

08 – 09 AUG  
BRISBANE

National Conference 2018

# INSPIRING PROGRESS

Building agility and resilience through focussed leadership



8.30 – 8.45	REGISTRATION AND EXHIBITIONS OPEN
8.45 – 9.00	WELCOME TO COUNTRY The Didgeridoo Orchestra
9.00 – 9.15	INTRODUCING OUR MC – MIKE SYMONDS
9.15 – 9.35	OPENING ADDRESS Sally Sinclair CEO NESA
9.35 – 10.20	MARSHMALLOWS, LEADERSHIP AND MORAL COURAGE Professor Kristy Muir, CEO Centre for Social Impact (CSI) and member of UNSW Sydney's Council The terrain is shifting with elements of uncertainty increasing the need for social purpose organisations to be agile and adaptive. Within this shifting landscape, two things remain certain: the importance of effective leadership and the need to measure impact to understand the difference made. In the interest of a more inclusive, stronger society, leaders require the moral courage to find different ways of working, to ask different questions, to challenge, to push back, and be committed to and enact espoused values.
10.20 – 10.30	A WORD FROM THE NESA BOARD Rowena McNally Independent Chair NESA
10.30 – 10.50	THE HON JANE PRENTICE MP Assistant Minister for Social Services and Disability Services
10.50 – 11.10	MORNING TEA
11.10 – 11.30	SENATOR ZED SESELJA Assistant Minister for Science, Jobs and Innovation
11.30 – 12.25	PREPARING NOW FOR WHAT'S NEXT HOW TO BULLET-PROOF YOUR BUSINESS MODEL IN TURBULENT TIMES Michael McQueen, a multi-award winning speaker, trend forecaster and six-time bestselling author. With clients including KPMG, Pepsi and Cisco, Michael has helped some of the world's most successful brands navigate disruption and maintain momentum. Every business and industry today is facing a perfect storm of disruption and upheaval. In the face of the change before us, agility and adaptability are more important than ever. The future success and survival of organisations rest on their ability to anticipate, prepare for and pre-empt disruption.
12.25 – 12.45	LUNCH

