that other kids took for granted every day.

Now, an accomplished businessman, Australian of the Year finalist, Australia Day Ambassador, Camp Quality Ambassador and international hall of fame inductee.

In 2014, he signed a book deal and film producers have begun shooting another documentary about his life. He was also named the Canterbury Bulldogs Secret Motivational Weapon on the front page of the Sydney Morning Herald and Rugby League Week.

Michael inspires each individual to achieve ongoing positive change in their life.



**Trina Gilchrist,**  
Managing Director,  
The Lab Creative

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."



**Andrew Griffiths**

Andrew's passion is to inspire and energise entrepreneurs by sharing his own experiences, observations and realisations. He is a global commentator covering innovative business, customer connection and entrepreneurialism.

When it comes to media, Andrew is featured regularly in various media both within Australia and internationally. He is small business writer and advisor for CBS Interactive and he appears on various radio shows, in print with newspaper and magazine articles and on television shows including Sunrise and Good Morning New Zealand.

Andrew is also the only Australian columnist with Inc.com, a global entrepreneurial site that attracts some 18 million visitors per month. He is also a columnist with Flying Solo – the largest solo entrepreneur community in Australia.

Andrew is an energetic and inspiring speaker, having worked with over 200 organisations globally.

Andrew has been a member of Richard Branson's team at the Financial Education Summit and in 2012 he presented at the prestigious Million Dollar Round Table event in Los Angeles.



**Barry Sandison**

As Deputy Secretary of Health, Compliance and Information, Barry Sandison is responsible for providing leadership and management of health related programmes administered on behalf of the Department of Health and other agencies. The Deputy Secretary is also responsible for managing the department's health compliance programmes, welfare appeals and debt programmes and strategic information management activities of the department. Barry also performs the role of Chief Executive Medicare.

In July 2015 Barry took on a senior leadership role in the department with the aim of increasing awareness and understanding on the issue of family and domestic violence as it impacts staff.

This role involves Barry engaging in discussions with managers and team leaders across the department and supporting staff to support each other. This includes networking with other public and private sector organisations that are taking a strong position on supporting their staff.



**Peter Williams**

Peter is Chairman of Deloitte's Innovation Council, Board Member of Deloitte Foundation, Adjunct Professor at RMIT and a board member of Circus Oz.

Recently appointed as Chief Edge Officer, Peter was recently named as one of Australia's top Digital Influencers. Peter is a recognised thought leader and practitioner in Innovation with a particular focus on digital innovation.

Although his professional training was as a Chartered Accountant Peter started working with internet technologies in 1993 while working in the UK and on his return to Australia in 1996 founded an eBusiness Consulting group within Deloitte Australia. Since that time Peter founded Deloitte Digital, a business pioneering the delivery of professional services online and is now one of the world's largest web and mobile development firms. Peter is also very active in the community and has assisted in Vic Bushfire relief, QLD floods, Christchurch earthquake as well as actively undertakes student mentoring.

### WORKSHOP PRESENTERS

#### Richard Alberg

Richard launched Myworksearch Ltd ([www.myworksearch.co.uk](http://www.myworksearch.co.uk) and [www.myworksearch.com.au](http://www.myworksearch.com.au)) in July 2009 after a successful career in psychometric testing and HR technology. MyWorkSearch is an innovative online service that provides a broad range of employability and vocational training resources and can handhold an individual on the journey into employment. It uses sophisticated technology to provide workflow automation, eLearning, activity management, action planning, data, reporting and the company's proprietary Nudge Engine® to inexpensively, affordably and at large scale, assist job seekers and learners.

MyWorkSearch is used by numerous UK and Australian organisations and its technology forms part of the solution delivered by many of the larger sector organisations, including Capita, Pearson, Serco, Salvation Army, Working Links, Ixion and Interseve.

Prior to MyWorkSearch, Richard founded PSL, a developer and publisher of psychometric tests. The company was purchased in November 2006 by Kenexa, a quoted solutions provider that was in turn acquired by IBM.

Richard is a shareholder and advisor to several businesses and Chairman of North Hertfordshire College.

#### Kali Balint, Founder, Indigenous Consulting Group (ICG)

Kali brings exceptional strategic skills to producing results for Aboriginal stakeholders. With a background running successful and award winning businesses in his own right for many years, Kali founded InVenture Solutions in 2006, and has steadily developed a firm that is able to achieve significant long-term outcomes through a very different and unique approach. Kali has been working with Aboriginal people for over 18 years. Through subsequent work with Indigenous Business Australia, leading mining corporations as well as a diverse range of Indigenous corporations and enterprises, Kali has established a strong reputation as an innovative and talented business strategist. In 2011, Kali formed Indigenous Consulting Group (ICG) in order to expand the unique approach, methodologies and outcomes to other states of Australia.

#### Mark Bezzina

Mark has completed security assessments for the Department of Defence, the Australian Government Vetting Agency, IP Australia, Cancer Australia, BoM, the Administrative Appeals Tribunal as well as other Commonwealth and State based agencies.

In his previous role as the Executive Director of Australia's National Standards Body at Standards Australia, Mark was responsible for the development of all Australian Standards and Australian input into formal international standards in the areas of fraud and corruption control, risk management and security. Many of these standards form the basis for the current government policy.

Mark managed the development of an Australian scheme for the certification of information security management systems. He conducted a review for the Commonwealth Attorney-General's Department of Australia to identify the needs and priorities of the owners and operators of critical infrastructure with regards to security management.

He also developed a framework for an integrated auditor certification system with the Defence Signals Directorate for Standards Australia. This system is now referred to as the INFOSEC-Registered Assessors Scheme (IRAP). He was responsible for the development of a lexicon of key terms used in security and security case studies for ANZ, Telstra and other key Australian and international businesses, and developed and presented training courses and workshops on security management.

