

Inspiring **PROGRESS**

Building **agility** and **resilience** through focussed **leadership**

National Conference 2018
08 – 09 AUGUST
#NESACONF18


nesa
national employment services association

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Welcome



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'Inspiring progress – Building agility and resilience through focussed leadership'
- words that individually are motivating and galvanising, together eloquent and strong. I believe these words capture the very essence of the employment services sector, and the people who work within it.

For me, "Inspiring Progress" awakens new possibilities by seeing opportunity beyond existing constraints. It transforms the way we perceive our capabilities.

What does inspiring progress mean to you, and what role do you see agility, resilience, and focussed leadership playing in the choices and decisions you make to create positive future possibilities?

The conference programme has been designed to epitomise *Inspiring progress – Building agility and resilience through focussed leadership*. It is broad in scope and will explore future employment services, the changing face of work, innovative practices, integrated services, and strategically adapting to market trends. You will hear from Federal Ministers, the Federal Shadow Minister, departmental representatives, international experts, practitioners, researchers, an inspirational mentor, and experts in their field of work. You can choose from an array of strategic and practical workshops that will provide a wealth of knowledge for the purpose of growing and innovating best practice in your organisation. Also this year we have introduced workshops which will concentrate on providing key information across key programme areas.

The NESAC Awards for Excellence continue to honour people who are committed to transforming lives through employment, people who have overcome disadvantage to obtain and retain employment, and people who inspire innovative practices to make a real difference in their communities. I would like to especially thank the Department of Jobs and Small Business, the Australian Government – JobAccess and Sunsuper for their continued support of the Awards. I would also like to thank our other sponsors and exhibitors, and I encourage you to drop by their booths for a chat.

As you read through the programme, grab a cup of coffee from the coffee cart, circle the workshops that you want to go to, and prepare for two days of knowledge exchange, networking, meeting new colleagues, and catching up with those you already know.

After the next two days I trust you will leave feeling personally inspired and ready to build agility and resilience in your organisation through focussed leadership.

Sally Sinclair
CEO, NESAC

8.30 – 8.45	REGISTRATION AND EXHIBITIONS OPEN
8.45 – 9.00 BALLROOM	WELCOME TO COUNTRY The Didgeridoo Orchestra
9.00 – 9.15 BALLROOM	INTRODUCING OUR MC – MIKE SYMONDS
9.15 – 9.35 BALLROOM	OPENING ADDRESS Sally Sinclair CEO NESA
9.35 – 10.20 BALLROOM	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 BALLROOM	A WORD FROM THE NESA BOARD Rowena McNally Independent Chair NESA
10.30 – 10.50 BALLROOM	THE HON JANE PRENTICE MP Assistant Minister for Social Services and Disability Services
10.50 – 11.10	MORNING TEA
11.10 – 11.30 BALLROOM	SENATOR THE HON ZED SESELJA Assistant Minister for Science, Jobs and Innovation
11.30 – 12.25 BALLROOM	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