12.45 – 2.30	CONCURRENT WORKSHOPS			
<b>SESSION ONE</b> 12.45 – 1.35  <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	POLICY
	<p><b>Person Centred Services</b></p> <p>WHAT ARE PERSON CENTRED SERVICES?</p> <p><b>Chris Kerr</b> Recipient of the 2003 Centenary Medal for service to the disabled community WA Disability Services Commission "Count Me In" Mid-West Ambassador</p> <p><b>IMPORTANCE OF CULTURAL AWARENESS IN PERSON CENTRED SERVICES</b></p> <p><b>Teresa Pilbeam</b> National Coordinator Early Days and Indigenous Liaison Programs Early Days &amp; Indigenous Learning program</p> <p><b>DRIVING AN INCLUSIVE AUSTRALIA THROUGH PERSON CENTRED SERVICES</b></p> <p><b>Peter De Natris</b> Strategic Advisor at National Disability Insurance Agency</p> <p><b>FACILITATOR:</b> Annette Gill</p>	<p><b>Indigenous Employment</b></p> <p>DESIGNING LOCAL EMPLOYMENT AND SKILLS STRATEGIES FOR INDIGENOUS COMMUNITIES</p> <p><b>Jonathan Barr</b> Head of OECD Employment and Skills Unit, Local Employment, Skills, and Social Innovation Division (LESI)</p> <p>The OECD is conducting international comparative research to look at promising practices in Indigenous employment and economic development. Jonathan will discuss the findings of these studies and recommendations for further policy interventions</p> <p><b>CORPORATE SOCIAL RESPONSIBILITY AND INDIGENOUS EMPLOYMENT</b></p> <p><b>Sean Armistead</b> General Manager - Indigenous and Community Engagement at Sodexo</p> <p><b>SOCIAL ENTERPRISE APPROACH TO INDIGENOUS EMPLOYMENT</b></p> <p><b>Jody Hamilton</b> Lead Facilitator and Founder at LIFT Social Enterprise - I LIFT, You LIFT, We LIFT</p> <p>LIFT Social Enterprise is taking a business approach to supporting the most excluded and disadvantaged young Maori into employment and self-employment in Aotearoa/New Zealand. Using innovative approaches to connect with and engage young people, LIFT leverages commercial business relationships to unlock sustainable employment opportunities. With the fast-changing labour market and uncertainty of future jobs, enterprise development and self-employment, are core areas of LIFT service delivery focus. Jody will share the practical approach to service design and delivery LIFT takes to achieve the best possible outcomes for young Indigenous job seekers in Aotearoa/New Zealand.</p> <p><b>FACILITATOR:</b> Matt Clarke</p>	<p><b>Governance, Cyber &amp; HR Risks</b></p> <p>GOVERNANCE AND STRATEGIC CHALLENGES FOR ORGANISATIONS IN CONSUMER DRIVEN MARKETS</p> <p><b>Patrick Herd</b> Principal Consultant Community Business Australia</p> <p>Customers are 'King' and cash is 'Queen'. The new customer-driven competitive marketplace brings challenges and opportunities for industry leaders. Patrick will discuss how successful providers navigate the strategic challenges of significant sector reform to thrive and grow.</p> <p><b>CYBER RISK – DIRECTORS' &amp; ENTITIES' RESPONSIBILITY TO SAFEGUARD CONSUMER PERSONAL DATA</b></p> <p><b>Kristine Salgado</b> Managing Principal – FINPRO Marsh Pty Ltd</p> <p>Cyber risks are evolving, increasing in frequency and becoming more severe, diverse and complex. Governments around the world are introducing legislation such as the European Union's General Data Protection Legislation and the Australian Notifiable Data Breaches Scheme to address risks. Join Kristine as she discusses the significant responsibilities imposed on directors and entities to protect consumer personal data, how organisations can prepare and reduce their risk exposure.</p> <p><b>SEXUAL HARASSMENT - THE BOARD'S RESPONSIBILITY</b></p> <p><b>Paul Maguire</b> Principal, Maguire Consulting HR and Industrial Relations Risks</p> <p>Workplace sexual harassment has a renewed priority resulting from the #METOO movement and the Australian Human Rights Commission national investigation. Every senior executive and Board must reassess potential risk and liability facing their organisation. Paul will highlight the issues and discuss how organisations should respond.</p> <p><b>FACILITATOR:</b> Rowena McNally</p>	<p><b>Targeted Compliance Framework</b></p> <p>AN UPDATE ON THE ROLLOUT OF THE TARGETED COMPLIANCE FRAMEWORK INCLUDING Q &amp; A</p> <p><b>FACILITATOR</b> Marg Lourey</p>

## CONCURRENT WORKSHOPS

### SESSION TWO 1.40 – 2.30

*Please choose 1 workshop*

#### SERVICE DELIVERY

##### Social Procurement Framework

**Chris Newman**  
Director Asia Pacific  
ArcBlue

ArcBlue is the specialist consultancy that designed the Social Procurement framework for the Victorian Government

They are one of the drivers behind GROW Gippsland and Geelong, which is an inclusive employment initiative aimed at engaging employers to spend differently in the region and create jobs for people excluded from the labour market, through a place-based model that engages with jobactive, DES, IEP, and JVEN and others.

**FACILITATOR:**  
Annette Gill

#### STRATEGY

##### Mental Health, Substance Use and Employment

**ARE THE SERVICES WE DELIVER FOR JOB SEEKERS THE MOST UP TO DATE EVIDENCE-BASED PRACTICES? AND ARE WE DOING THE BEST WE CAN FOR OUR MOST DISADVANTAGED JOB SEEKERS?**

##### ‘A whiz around the wide world of mental health’

In this sprint session John Mendoza will provide a quick update on developments in mental health looking at latest evidence on prevalence, latest research (game changers) and innovations in services and care. Pack your running shoes and limber up the neural pathways ...