Mark is the founder of the National Centre for Security Standards and immediate past Chair of the Biometrics Institute. He was a long term member of the ISO/IEC/ITU Strategic Advisory Group on Security as well as on many other high-level Australian and international committees related to security.

#### Darren Coppin

Darren has worked at a senior level in employment services for 15 years, following an early career in media and an MBA at the UK's prestigious Cranfield School of Management. However, he regularly spent days as a frontline advisor to remain aware of the "real world" of delivering employment services.

Darren has devoted the last eight years to researching, unravelling and debunking the many frustrating, confounding and inspiring aspects of helping the unemployed to realise their human potential.

Darren's PhD thesis (addressing behavioural change in the unemployed) is uncovering world-first results from studying how resilience, control and self-efficacy impacts upon job outcomes. He founded Esher House to bring the benefit of these behavioural insights to many government programmes to help to "nudge" (sometimes resistant) citizens towards more fulfilling lives in an engaging and non-coercive manner.

He contributes to government think tanks, taskforces, new welfare models and policy implementation in the UK, Australia, Oregon, California, Bhutan and Denmark.

#### Peter Coronica, Restaurateur turned youth employment crusader

After twenty five years as a successful restaurateur, Peter Coronica decided to throw it all in. Baffled by the endless stream of tertiary graduates waiting tables, many were miserable and holding a large tertiary education debt. These young people were confused and lost, hopping from job to job, searching for something that didn't exist. Peter became fed up and knew he had to do something about it.

Pulling on his small business experience and recognising he'd employed over 1000 young Australians throughout his career, Peter wrote his book *Your Boss's Boots* in 2014 and spent two years researching school to work transition and career education around the globe. In 2015, he teamed up with psychiatrist Dr. Christine Kotsios and launched Fingerprint Me, Australia's first youth employment academy. The academy runs specialised career education programmes, counselling and skills workshops so young people can bridge the enormous gap between education and the workforce. Most important of all, they can discover themselves and define a career target.



**Peter DeNatris,**  
**Scheme Transition & Integrity Division,**  
**National Disability Insurance**

Peter is Branch Manager with the National Disability Insurance Agency (NDIA).

In his current role he has taken the lead in seeking to transform the aspirations of the National Disability Insurance Scheme and the scheme's participants to adult life, which includes productive employment and a career. This work he commenced as Executive Director with Family and Community Services NSW through the Stronger Together disability reforms and the Living My Life My Way framework, designing a practical and deliverable approach. He has led a number of initiatives to increase the employment options for young people with a disability, supporting them in preparing for leaving school and transitioning into employment and aspiring to a life of economic participation through career planning. Peter was awarded a Public Service Medal (PSM) for his work in disability reform in NSW in 2015.

**Glenn Dittrich,**  
**Director IBM**

Glenn is a senior IBM executive based in Singapore and began his career in Human Capital Management solutions in 1995. Over the ensuing 20 years he has held global positions as Director, European Operations, Kenexa (an IBM acquisition), Vice President Customer Services and led the development of Kenexa Talent Management SaaS service model.

**Paul Dodd,**  
**CEO, Corporate Culcha & Geared Up Culcha**

Paul Dodd identifies himself as a Bundjalung man, the traditional Aboriginal language group of his mother. Paul has been facilitating cultural Respect Training for the past 22 years. Between 1994 – 2008, Paul had facilitated Cultural Respect Training for over 4000 QLD Health staff alone. Other regular clients include, Bond University Schools of Medicine and Physiotherapy School, Gold Coast TAFE, NSW Department of Aged, Disabilities and Home Care.

Paul developed the South Coast Regional Health Authority and the Gold Coast Health Services Cultural Awareness Programme, and also has a background in developing Indigenous Workforce Development Strategies, including Indigenous Employment Strategies; and Indigenous Participation Plans for the construction industry. Between 2006-2007, Paul was commissioned to develop 20 Aboriginal Employment

Strategies across state government departments in the Central and Northern Coast Regions of NSW. Currently the NSW Department of Aged, Disabilities and Home Care utilises this service regularly.

Paul has a Bachelor Degree in Aboriginal Community Management and Development. In 2001 he worked with OxFam on community development projects with Indigenous people of New Zealand, Guatemala, Mexico, America and Canada.

**Gillian Donnelly**

Gillian, a CPA Accountant of 20 years' experience, a Certified Financial Crimes Investigator, and a licensed private investigator with extensive experience working in the fraud realm since the 1990's. Gillian has worked for both commercial enterprise in fraud investigation, prosecution and prevention and with law enforcement including the Queensland Police, the London Serious Fraud Office and the Queensland Crime and Corruption Commission.

Gillian holds a Masters in Fraud Investigation, a Diploma in Security Risk Management, various investigative certifications and is a member of the International Association of Financial Crimes Investigators, the Australian Institute of Professional Intelligence Officers, Transparency International Australia, and is an Associate of the Certified Fraud Examiners.

**Moya Drayton**

As 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, Move 2 Work, Relocation Assistance to Take up a Job and the suite of mature age programmes and initiatives. Moya also has responsibility for job seeker compliance and JSA/ jobactive 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.

**Matt English**

Matt is an independent business commentator, author, public speaker, and strategist who earned his Bachelor of Commerce from the University of Queensland in Brisbane, Australia, and MBA from IMD in Lausanne, Switzerland. He has over four decades' industry experience, including senior roles as a Partner with PricewaterhouseCoopers and IBM. He specialises in the development, publication, and presentation of innovative thought leadership.