PROGRAMME

12.45 – 2.30	CONCURRENT WORKSHOPS - SECTOR DEVELOPMENT			
SESSION ONE 12.45 – 1.35 <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	POLICY
	<p>PERSON CENTRED SERVICES</p> <p>WHAT ARE PERSON CENTRED SERVICES?</p> <p>Chris Kerr Recipient of the 2003 Centenary Medal for service to the disabled community WA Disability Services Commission “Count Me In” Mid-West Ambassador</p> <p>IMPORTANCE OF CULTURAL AWARENESS IN PERSON CENTRED SERVICES</p> <p>Teresa Pilbeam National Coordinator Early Days and Indigenous Liaison Programs Early Days & Indigenous Learning program</p> <p>DRIVING AN INCLUSIVE AUSTRALIA THROUGH PERSON CENTRED SERVICES</p> <p>Peter De Natris Strategic Advisor at National Disability Insurance Agency</p> <p>REDLANDS</p> <p>FACILITATOR: Annette Gill</p>	<p>INDIGENOUS EMPLOYMENT</p> <p>DESIGNING LOCAL EMPLOYMENT AND SKILLS STRATEGIES FOR INDIGENOUS COMMUNITIES</p> <p>Jonathan Barr Head of OECD Employment and Skills Unit, Local Employment, Skills, and Social Innovation Division (LESID)</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>CORPORATE SOCIAL RESPONSIBILITY AND INDIGENOUS EMPLOYMENT</p> <p>Sean Armistead General Manager - Indigenous and Community Engagement at Sodexo</p> <p>SOCIAL ENTERPRISE APPROACH TO INDIGENOUS EMPLOYMENT</p> <p>Jody Hamilton 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>BALLROOM A</p> <p>FACILITATOR: Matt Clarke</p>	<p>GOVERNANCE, CYBER & HR RISKS</p> <p>GOVERNANCE AND STRATEGIC CHALLENGES FOR ORGANISATIONS IN CONSUMER DRIVEN MARKETS</p> <p>Patrick Herd 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>CYBER RISK – DIRECTORS & ENTITIES RESPONSIBILITY TO SAFEGUARD CONSUMER PERSONAL DATA</p> <p>Kristine Salgado 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 and how organisations can prepare and reduce their risk exposure.</p> <p>SEXUAL HARASSMENT - THE BOARD’S RESPONSIBILITY</p> <p>Paul Maguire Principal, Maguire Consulting</p> <p>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>BALLROOM B</p> <p>FACILITATOR: Rowena McNally</p>	<p>TARGETED COMPLIANCE FRAMEWORK</p> <p>AN UPDATE ON THE ROLLOUT OF THE TARGETED COMPLIANCE FRAMEWORK INCLUDING Q & A</p> <p>Ty Emerson Branch Manager, Job Seeker Participation and Compliance Branch</p> <p>Danielle Williams Assistant Director Job Seeker Participation & Compliance Branch</p> <p>The new targeted job seeker compliance framework, which is designed to be simpler, fairer and more effective, commenced from 1 July 2018. The new system assists job seekers to take personal responsibility, monitor and manage their own compliance status through their online dashboard. Ty and Danielle will share the latest news on the implementation of the framework, and provide an opportunity for you to ask questions or seek clarification.</p> <p>BALLROOM C</p> <p>FACILITATOR: Vanessa Puopolo</p>

CONCURRENT WORKSHOPS				
SESSION TWO 1.40 – 2.30 <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	POLICY
<p>SOCIAL PROCUREMENT FRAMEWORK</p> <p>CATCHING THE SOCIAL PROCUREMENT WAVE. MAKING THE MOST OF THE NEW OPPORTUNITIES FOR EMPLOYMENT GENERATION.</p> <p>Chris Newman Director Asia Pacific ArcBlue</p> <p>Social Procurement is fast becoming one of Australia's most important drivers of demand for local and inclusive employment generation. ArcBlue is at the heart of this new direction, working in Policy, Projects and Place across Australia and Asia-Pacific. Chris Newman, Director at ArcBlue will present on the latest developments, what they mean for employment, and how to make the most of the opportunities in this exciting field.</p>	<p>SOCIAL PROCUREMENT FRAMEWORK</p> <p>CATCHING THE SOCIAL PROCUREMENT WAVE. MAKING THE MOST OF THE NEW OPPORTUNITIES FOR EMPLOYMENT GENERATION.</p> <p>Chris Newman Director Asia Pacific ArcBlue</p> <p>Social Procurement is fast becoming one of Australia's most important drivers of demand for local and inclusive employment generation. ArcBlue is at the heart of this new direction, working in Policy, Projects and Place across Australia and Asia-Pacific. Chris Newman, Director at ArcBlue will present on the latest developments, what they mean for employment, and how to make the most of the opportunities in this exciting field.</p>	<p>MENTAL HEALTH, SUBSTANCE USE AND EMPLOYMENT</p> <p>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?</p> <p>Professor John Mendoza Director, ConNetica Adjunct Professor, Health and Sport Science, University of Sunshine Coast Adjunct Associate Professor, Medicine, Sydney University</p> <p>A whiz around the wide world of mental health. In this sprint session Professor 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...</p> <p>Dr Kylie Henderson Founder and Managing Director Back2Work</p> <p>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.</p>	<p>GOVERNANCE, CYBER & HR RISKS</p> <p>GOVERNANCE AND STRATEGIC CHALLENGES FOR ORGANISATIONS IN CONSUMER DRIVEN MARKETS</p> <p>Patrick Herd 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>CYBER RISK – DIRECTORS & ENTITIES RESPONSIBILITY TO SAFEGUARD CONSUMER PERSONAL DATA</p> <p>Kristine Salgado 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 and how organisations can prepare and reduce their risk exposure.</p> <p>SEXUAL HARASSMENT - THE BOARD'S RESPONSIBILITY</p> <p>Paul Maguire Principal, Maguire Consulting</p> <p>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>DIGITALISATION IN AUSTRALIAN EMPLOYMENT SERVICES</p> <p>Kerryn Kovacevic A/g Group Manager Employment Systems Group</p> <p>Department of Jobs & Small Business</p> <p>Digitalisation in Australian Employment Services has been expanding. Kerryn will provide an update of JSCI self-management and online employment services trials.</p> <p>INTERNATIONAL EXPERIENCES OF DIGITALISATION IN EMPLOYMENT SERVICES</p> <p>Jonathan Barr Head of OECD Employment and Skills Unit, Local Employment, Skills, and Social Innovation Division (LESI)</p> <p>Centre for Entrepreneurship, SMEs, Regions and Cities</p> <p>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.</p>
	<p>REDLANDS</p> <p>FACILITATOR: Annette Gill</p>	<p>BALLROOM A</p> <p>FACILITATOR: Amanda Owen</p>	<p>BALLROOM B</p> <p>FACILITATOR: Rowena McNally</p>	<p>BALLROOM C</p> <p>FACILITATOR: Sally Sinclair</p>