**John Mendoza**  
Director, ConNetica  
Adjunct Professor, Health and Sport Science, University of Sunshine Coast  
Adjunct Associate Professor, Medicine, Sydney University

**Dr Kylie Henderson**  
Founder and Managing Director  
Back2Work

Dr Kylie Henderson will present a review of the global tools that empower job seekers to create and self-support resilience factors needed to sustain employment. The presentation will also review the strategic factors that are known to assist disadvantaged Australians into employment now and predict the future trends through to 2030.

**FACILITATOR:**  
Amanda Owen

#### GOVERNANCE AND LEADERSHIP

##### Governance, Cyber & HR Risks

**GOVERNANCE AND STRATEGIC CHALLENGES FOR ORGANISATIONS IN CONSUMER DRIVEN MARKETS**

**Patrick Herd**  
Principal Consultant Community Business Australia

Customers are ‘King’ and Cash is ‘Queen’. The new customer-driven competitive marketplace brings challenges and opportunities for industry leaders. Patrick will discuss how successful providers navigate the strategic challenges of significant sector reform to thrive and grow.

**CYBER RISK – DIRECTORS & ENTITIES RESPONSIBILITY TO SAFEGUARD CONSUMER PERSONAL DATA**

**Kristine Salgado**  
Managing Principal – FINPRO  
Marsh Pty Ltd

Cyber risks are evolving, increasing in frequency and becoming more severe, diverse and complex. Governments around the world are introducing legislation such as the European Union’s General Data Protection Legislation and the Australian Notifiable Data Breaches Scheme to address risks. Join Kristine as she discusses the significant responsibilities imposed on directors and entities to protect consumer personal data, how organisations can prepare and reduce their risk exposure.

**SEXUAL HARASSMENT - THE BOARD'S RESPONSIBILITY**

**Paul Maguire**  
Principal, Maguire Consulting  
HR and Industrial Relations Risks

Workplace sexual harassment has a renewed priority resulting from the #METOO movement and the Australian Human Rights Commission national investigation. Every senior executive and Board must reassess potential risk and liability facing their organisation. Paul will highlight the issues and discuss how organisations should respond.

**FACILITATOR:**  
Rowena McNally

#### POLICY

##### Digitalisation in Australian Employment Services

**Kerryn Kovacevic**  
A/g Group Manager  
Employment Systems Group  
Department of Jobs & Small Business

Digitalisation in Australian Employment Services has been expanding. Kerryn will provide an update of JSCI self-management and online employment services trials.

**INTERNATIONAL EXPERIENCES OF DIGITALISATION IN EMPLOYMENT SERVICES**

**Jonathan Barr**  
Head of OECD Employment and Skills Unit, Local Employment, Skills, and Social Innovation Division (LESI)  
Centre for Entrepreneurship, SMEs, Regions and Cities

With the advances in technology, and continued drive to improve efficiency and effectiveness, many countries have adopted digitalised employment services. Jonathan will talk about some of these initiatives, their experiences and lessons learnt.