He has directly contributed to the development and deployment of five global CEO studies, and he consults with major clients in the areas of organisational change and the reshaping of business models. He is active on social media and sees it as a major vehicle for personal connection and the transformation of business and customer relationships.

He has recently published a book called Grasping Social Media. This is Matt English's personal journey to understanding and accepting social media as a driver of social change with enormous potential and opportunity. In it, he shares a process of shifting focus from concern over the loss of traditional personal contact and conversation to the positive outcomes of greater connection, community, and collaboration that the Internet provides.

This guide addresses how to prepare for the transition and how to enjoy the experience; it also describes what challenges to expect and even how social media is a key to improving business models. At its heart, Matt English's social media story is about how we can all benefit, personally and professionally, from this enormous social network that continues to rapidly evolve right before our eyes.

**Kelly Grady,**  
**Managing Director Operations**

Kelly Grady has over fourteen years' experience in accounting, finance, information technology and mining and resources. Kelly has successfully led and managed multiple multibillion dollar Iron Ore ports and has significant experience in both mobile and fixed plant. Degree qualified with a Bachelor of Commerce from the University of Melbourne, Kelly has worked in consultancy, accounting, project management (Lean/Six Sigma) and mining and resources before entering into Employment Services.

### Jody Hamilton

Jody Hamilton is the Director of JMP Consulting, a management consulting company that specialises in strategic, management and operational advice in the areas of economic, business, community and social development and employment strategies. Jody has a background in managing projects and services in the community, private and government sectors across New Zealand, Australia and Canada. She has undertaken extensive work with Indigenous organisations and businesses in Australia and internationally.

### Melinda Hatton

Melinda's current branch manages key programme elements of the new jobactive employment services programme. The key responsibilities include;

- > Policy and programme management of job seeker assessments specifically the Job Seeker Classification Instrument and Employment Service Assessment ensures all job seekers are accurately assessed and receive the appropriate level of service.
- > Management of Work Experience Activities under the current Job Services Australia programme

Managing job seeker servicing and flow in jobactive including; eligibility for services, the movement of job seekers between streams, phases and providers as well as the payment of administrative fees.

### Kym Hemming, Job Services Australia, Department of Employment

Kym's career in the public service has focussed on participation and employment services, working in various iterations of the Department of Employment since 2006, and prior to that she spent five years with Centrelink/Department of Human Services. Kym Hemming is the Director of the Job Seeker Compliance Operations team. In her current role Kym has focussed on streamlining the job seeker compliance framework. Her key objectives are to support providers so that greater job seeker attendance and engagement occurs.

### Brian Herd

Brian is a lawyer and partner with the Brisbane firm, CRH Law.

For over 10 years, he and his firm have assisted and acted for not for profit organisations across Australia, particularly in the aged care and retirement living sectors, extending to the full spectrum of their needs (including ones they didn't know they had)

involving establishment and operational issues, conversions to companies, mergers and acquisitions, structural change, employment issues, corporate governance training and implementation, Constitutional review, Board due diligence and legal compliance.

He was an accredited facilitator for corporate governance for the former Aged Care Standards Agency and his firm is a corporate subscriber to Leading Aged Services Australia (Qld).

### Patrick Herd

As the Principal Consultant, Patrick brings to Community Business Australia 25 years of organisational and consulting experience in the employment, education, training, disability, aged and community care industries.

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.

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.

### Triscilla Holborow

Aboriginal Chief Executive Officer and REFAP founder, Triscilla Holborow has over 25 years of experience within the mining and oil and gas sectors before entering into employment services. Triscilla has led and managed earth moving teams comprising of in excess of 400 staff, consulted to Aboriginal organisations, developed and deployed safety and risk management strategies for organisations, delivered and developed training programmes and is a highly skilled and experienced heavy mobile equipment operator. Triscilla was nominated to feature in the Standing Strong biography alongside the likes of Aboriginal Australians such as Cathy Freeman and has won many awards in the Aboriginal Employment field.

### Rebecca Jackson, Senior Policy Advisor NESA

Bec Jackson has been in the Employment Services sector for over a decade, working across the breadth of programmes, including spending almost seven of those years as a Senior Policy Advisor in both the areas of Disability Employment and Employment Services.

Passionate about policy, practice and building the professional capabilities of the industry, she's also a busy kid wrangler and the owner of a small herd of horses.

### Ingrid Kemp

Ingrid Kemp is an Assistant Secretary in the Department of The Prime Minister and Cabinet and manages Indigenous Employment Policy and the VTEC programme. Ingrid has been working in government employment programmes for over 10 years including managing RJCP, DES, and JSA. Prior to the public service Ingrid worked with Lend Lease and Spotless Services.

### Dr. Christine Kotsios

Christine's insights into the mental health effects of unemployment and patchy part-time work in young people helped to shape Peter Coronica's book, Your Boss's Boots.

Christine has worked with and supervised early career doctors. She has seen what it takes for new practitioners to create successful careers, and she can help students translate this into their chosen field - especially by nurturing and building positive professional networks. She believes that having a mentor and becoming more mindful about one's own mental health and wellbeing are instrumental in the development of career success and satisfaction. She is a fellow of the Royal Australian & New Zealand College of Psychiatrists (RANZCP). Christine commenced a Doctor of Education at the University of Melbourne in February 2015, which will explore the effects of early career path exploration and employment outcomes on the mental health and wellbeing of young people.



## Workshop Presenters continued



### **Dr. May Lam,** **Senior Policy Advisor NESAs**

Dr May Lam has worked for the past 22 years in the employment and community sector, after earlier experience as a high school teacher, short order chef, university lecturer and programme manager at the Commission for the Future. She has a Masters Degree in education focussed on the reproduction of inequality, and a PhD in cultural studies.