PROGRAMME

2.30 – 2.45	COFFEE BREAK			
2.45 – 4.30	CONCURRENT WORKSHOPS - EMPLOYMENT PROGRAM FOCUS			
SESSION ONE 2.45 – 3.30 <i>Please choose 1 workshop</i>	DES	JOBACTIVE	CDP	POLICY
	<p>IMPLEMENTATION OF DES 2018</p> <p>IMPLEMENTATION OF REFORMED DES, OPPORTUNITIES TO ENGAGE WITH THE NDIS AND AN INTERACTIVE Q&A SESSION</p> <p>The reformed DES program engenders greater competition amongst providers and more flexible arrangements and choice for participants. There are challenges for providers on how to attract and retain participants. The session will focus on the department's expectations of providers and also on opportunities to engage with the NDIS. The session will allow an opportunity for attendees to provide feedback on the recent transition process and ask questions about the new DES arrangements.</p> <p>Peter Broadhead Branch Manager – DES Department of Social Services</p> <p>Justin Galke Director DES Reform Policy, Transition and ICT</p> <p>REDLANDS</p> <p>FACILITATOR: Chris Kerr</p>	<p>JOBACTIVE INITIATIVES</p> <p>THIS SESSION WILL PROVIDE AN UPDATE ON JOBACTIVE AND KEY INITIATIVES INCLUDING:</p> <ul style="list-style-type: none"> • Career Transition Assistance trial • Employment Fund (including Targeted Pre-Employment Preparation) • Restart Wage Subsidy • New Entrepreneurship Facilitators (which includes a focus on mature age) • Stars and business reallocation • Public Interest Certificate (PIC) • Challenging job seekers • Questions & answers <p>Emma Hill Director, Mature Age Programs Team</p> <p>Ty Emerson Branch Manager, Job Seeker Participation and Compliance Branch</p> <p>Jodie Wearne Branch Manager Incentives and Investments Branch</p> <p>Derek Stiller Branch Manager Employment Services Reporting and Analysis Branch</p> <p>Helen Boyle Acting Director Job Seeker Eligibility and Services Assessment Services and Outcomes Branch</p> <p>BALLROOM A</p> <p>FACILITATOR: Vanessa Puopolo</p>	<p>CDP REFORM</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 IMPROVE PROGRAM ENGAGEMENT AND INCREASE JOB OUTCOMES.</p> <p>As part of the 2018-19 Budget, the Government announced a suite of reforms to the CDP. Following on from the CDP Provider Business Meeting this session will provide a current overview of policy development and implementation arrangements as we move closer to the 1st February 2019.</p> <p>PM&C will provide feedback on the latest developments in CDP addressing key areas of reform including the CDP Job's Package, CDP Payment Model and Job Seeker Compliance Framework.</p> <p>Deborah Lewis First Assistant Secretary Department of the Prime Minister and Cabinet Community and Economic Development Division</p> <p>Chloe Bird Assistant Secretary Department of the Prime Minister and Cabinet Community and Economic Development Division</p> <p>BALLROOM B</p> <p>FACILITATOR: Matt Clarke</p>	<p>THE NEXT GENERATION OF EMPLOYMENT SERVICES</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>Sandra McPhee AM Independent Chair Employment Services Expert Advisory Panel</p> <p>Martin Hehir Deputy Secretary Department of Jobs and Small Business</p> <p>Nicholas Dowie Branch Manager Department of Jobs and Small Business Active Labour Market Assistance 2020</p> <p>BALLROOM C</p> <p>FACILITATOR: Sally Sinclair</p>