**FACILITATOR:**  
Sally Sinclair

2.30 – 2.45	<b>COFFEE BREAK</b>			
2.45 – 4.30	<b>CONCURRENT WORKSHOPS - Employment Program Focus</b>			
<b>SESSION ONE</b> <b>2.45 – 3.30</b>  <i>Please choose 1 workshop</i>	<b>DES</b>	<b>JOBACTIVE</b>	<b>CDP</b>	<b>POLICY 2 HOURS</b>
	<p><b>Implementation of DES 2018</b></p> <p>IMPLEMENTATION OF REFORMED DES, OPPORTUNITIES TO ENGAGE WITH THE NDIS AND AN INTERACTIVE Q&amp;A SESSION</p> <p><b>Peter Broadhead</b> Branch Manager – DES Department of Social Services</p> <p><b>Justin Galke</b> A/g Director DES Reform Policy, Transition and ICT</p> <p><b>FACILITATOR:</b> <b>Chris Kerr</b></p>	<p><b>JOBACTIVE INITIATIVES - THIS SESSION WILL PROVIDE AN UPDATE ON JOBACTIVE AND KEY INITIATIVES INCLUDING:</b></p> <ul style="list-style-type: none"> <li>▶ Employment Fund (including TPEP)</li> <li>▶ PICS</li> <li>▶ Challenging job seekers</li> <li>▶ Restart Wage Subsidy</li> <li>▶ Career Transition Assistance trial</li> <li>▶ New Entrepreneurship Facilitators (which includes a focus on mature age)</li> <li>▶ Stars and business reallocation</li> </ul> <p><b>FACILITATOR:</b> <b>Vanessa Puopolo</b></p>	<p><b>CDP Reform</b></p> <p>THE COMMUNITY DEVELOPMENT PROGRAM IS IN THE MIDST OF A NEW ROUND OF REFORM. DUE TO START ON 1 FEBRUARY 2019, THE COMPLEX SET OF MEASURES SEEKS TO <b>IMPROVE PROGRAM ENGAGEMENT AND INCREASE JOB OUTCOMES.</b></p> <p>Key Departmental staff will discuss the latest developments in the implementation of these reforms and service providers will share how they are preparing their staff and communities for change.</p> <p><b>FACILITATOR:</b> <b>Matt Clarke</b></p>	<p><b>The Next Generation of Employment Services</b></p> <p>AN INTERACTIVE PANEL DISCUSSION OF THE KEY THEMES AND PROPOSALS FOR EMPLOYMENT SERVICES 2020</p> <p>An overview of the key themes received from the consultation process, providing participants with a last chance to feed views into the process. The Panel will then outline the next steps.</p> <p><b>Sandra McPhee AM</b> Independent Chair Employment Services Expert Advisory Panel</p> <p><b>Martin Hehir</b> Deputy Secretary Department of Jobs and Small Business</p> <p><b>Nicholas Dowie</b> Branch Manager Department of Jobs and Small Business Active Labour Market Assistance 2020</p> <p><b>FACILITATOR:</b> <b>Sally Sinclair</b></p>

CONCURRENT WORKSHOPS				
<b>SESSION TWO</b> <b>3.40 – 4.30</b>  <i>Please choose 1 workshop</i>	<b>NDIS MARKET AND WORKFORCE DEVELOPMENT</b>	<b>JOBACTIVE</b>	<b>INDIGENOUS EMPLOYMENT PROGRAMS</b>	<b>POLICY 2 HOURS</b>
	<b>Meeting NDIS Workforce Demand</b>  <b>Chris D'Souza</b> Acting Branch Manager, Supported Employment Policy, Access & Engagement – Acting Department of Social Services  The National Disability Insurance Scheme supports people with a permanent and significant disability that affects their ability to take part in everyday activities. This session will examine the employment opportunities created by the NDIS including how demand is forecast, strategies to meet workforce demands and opportunities for employment services.	<b>Employer, local and youth initiatives</b>  Regional Employment Trials Employer feedback to the sector Employer mobilisation initiative  An update on the Department's Youth Programmes, including: <ul style="list-style-type: none"> <li>• Empowering Youth Initiative</li> <li>• Transition to Work</li> <li>• PaTH</li> </ul>	<b>Accelerating Indigenous Employment Outcomes</b>  Government, organisations, communities and individuals are all seeking to improve the wellbeing of our First Nation's people. In this session you will hear from a panel offering a cross section of views about what will improve Indigenous employment outcomes.	<b>Generation of Employment Services...CONT'D</b>  <b>AN INTERACTIVE PANEL DISCUSSION OF THE KEY THEMES AND PROPOSALS FOR EMPLOYMENT SERVICES 2020</b>  <b>Sandra McPhee AM</b> Independent Chair Employment Services Expert Advisory Panel  <b>Martin Hehir</b> Deputy Secretary Department of Jobs and Small Business  <b>Nicholas Dowie</b> Branch Manager Department of Jobs and Small Business Active Labour Market Assistance 2020
	<b>FACILITATOR:</b> <b>Chris Kerr</b>	<b>FACILITATOR:</b> <b>Vanessa Puopolo</b>	<b>FACILITATOR:</b> <b>Matt Clarke</b>	<b>FACILITATOR:</b> <b>Sally Sinclair</b>