From 1992 to 2005 May worked in policy at Jobs Australia. She has worked since then in policy, research and strategy roles for Ingeus in the UK, the Department of Work and Pensions (on secondment), the Brotherhood of St Laurence, and Social Traders. She was Deputy CEO and Policy Manager at Jobs Australia between 2011 and 2013 and joined the National Employment Services Association in 2014 as a senior policy advisor.

### **Matt Little**

Matt Little's passion is building stronger communities throughout Australia. As CEO of CoAct, he is noted for his vision in understanding the needs of multiple stakeholders and developing robust partnerships that tackle unemployment and disadvantage. Matt is at the forefront of collaboration between the employment services sector, industry and community. He has created innovative workforce development initiatives with some of the country's biggest employers that meet labour force needs and provide life-changing opportunities for unemployed Australians. Matt Little's reputation for effective cross-industry engagement has him in demand as a thought leader across the private and public sector.

### **Stephen Moore,** **CIO Employment Systems,** **Department of Employment**

Stephen has 24 years' experience in Employment and its predecessors in a variety of ICT and policy roles. He 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.

### **Lyn Murphy**

Lyn Murphy is the Branch Manager, Programme Assurance and Gambling in the Department of Social Services. Lyn is responsible for DES Programme Assurance, the development of a DSS enterprise Programme Assurance and Compliance framework and Gambling policy.

Lyn previously worked as the Assistant Secretary, Quality and Compliance Branch in Ageing and Aged Care at both DSS and the former Department of Health and Ageing. She has been a national manager for Programme Assurance and Compliance for the last five years.

### **Ivan Neville**

Ivan has spent more than 15 years in the Department of Employment, and its predecessors, in a number of different research and analysis 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 a broad range of labour market issues.

Ivan has also been a Director of Graduate Careers Australia since 2005.

### **Nic Newling,** **R U OK Ambassador**

Nic also works on BITE BACK, a national online wellbeing and resilience programme for young people through the Black Dog Institute in Sydney along with an upcoming first-of-its-kind app built on discovering and utilising personal values. He is involved in suicide prevention initiatives as a community ambassador for R U OK? and regularly speaks throughout Australia and internationally.

### **Adrian Panozzo,** **CEO Australia and Asia,** **Apricot Consulting**

Adrian has worked in senior management positions across a number of organisations in the community services sector. Following his time as an umpire with the AFL, Adrian worked within the administration of Australia's largest sporting body before working as the CEO of Reclink Australia for over five years.

Apricot Consulting is a consulting firm with a strong focus on developing programmes that create social change. As CEO Adrian assist leaders to create transformative and innovative work cultures, and ultimately their own personal legacy through the organisational and social change they achieve. Using his intimate knowledge of sports administration and community sector leadership, Adrian believes that Sportability can have immense influence in creating stronger employment pathways for people with a disability in sport.

### **Anthony Parsons**

Anthony Parsons Group Manager Quality and Integrity Department of Employment has worked for the Department for the past 25 years, in a variety of roles. He is currently the National Contract manager for all Employment Services Deeds (JSA, jobactive and Work for the Dole). Anthony is responsible for large scale procurement exercises, Programme Assurance, Deed Administration and the Work for the Dole Programme.

### **John Perry**

John is currently General Manager with BoysTown where he has been working for 15 years after a 20 year career in DEEWR.

BoysTown is a youth specialist provider with a range of other Department of Employment contracts - Youth Connections, PACE, IEP, Jobs and Innovation Funds.

John established BoysTown as a Job Network provider in 2003 and expanded representation in 2006 and again in 2009. BoysTown now has 23 star rated sites across Queensland, New South Wales and South Australia. John also pioneered social enterprises in which BoysTown currently employ 200 people a day.

> continued

### Phil Pollard, Bounce

Phil has over a decade of experience delivering inspirational courses in the field of Human Behaviour to the wider community including spending recent months assisting remote indigenous communities in the Gulf Region of far North West Queensland.

Phil's insightful understanding of people and human nature makes him a commanding life coach. He knows what it takes to make people excel... and win. Phil is a highly motivated, personal development trainer and consultant with a solid track record of facilitating Neuro-Linguistic based personal development programmes helping individuals to identify and achieve their goals. Phil has extensive experience coaching business owners and managers to understand their values and the power of their intention.

Phil is the author of 'Launch into Your Ideal Life' available on Amazon, a book based on assisting people who are at a point in their lives where they want to launch themselves into living a life they love. He is also co-author of 'The Inspiration Bible' – a series of short stories of real people experiencing and overcoming life's challenges.

### Julie Polson

Julie Polson Branch Manager of Data, Reporting and Outcomes Branch is responsible for:

- > monitoring and analysing the performance of jobactive. The calculation of the jobactive Star Ratings, Indigenous Outcomes Targets and the performance against these targets. Star Ratings are used to drive ongoing performance improvement of employment service Providers by providing world-leading quantified performance management for market share re allocation and informing job seeker choice;
- > providing detailed operational and performance analysis and reports for jobactive which are used by the Minister and across the department to monitor the programme;
- > conducting surveys (known as Post-Programme Monitoring) of job seekers assisted through jobactive. The results of the survey are published quarterly in the Labour Market Assistance Outcome report; and developing, implementing and monitoring the employment and education outcomes components of jobactive.

For the majority of Julie's career with the department which spans more than 20 years she has worked mainly in IT software development or data analytics. Julie's background is in business analysis, data mining/analysis and testing of software.

### Karen Rainbow

With more than 20 years of Disability Employment experience, Karen's current role at APM as Executive General Manager DES, responsible for over 400 personnel and more than 370 locations. Karen is focussed on driving operational excellence for the business to achieve its growth and revenue targets. She's held various roles across APM from her initial position of Regional Manager DES NDS, Victoria and Tasmania.