	CONCURRENT WORKSHOPS			
SESSION TWO 3.40 – 4.30 <i>Please choose 1 workshop</i>	NDIS MARKET AND WORKFORCE DEVELOPMENT MEETING NDIS WORKFORCE DEMAND Chris D'Souza Acting Branch Manager, Supported Employment Policy, Access & Engagement 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.	JOBACTIVE EMPLOYER AND LOCAL INITIATIVES REGIONAL EMPLOYMENT TRIALS Malcolm Greening, Assistant Secretary of the Industry, Regional and International Strategies Branch Nisette Anderson Director, Regional Policy in the Department of Jobs and Small Business, Industry, Regional & International Strategy Branch. The Regional Employment Trials program commences on 1 October 2018 in ten selected regions and will enable local stakeholders to address local employment challenges. In trial regions, employment facilitators will work with Regional Development Australia committees to develop local employment projects. This will be supported through a \$1 million Local Employment Initiative Fund in each region.	INDIGENOUS EMPLOYMENT PROGRAMS SUPPORTING INDIGENOUS EMPLOYMENT OUTCOMES Supporting the economic independence of Indigenous Australians is a central focus of Government's Closing the Gap commitments. This session will bring together key departmental representatives to discuss the forward agenda of their respective departments to support this and how this interfaces with contracted employment providers. This session will explore how policy and programme initiatives intersect to create opportunity for Indigenous communities. It will consider areas such as the Indigenous Procurement Policy, Employment Parity Initiative, business development services and employment services reform. The session will be structured as a panel discussion with a set Q & A timeslot for delegates to engage with the panel.	POLICY THE NEXT GENERATION OF EMPLOYMENT SERVICES... CONT'D AN INTERACTIVE PANEL DISCUSSION OF THE KEY THEMES AND PROPOSALS FOR EMPLOYMENT SERVICES 2020 Sandra McPhee AM Independent Chair Employment Services Expert Advisory Panel Martin Hehir Deputy Secretary Department of Jobs and Small Business Nicholas Dowie Branch Manager Department of Jobs and Small Business Active Labour Market Assistance 2020
	REDLANDS FACILITATOR: Chris Kerr	BALLROOM A FACILITATOR: Vanessa Puopolo	BALLROOM B FACILITATOR: Matt Clarke	BALLROOM C FACILITATOR: Sally Sinclair
4.30 – 4.45	AFTERNOON TEA			
4.45 – 5.30 BALLROOM	HOW TO CHANGE YOUR COMMUNITY, YOUR SOCIETY AND YOUR THINKING Kathy Kelly 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.			
5.30	DAY 1 WRAP UP			
7.10 – 7.30	PRE-DINNER DRINKS			
7.30 – 11.00	GALA DINNER AND AWARDS FOR EXCELLENCE			

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



11.00 – 1.10	CONCURRENT WORKSHOPS			
SESSION ONE 11.00 – 12.00 <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	POLICY
	<p>FINANCIAL INCLUSION ACTION PLAN</p> <p>A MODEL FOR PROMOTING REGIONAL DEVELOPMENT</p> <p>What is Australia's Financial Inclusion Action Plan (FIAP) program? Who's in it, and how can it enable employment services providers to increase the financial resilience (one's ability to bounce back from adverse financial circumstances) and wellbeing of their clients?</p> <p>This participatory session will increase the understanding of how the cross-sectoral FIAP program can better support you, as the employment services sector reform agenda moves towards the 'next generation of employment services'.</p> <p>PANEL</p> <p>Vinita Godinho General Manager Good Shepherd Microfinance</p> <p>Sara Parrott Executive Manager Corporate Responsibility – Suncorp</p> <p>Dr. Abigail Powell Senior Research Fellow, Centre for Social Impact</p> <p>REDLANDS</p> <p>FACILITATOR: Annette Gill</p>	<p>HOW TO - BUSINESS DEVELOPMENT AND MARKETING</p> <p>Andrew Griffiths 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>BALLROOM A</p> <p>FACILITATOR: Amanda Owen</p>	<p>EMOTIONALLY INTELLIGENT LEADERSHIP</p> <p>Maria Smith 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>BALLROOM B</p> <p>FACILITATOR: Matt Clarke</p>	<p>EQUITABLE ACCESS TO EMPLOYMENT PATHWAYS: CALD AUSTRALIANS AND JOBACTIVE PROVIDERS</p> <p>Dr Emma Campbell CEO</p> <p>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>INSPIRING PROGRESS IN ALLIED HEALTH COUNSELLING</p> <p>James Weait Managing Director Pure Insights</p> <p>Sarah Kallon Practitioner Pure Insights</p> <p>The next generation of employment services discussion paper revealed that almost 2/3 of jobseekers on jobactive have been on the program for over 1 year. 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>BALLROOM C</p> <p>FACILITATOR: Miro Lojanica</p>