<b>4.30 – 4.45</b>	<b>AFTERNOON TEA</b>
<b>4.45 – 5.30</b>	<b>HOW TO CHANGE YOUR COMMUNITY, YOUR SOCIETY AND YOUR THINKING</b> <b>Kathy Kelly</b> Kathy Kelly reveals how bad things can happen to the best of us. Kelly's story isn't just about loss and immense grief, it's about resilience and courage and the determination to stand up and change a broken system.
<b>5.30</b>	<b>DAY 1 WRAP UP</b>
<b>7.10 – 7.30</b>	<b>PRE-DINNER DRINKS</b>
<b>7.30 – 11.00</b>	<b>GALA DINNER AND AWARDS FOR EXCELLENCE</b>



Australian Government

Department of Jobs and Small Business



Australian Government

**Job Access**

Driving disability employment



**Thanks and appreciation to our Awards for Excellence Sponsors**

<b>8.30 – 3.00</b>	<b>EXHIBITION</b>
<b>9.00 – 9.15</b>	<b>WELCOME TO DAY 2</b>
<b>9.15 – 10.10</b>	<b>IT'S A COMPLICATED TIME TO DO BUSINESS</b> <b>Andrew Griffiths</b> Never before have business owners had so much opportunity and yet faced as many challenges as they do today.
<b>10.10 – 10.30</b>	<b>THE HON ED HUSIC MP</b> Shadow Minister for Employment Services, Workforce Participation and Future of Work, Shadow Minister for the Digital Economy
<b>10.30 – 11.00</b>	<b>MORNING TEA AND EXHIBITOR'S PRIZE DRAW</b>

DRAFT

11.00 – 1.10	CONCURRENT WORKSHOPS			
<b>SESSION ONE</b> <b>11.00 – 12.00</b>  <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	POLICY
	<p><b>FINANCIAL INCLUSION ACTION PLAN</b></p> <p><b>A MODEL FOR PROMOTING REGIONAL DEVELOPMENT</b></p> <p>PANEL  <b>Vinita Godinho</b>            General Manager            Good Shepherd Microfinance</p> <p><b>Sara Parrott</b>            Executive Manager Corporate Responsibility – Suncorp</p> <p><b>Dr. Abigail Powell</b>            Senior Research Fellow,            Centre for Social Impact</p> <p><b>FACILITATOR:</b>  <b>Annette Gill</b></p>	<p><b>HOW TO - BUSINESS DEVELOPMENT AND MARKETING</b></p> <p><b>Andrew Griffiths</b>            A Cairns, Australia-based entrepreneur and the author of 12 books on starting, managing, and growing small companies.</p> <p>Effective business development and marketing strategies are central to success in the new era of choice, control and competition in Disability Employment Services. This workshop will provide understanding of these skills to increase the effectiveness of your business and market opportunities.</p> <p><b>FACILITATOR:</b>  <b>Marg Lourey</b></p>	<p><b>EMOTIONALLY INTELLIGENT LEADERSHIP</b></p> <p><b>Maria Smith</b>            Founder and CEO Bounce Australia</p> <p>This workshop will explore the concept of Emotional Intelligence in Leadership. Participants will walk away with a greater understanding of emotional intelligence, company and staff values, effective communication and positive influencing. The workshop aims to support leaders in better managing their staff on a day-to-day basis, creating a happier, healthier and more productive workplace with a focus on person centred approaches for more sustainable outcomes.</p> <p><b>FACILITATOR:</b>  <b>Matt Clarke</b></p>	<p><b>EQUITABLE ACCESS TO EMPLOYMENT PATHWAYS: CALD AUSTRALIANS AND JOBACTIVE PROVIDERS</b></p> <p><b>Dr Emma Campbell</b>            CEO            Federation of Ethnic Communities' Councils of Australia (FECCA)</p> <p>Employment is one of the key pillars in the successful migration journey for new arrivals in Australia. FECCA works closely with Australians of migrant and CALD background on issues of employment.</p> <p><b>INSPIRING PROGRESS IN ALLIED HEALTH COUNSELLING</b></p> <p><b>James Weait</b>            Managing Director            Pure Insights</p> <p><b>Sarah Kallon</b>            Practitioner            Pure Insights</p> <p>The next generation of employment services discussion paper revealed that 2/3 of jobseekers on jobactive have been on the program for over 2 years. Allied Health counselling and coaching is evolving to support the engagement of individuals with complex barriers to employment.</p> <p>This session will give you insight into Ready to Launch in Australia, a successful refugee support program operating in Sydney and Melbourne (with best practice service design elements from both Australian and UK delivery) that supports refugee jobseekers to onboard into the Australian labour market through self-worth, motivation, resilience strategies and Work-focused English language vocabulary development.</p> <p><b>FACILITATOR:</b>  <b>Amanda Owen</b></p>