Her previous experience was 16 years at Karingal a leading provider of Disability Services in Victoria.

Karen is passionate about people and genuinely believes that transparency, clarity and consistency in messaging, are critical to achieving a true culture of performance and excellence. She is equally passionate about assisting People with Disability into employment, and truly believes that work is integral to self-worth, dignity and social inclusion.

### John Riley

John Riley is the Branch Manager leading the Australian Government's Disability Employment Taskforce. John has an extended experience in public policy and in disability, having held roles in six Commonwealth agencies, including being part of the Human Rights and Equal Opportunity Commission's Inquiry into the Rights of People with Mental Illness in the early 1990s, Branch Manager of Autism and Early Intervention Programmes in 2011 and 2012 and now heading up the Taskforce. He has an arts degree in Economics and Government and a Diploma in Criminology, both from the University of Sydney.

### Natalie Scopelliti, Director, etrainu YomStar

etrainu is an award winning e-learning content and LMS provider which has been in the business for more than 14 years. etrainu was a national pioneer in delivering compliance content on line (the first private enterprise providers delivering Responsible Service of Alcohol online) and now develop and deliver content across a wide range of industry sectors focussing on the individual learner experience.

### Katrina Spies

You may know Katrina as NESAs longest serving Director, first commencing in 2001. She has over 20 years of experience with the one organisation, in the Employment Services industry. During this time Katrina has won awards for her leadership and business acumen including the Telstra Queensland Young Business Woman of the Year award and Australian Institute of Management's Rural and Regional Manager of the Year (Queensland Finalist); Cairns Business Women's Club Manager in Business Woman of the Year.

Katrina now operates her own business working with organisations and individuals to achieve their potential through Conscious Business and Leadership Development.

### Richard Spurrell, Executive General Manager, Operations & Quality

Richard is a highly experienced manager and leader having had a career of over 37 years in service delivery for Government, Community based and private employers in the Employment Services sector. He has a keen interest in finding the most efficient ways to deliver services and achieving quality service delivery in all its interpretations.

With a primary goal of ensuring every project undertaken by MAX Solutions delivers performance at the highest levels, Richard leads the Operations of the business including a team of analysts and project officers in understanding the performance requirements of every contract and establishing performance indicators and reporting systems to enable managers to achieve high performance along with high levels of contract compliance and business integrity.

### Derek Stiller

Derek has been with the Department and its previous incarnations since the start of 2003. His current position is Branch Manager, Job Seeker Participation. This means he has policy and programme responsibility for the job seeker participation and compliance framework. This framework applies to all unemployed people receiving activity tested income support payments across the country.



### **Michaela Vodanovich**

Michaela Vodanovich is the Director of Game Changer, having previously held a range of management roles for global corporate organisations. Michaela primarily works with businesses, specialising in business growth and labour market solutions. In addition to business development, Michaela's clients include economic development agencies, Councils and Government agencies. Her main focus is helping them to formalise strategic plans and manage implementation processes to progress economic development projects across the Hawke's Bay region and New Zealand more broadly.

### **Marion Webley-Stokes**

Marion Webley-Stokes is the Director of the Programme Assurance Team in the Department of Employment and over the years has been in a range of employment services related programme management and assurance roles. Marion's public sector programme assurance experience spanning more than 20 years, places her in a strong position to lead employment services related programme assurance activity.

Marion was involved in the introduction of the Quality Assurance Framework, now a mandatory requirement for jobactive and is now responsible for a range of programme assurance activities including managing the implementation of the new Rolling Random Sample surveys.

### **Michael Wasley, Executive Director Strategy & Partnership, MatchWorks/Karingal**

Michael has worked in the employment services sector for almost 20 years, through various operational and senior management roles. As General Manager of MatchWorks for seven years, Michael oversaw significant growth of both the generalist and disability employment programmes.

MatchWorks is the employment services division of Karingal, a large not for profit provider of disability services in Victoria with its base in Barwon (Geelong), the largest NDIA trial region in Australia. Michael is passionate about increasing the life opportunities for people with a disability through employment, and in assisting the private sector to benefit from the advantages of increasing diversity within workplaces.

### **Stuart Watson Branch Manager, Job Seeker Programmes, Department of Employment**

Stuart is the Branch Manager responsible for the day to day management of elements of the employment services market with a particular focus on intervention programmes. These elements are the Employment Fund, all wage subsidies, the New Enterprise Incentive Scheme, Harvest programmes, the Job Commitment Bonus, Relocation Assistance and mature age programmes including Corporate Champions. Over the past 23 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, creation of Employment National, establishment of the Job Network, the elements of the implementation of workplace relations reform and ongoing management of employment services. Further, from 2006 to 2009, Stuart headed up the then Department's NSW/ACT State Office.

### **Nadine Williams**

Nadine Williams is a First Assistant Secretary in the Department of the Prime Minister and Cabinet (PM&C). She currently heads up implementation of the Government's reforms to remote employment services – the new Community Development Programme. Nadine moved to PM&C in 2013 to establish the Government's red tape reduction agenda, following four years working on COAG reform within the Department of Finance. Prior to moving to the Commonwealth Government, Nadine held a range of senior roles in the NSW Government, including the NSW Department of Premier and Cabinet. She has experience in diverse areas of public policy, including natural resources and environment reform, regulatory and competition policy, land use planning and Indigenous affairs. In addition, Nadine has worked in the not for profit sector, delivering capacity building programmes on public sector reform for officials from south east Asia. In 2012 she won the IPPA Young Public Sector Leader Award for outstanding achievements as a young professional in the public sector.