PROGRAMME

CONCURRENT WORKSHOPS				
SESSION TWO 12.10 – 1.10 <i>Please choose 1 workshop</i>	SERVICE DELIVERY	STRATEGY	GOVERNANCE AND LEADERSHIP	POLICY
	<p>PLACE BASED APPROACHES</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 services, childcare, health, and education and training organisations.</p> <p>Matthew Cox Co-chair the Logan City of Choice Leadership Team.</p> <p>Judith Hunter Strategic Development Manager, YFS Ltd – ParentsNext Provider</p> <p>Richard Reid Account Manager Queensland Department of Jobs and Small Business</p> <p>Gail Kerr OAM CEO, Access Youth support, housing and social enterprise services for migrants, refugees and Australian born clients – DES Provider</p> <p>REDLANDS FACILITATOR: John Perry</p>	<p>BEST PRACTICE RESEARCH AND INITIATIVES</p> <p>STRATEGIES TO IMPROVE DIGITAL LITERACY FOR INDIVIDUALS AND COMMUNITIES</p> <p>Lynette Phuong Project Manager of Digital Springboard Infoxchange</p> <p>Many of you may be nervous about the changes happening in employment services. Digital Springboard is a new national program by Infoxchange and Google that aims to address Australia's digital divide by providing free face-to-face training courses to help improve the digital skills of all Australians. Digital Springboard is working with delivery partners across the country to build confidence with online tools and prepare your clients for new opportunities.</p> <p>Dr Michael McGann ARC Research Fellow School of Social and Political Sciences University of Melbourne</p> <p>Employment services in Australia have been less successful in supporting more highly-disadvantaged and long-term unemployed jobseekers into work. Nearly half of all Stream C jobseekers have been in the employment services system for more than five years, while the proportion of the jobactive Stream C caseload that providers achieve 26-week outcomes with is very low. Despite this, a minority of agencies have consistently achieved high levels of performance in placing and sustaining their more highly disadvantaged jobseekers into work. Michael will address some of these systematic challenges.</p> <p>BALLROOM A FACILITATOR: Annette Gill</p>	<p>LEADERSHIP AND INNOVATION FOR GROWTH</p> <p>Belinda-Jane Dolan 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>BALLROOM B FACILITATOR: Matt Clarke</p>	<p>INFORMATION ASSURANCE UPDATE – DEPARTMENTAL ACCREDITATION OF PROVIDERS & THIRD PARTY IT PROVIDERS</p> <p>Greg Mazzone Director Digital Information Assurance Section & External Systems Certification Authority</p> <p>Kerryn Kovacevic A/g Group Manager Employment Systems Group Department of Jobs & Small Business</p> <p>The Department launched a formal 'Systems Accreditation' process in 2015, and this 'Pathway to Accreditation' process provided a way for providers to progressively transition towards 'accreditation' over a 36-month period. With the first round of jobactive providers becoming 'accredited' in July 2018, the 'accreditation process' is now being reviewed and updated. The presentation will provide an outline of the expected direction and timing for the new provider accreditation approach. The presentation will also provide an update on revisions being made to the accreditation of Third Party Employment Systems.</p> <p>BALLROOM C FACILITATOR: Marg Lourey</p>
1.15 – 2.00	LUNCH			
2.00 – 2.45 BALLROOM	<p>SIR BILL ENGLISH 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>			
2.45 – 3.15	WRAP UP AND CLOSE			

/ NESA Exhibitors

ALFFIE

Alffie is passionate about creating inclusive and engaging online training that provides students with real-life skills that lead to sustainable employment.