CONCURRENT WORKSHOPS				
SESSION TWO 12.10 – 1.10  <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	TARGETED COMPLIANCE FRAMEWORK
		<p><b>Place Based Approaches</b></p> <p>PLACE BASED APPROACHES COLLECTIVE IMPACT - LESSONS FROM LOGAN TOGETHER – CITY OF CHOICE PLACE BASED INITIATIVE</p> <p>Logan Together provides a case study on how place based services can support employment outcomes. The Panel will share their experiences and perspectives on how engagement in this initiative has delivered outcomes and the factors that have underpinned success including collaboration, relationships with local community service, childcare, health, and education and training organisations.</p> <p><b>Matthew Cox</b> Co-chair the Logan City of Choice Leadership Team.</p> <p><b>Judith Hunter</b> Strategic Development Manager, YFS Ltd – ParentsNext Provider</p> <p><b>Richard Reid</b> Account Manager Queensland Department of Jobs and Small Business</p> <p><b>Gail Kerr OAM</b> CEO, Access Youth support, housing and social enterprise services for migrants, refugees and Australian born clients – DES Provider</p> <p><b>FACILITATOR:</b> <b>John Perry</b></p>	<p>STRATEGIES TO IMPROVE DIGITAL LITERACY FOR INDIVIDUALS AND COMMUNITIES</p> <p>Information Exchange</p> <p>Google TBC</p> <p><b>FACILITATOR:</b> <b>Sally Sinclair</b></p>	<p>LEADERSHIP AND INNOVATION FOR GROWTH</p> <p><b>Belinda Dolan</b> CEO Clariti Group</p> <p>Leadership and innovation for growth in uncertain times are highlighted amongst the top five challenges for leaders and aspiring leaders across our sector. Content rich with tools and strategies to create immediate action this session is for Leaders and Future Leaders who want clear strategies to develop their skills and that of their team to increase motivation, drive performance, make a difference and create positive change in their workplace.</p> <p><b>FACILITATOR:</b> <b>Matt Clarke</b></p>
<b>1.15 – 2.00</b>	<b>LUNCH</b>			
<b>2.00 – 2.45</b>	<p><b>SIR BILL ENGLISH</b> Former New Zealand Prime Minister Former Leader of the National Party</p> <p>Bill will discuss his leadership of New Zealand’s Social Investment approach. Social investment is about improving the lives of New Zealanders by applying rigorous and evidence-based investment practices to social services. It means using information and technology to better understand the people who need public services and what works, and then adjusting services accordingly. What is learnt through this process informs the next set of investment decisions. Much of the focus is on early investment to achieve better long-term results for people and helping them to become more independent. Social investment puts the needs of people who rely on public services at the centre of decisions on planning, programmes and resourcing.</p>			
<b>2.45 – 3.15</b>	<b>WRAP UP AND CLOSE</b>			