### **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.



#### **Justin Nicholas, Photographer**

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

As a creative company Atmosphere Photography relishes the opportunity to capture images that make you stop, think, remember and feel inspired. Above all we pride ourselves on working closely with our valued clients to deliver the best possible outcomes through a professional, efficient and friendly working partnership.

#### **Photos:**

NESA reserves the right to take photographs of congress participants. Generally, these photos are used for NESA member purposes only and as such, they may be made available or displayed during the congress, or following the congress, they may be used by NESA for promotional purposes. Wherever possible, if we use your image for promotional purposes outside of NESA's membership community, we will do our best to seek your express consent. However, if you do not wish us to take your photograph or you would prefer if we did not use your image for promotional purposes, please advise our photographer or NESA directly.

### 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.

#### Corinne Proske, Director, Government Education and Community/Head of Community Finance and Development, NAB

For the last 13 years Corinne Proske has been working at NAB within Corporate Social Responsibility. Corinne is responsible for NAB's \$130 million commitment to financial inclusion and its programmes that focus on helping low income Australians access financial services. This involves supporting both personal and business needs as well as delivering indigenous focussed services. Corinne also leads the Victorian Government, Education and Community banking team that provides a range of financial solutions to the not for profit sector.

Prior to joining NAB, Corinne has over 10 years' experience in the area of sustainability consulting, and has worked for Ernst & Young and PricewaterhouseCoopers respectively. Her major fields of work have included developing and auditing environmental management systems, greenhouse emissions verification and environmental compliance audits for various organisations. She has also worked for the Department of Family and Community Services where she was responsible for developing a guide on social performance reporting. Corinne is a CPA with postgraduate studies in environmental management and was awarded a Churchill Fellowship in 2009. She also received ASIC's 2013 Money Smart award for her individual contribution to financial literacy in Australia.

#### Damien Woods

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

#### Adrian Panozzo, Churchill Fellow CEO, 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 programmes.

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

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

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#### 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.

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#### Kinetic Super – Juice Cart Sponsor

“Kinetic Super is proud to be the principal sponsor of the NESA Employment Discovery Grant for the fifth consecutive year. It's a fantastic programme that provides the successful applicant with a unique overseas experience where they'll strengthen their knowledge and skills in the employment services sector in an international location.

The Grant supports the development of inspiring Australian leaders to expand their connections overseas and deepen their knowledge of broader employment issues faced across the world. This invaluable experience will undoubtedly aid in the individual's career progression and elevate their status in the employment services sector. Kinetic Super is pleased to provide support for the development of Australian professionals in the industry.”

Cameron Doig, Executive Officer Customer Growth, Kinetic Super

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### Exhibitors



#### **Bounce Australia**

For over nine years Bounce has been delivering programmes throughout Australia; working with a multitude of clients; from large businesses, helping develop better communications in the workplace, to individual job seekers, providing clarity and motivation for their future. With a main focus across the spectrum of Employment Services for the unemployed, along with Consultants, Reverse Marketers, Recruiters and Managers. Bounce provides a well-defined yet non-traditional dynamic approach to motivating people into making real and lasting changes in their lives or the lives of others. Bounce evaluates values, beliefs and motivations of an organisation and individuals, providing insight and direction towards 'a life more positive' by teaching effective communication techniques and positive self-awareness, resulting in greater gains personally and professionally.



#### **Corporate Culcha**

Corporate Culcha is an Indigenous-owned and operated company which commenced operations in 2008 delivering cultural awareness programmes to support Indigenous workforce development. We have since grown to provide a broader range of services and products to assist our clients to successfully engage and work with Indigenous Australia in urban, regional and remote locations. Apart from cultural awareness and eLearning we now deliver Indigenous community training, conduct research and evaluation projects, develop Indigenous Employment Strategies and Reconciliation Action Plans, and support Indigenous business development. At Corporate Culcha we work collaboratively with organisations to establish quality projects and programmes which are culturally appropriate and complement an organisation's business objectives.



#### **JNSolutions**

JN Solutions is the leading provider of software solutions to the Employment Services industry.

We supply, support and maintain JSAdvantage, the single most effective software solution for managing Australian Employment Services contracts. JSAdvantage is a secure, integrated, end-to-end solution that removes the unnecessary IT and administrative hurdles of managing government contracts, allowing you to achieve better outcomes for your business and for job seekers.



## Exhibitors

### JobReady.Live

#### JobReady

JobReady has been providing software to the Employment Services industry for over 15 years. In July, we launched our latest version for the jobactive contract. This version of JobReady.Live includes a suite of new features including advanced job sourcing and matching, a powerful form builder and JobReady.IQ, our bespoke business intelligence tool. We have also redesigned our user interface to make this the easiest to use, most intuitive version that we have ever released.

JobReady.Live is designed to drive innovation and performance in your organisation whilst embedding compliance and quality assurance. We act as a technology partner for our clients to solve their business problems and streamline business processes. Please drop by our stand to meet the team, take a tour of the new system and discuss how we can assist your organisation.

### MyWorkSearch

#### MyWorkSearch is the smarter way to work

**MyWorkSearch** is the smart online service that helps you to get people to prepare for and find work. Its proven and secure cloud-based job search technology helps you make the most of your budget, your skills and your time. The functionality in MyWorkSearch covers case management, compliance and performance management of your job seekers, advisors and organisation.

MyWorkSearch makes your job easier for you. It gives you the flexibility to customise your provision. It also automatically collects all the data you need to prove that your delivery is working along with the evidence that individuals need to prove they are seeking work.

MyWorkSearch also has cloud based tools, content and consulting services which focus on recruiting and retaining the very best talent in your organisation. With a rich assessment background of our own, we are pleased to announce a partnership with IBM Smarter Workforce – **MyWorkSearch HCM**. This partnership will enhance the capacity of MyWorkSearch HCM to provide you with human capital management solutions throughout the employee life cycle.