Recently, we launched the Alffie app. It takes an innovative and holistic approach to supporting our students and clients. It offers students flexible on-the-go study options, and job search and support features designed to enhance their ability to find and sustain employment, and, it allows employment consultants to quickly and easily manage their caseloads and meet their reporting requirements.



ANASIGHT

Anasight is a market leader for the development and creation of Australian industry solutions to provide a cloud-based app for sharing real-time business insight and intelligence through dashboards and reports available 24/7 via web, mobile and TV displays. Our cloud app solution is made possible from Anasight's enterprise level data and analytic services, backed by industry leading cloud infrastructure and environment.



BACK2WORK HEALTH SPECIALISTS

Back2Work Health Specialists are a team of professional AHPRA registered clinical psychologists, psychologists, and occupational therapists who deliver clinical services to increase work capacity and sustainable employment outcomes. Our integrated, work first approach ensures job seekers with physical, medical and psychological conditions return to work, because we believe that every person with a health condition, disability, mental health or medical condition deserves the right to high quality clinical care and sustainable employment.



BOUNCE AUSTRALIA

Since 2006, Bounce has been delivering programmes throughout Australia, New Zealand and the USA, working with a multitude of clients, from large businesses helping develop better communications and leadership in the workplace, to individual job seekers providing clarity and motivation for their future. Bounce has experience delivering customised training programs in Government, Corporate and Community Sectors for all levels of staff training, from annual strategic planning to ongoing professional development and coaching for leaders and front line staff.



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 Indigenous business procurement workshops, undertake 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.



DEPARTMENT OF JOBS AND SMALL BUSINESS

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



GEARED UP CULCHA

Geared Up Culcha is Australia's largest Aboriginal-owned and -operated supplier of work wear, PPE, and promotional merchandise.

A full service apparel company with a national delivery footprint, Geared Up Culcha offers in-house design, embroidery, screen printing, digital printing, sublimation, and direct to garment printing on gear from leading brands such as Fashion Biz, Van Heusen, Nike, Glowave, KingGee, Hard Yakka, and more.

Call 07 3715 8419 for any and all of your uniform and promotional requirements.



GEOGRAPHIC SOLUTIONS

Geographic Solutions is the leading provider of integrated software for state and local workforce agencies in over 30 states and U.S. territories. The company's online solutions effectively manage all federally-funded partner programmes under WIOA, labour exchange, job aggregation, labour market information, service and fund tracking, and unemployment insurance benefits.



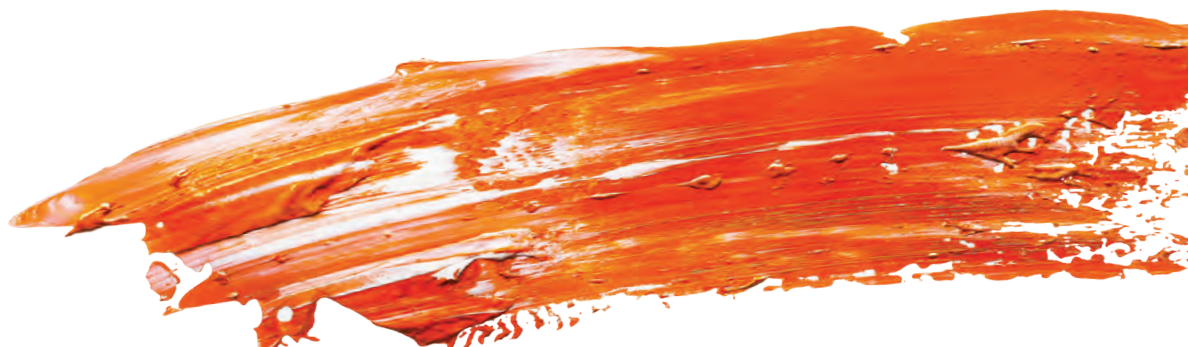
HIVETEC AUSTRALIA

Hivetec Australia has been developing and maintaining enterprise software solutions for the Australian employment services sector since 2008. Hivetec's Bridge for DES and jobactive delivers an integrated Client Management and Customer Relationship Management system that leverages the most advanced ESS integration on the market and maps the participant/job seeker customer journey. It minimises the need for consultants to work across multiple systems and providing management with comprehensive access to and control of their data. Later in 2018, Hivetec will launch phase 2 of its new care solution, Bridge Care, which will provide an articulated solution, including rostering and scheduling, from DES to NDIS to Care and enable more Australians to have choice and control over their personal well-being.