Exhibitors



**NESA**

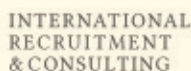
Make sure you visit the NESA booth and catch up with our team to find out what has been happening and what's coming up. Do you want a tailored workshop to meet your staff's learning and development needs? Then speak to Max, NESA's Professional Development Coordinator about what NESA can customise for you. Or do you want to get advice and support on current issues that your organisation is experiencing? Then come and discuss with the NESA Policy Team. If you're not a NESA member, we'd love to meet you and talk about what NESA can do for you and your organisation.

**NESA Projects**

As the leading national peak body for Employment & Related Services NESA is continually evaluating how we can provide more support to our members and the broader industry. NESA Projects Booth will highlight a number of these national projects including NESA Consultancy, NESA Industry Partners and NESA Business Intelligence Dashboards. In addition to these projects we will also be displaying an overview of the exciting work we are currently delivering across remote Australia in the form of the RSAS Training Strategy Project. To find out more about these exciting projects and how they could support your organisation come and visit a member of our NESA team.

**Uniforms & Work Wear**

NESA has established a national partnership with Geared Up Culcha (GUC) which is an Aboriginal owned and operated company providing Corporate Wear, Work Wear, Personal Protective Equipment and Promotional Material across Australia. Through this relationship NESA is able to provide members with their own personalised online ordering portal that can be customised to each organisation requirements including scope of uniforms, branding and delegate authority for purchasing. Through our partnership NESA is able to bring an affordable solution to ordering everything from corporate wear for your staff to purchasing bulk work wear for your next group project. For more information come and visit our booth to review our samples and see firsthand how the online portal works.



**Parkhouse Bell**

Parkhouse Bell offers Recruitment, Consultancy, Interim Management and Training services in Australia, the UK and the UAE. We specialise in Recruitment in Employment Services, Vocational Education & Training, Community Services, Healthcare and related sectors. Our extensive, well-established networks ensure we are able to source candidates for permanent, contract and temporary assignments from frontline staff to senior management positions. Success is based on an honest and open approach and we take pride in delivering the highest standards of professionalism and ethics to our clients and candidates.

We look forward to meeting you at our exhibitor's booth.





Exhibitors



**Retail YOUNI**

Retail YOUNI is an industry learning initiative that empowers individuals and retailers to develop their skills in the business critical areas of retail including customer service, selling skills, team management, merchandising, theft protection and WHS. For those new to the industry Retail YOUNI offers a fast and fun interactive online course called Retail Readi where individuals learn the fundamentals of working in a retail store.



**Selectus Salary Packaging**

Selectus has a successful record of managing all aspects of salary packaging and novated leasing for geographically diverse clients from the Not for Profit, Private Education, Corporate and Government Sectors. Our goal is to partner with Employers to make salary packaging as easy as possible for Employees to enjoy.



**Shred-X Document Destruction**

For over 15 years Shred-X has been the leader in secure destruction services. We assist organisations in complying with Privacy Legislation and provide tailored services to commercial sites throughout Australia. Our core services include document destruction, digital media destruction, product destruction and archive box cleanouts, to name a few.



**Vocational Training and Employment Centres (VTEC)**

Vocational Training and Employment Centres (VTEC) are based on the GenerationOne employment model. VTECs complement jobactive and Community Development Programme providers to deliver tailored and wrap-around services for Indigenous job seekers to achieve sustainable jobs. VTECs focus on sourcing a commitment from employers for a guaranteed job at the completion of job specific training. We welcome you to our booth to discuss how the national network of 29 VTECs can assist you to reach your Indigenous Employment Outcomes.



**WorkPro**

WorkPro understands the benefits that practical services and support can have when helping job seekers secure employment. We also appreciate the influence that efficiency, simplicity and reporting transparency can have on the quality of your reporting.

WorkPro is a web-based platform that centralises practical induction and training, police check and a licence/ticket management function.

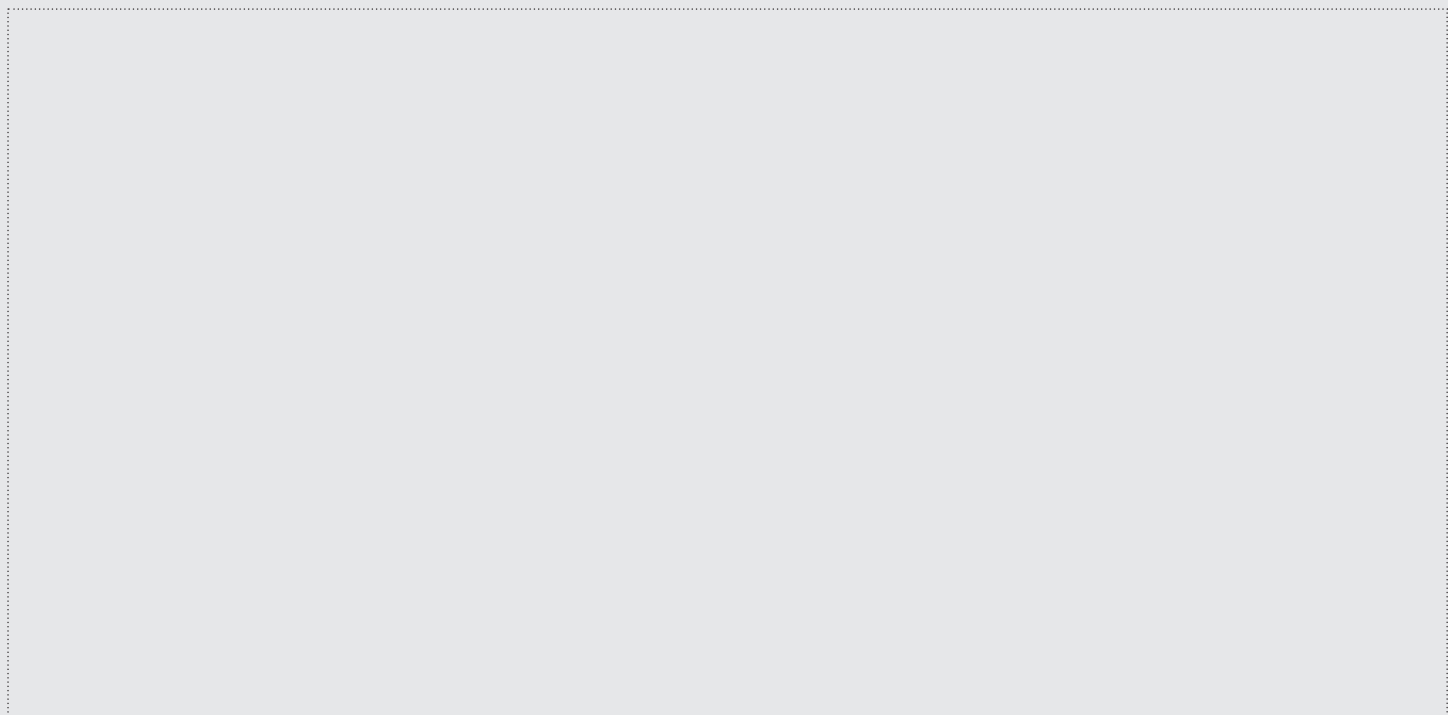
The flexibility of the system makes it possible for you to select the WorkPro services that best suits your caseloads and include the JSID#, Activity# or PO # against each person's profile for ease of reporting and auditing.

If you're interested in finding out more about how you can intensify the quality of your services and results, we'd love to speak to you.

Notes & names



Notes & doodles

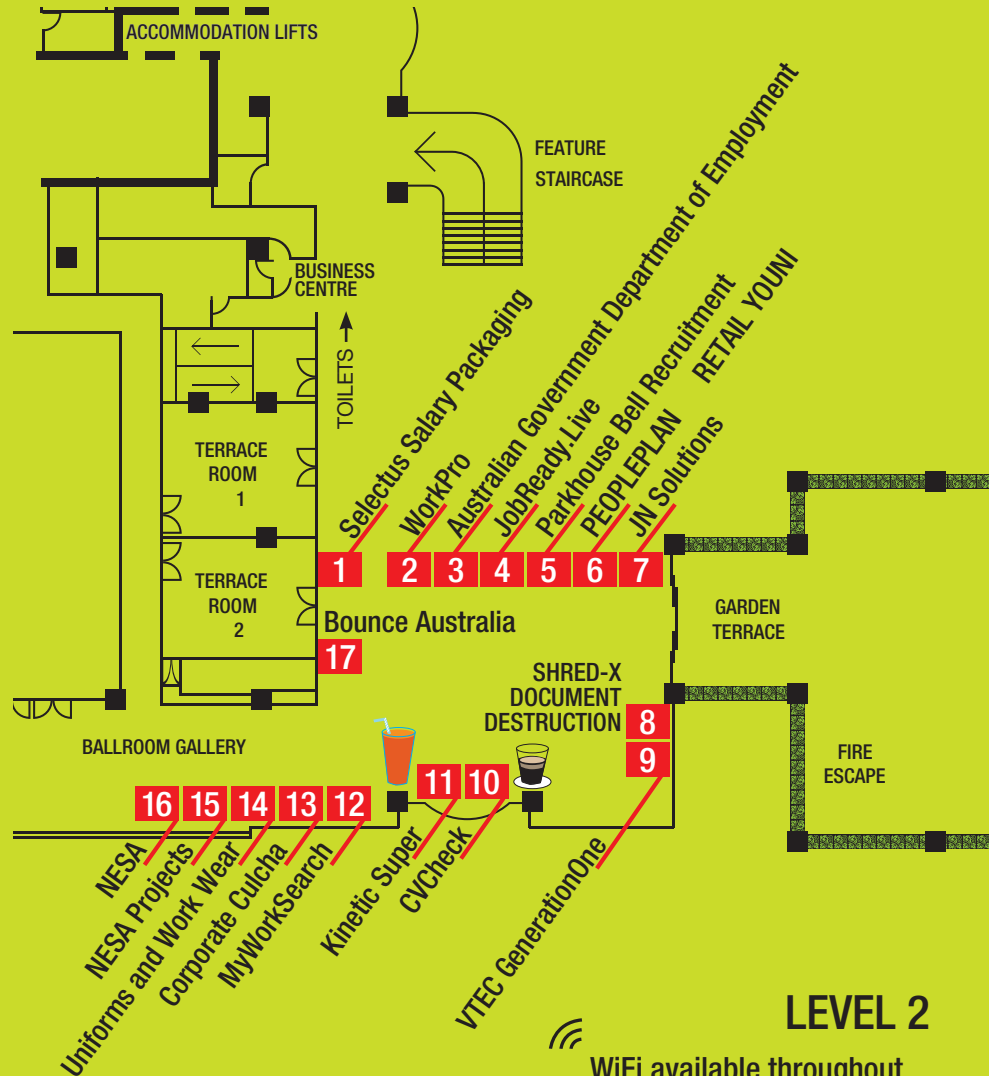


# Find your bearings **The Marriott Surfers Paradise**



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# Find your bearings **The Marriott Surfers Paradise**

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Designed and produced by Lisa Minichiello [www.room44.com.au](http://www.room44.com.au)