JOBREADY LIVE

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



/ NESA Exhibitors

LOWES BACK TO WORK

Lowes has been working with employment services providers for over 25 years via our stores nationwide and has now introduced "Lowes Back to Work", an online portal offering a wide range of clothing selected explicitly with the job seeker in mind.

The portal is designed for the employment services sector, giving providers a more efficient and compliant ordering platform, and choice of direct store pick up or free 24 hour delivery. Lowes' service solution is enabling the employment services sector to enhance job seeker engagement and work more effectively towards achieving employment outcomes.



NATIONAL EMPLOYMENT SERVICES ASSOCIATION (NESA)

As the national peak body for the employment services sector, NESA is continually evaluating how we can enhance our support to members. We invite you to visit the NESA booth and share your suggestions with our team. Our booth will be highlighting NESA's membership benefits and services as well as our initiatives which include NESA Projects, NESA Consulting and NESA Industry Partners.

NESA offers a range of accredited and non-accredited workshops, webinars and online learning events. We can also tailor professional development programmes to meet your staff's learning and development needs. Speak to Miro or Max about what NESA can customise for you.

To inform NESA's advocacy work, NESA convenes special interest groups and holds member forums to discuss key issues, opportunities and challenges for a specific programme area, cohort or crosscutting issue. Come and chat to the NESA Policy Team about how you can get involved.

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.



SoNET SYSTEMS

SoNET is an Australian software company focused on quality and security, providing software development, support and consulting services since 1995, including:

- iCase: CMS, CRM and case management software for jobactive, DES, TTW, NDIS, Fund Raising, Community Services etc. iCase is mobile enabled with iCaseGo and JSLink.
- Assessment Master™: large scale assessment/testing platform used by governments nationally and internationally

SoNET holds multiple certifications: ISO 27001:2013, ISO 9001:2015 and is an accredited third party SaaS provider for all employment services programmes.



SUNSUPER

Sunsuper has been taking care of its members' super savings since 1987. Today, as one of Australia's largest and fastest-growing super funds, it is the Fund's size, scale, expertise and experience that ensures your super obligations and employees' retirement are in the best possible hands.

In May 2018, Kinetic Super merged with Sunsuper to become one of Australia's biggest superannuation brands with more than \$55billion in funds under management and 1.3 million members.



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to our sponsors

2018 AWARDS FOR EXCELLENCE SPONSORS

Achiever of the Year, Champion Employer of the Year, Innovation in Indigenous Employment



Australian Government
Department of Jobs and Small Business

DEPARTMENT OF JOBS AND SMALL BUSINESS

The Department of Jobs and Small Business is proud to sponsor the 2018 NESAs – we appreciate the role providers play in getting Australians job ready and helping them find and keep jobs.

Our purpose is to deliver policies and programs that foster safe, fair and productive workplaces of all sizes, assisting job seekers to find work and small businesses to grow. Access to safe and productive work helps individuals to fulfil their potential, families to thrive and businesses and communities to prosper and grow.

Innovation in Disability Employment – Team



AUSTRALIAN GOVERNMENT – JOBACCESS

JobAccess is the national hub for workplace and employment information for people with disability, employers and service providers. JobAccess provides free and confidential information through a comprehensive, easy-to-use website and telephone service. Contact JobAccess today for helpful advice about financial support, workplace modifications, flexible work environments and a range of other tools and resources for employers. To find out more about JobAccess go to www.JobAccess.gov.au or call 1800 464 800. TTY users please call 1800 555 677 then ask for 1800 464 800.

Excellence in Collaboration



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CONFERENCE SUPPORTERS

Conference Satchel



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Professional Headshot



SHINE PEOPLE SOLUTIONS

Shine People Solutions (formerly Shine Recruitment) provides Recruitment, Retention and Professional Development Training to Employment Services organisations across the nation. We are proud to be a majority owned and operated Aboriginal business, and a certified supplier with Supply Nation. We can support your organisation with recruitment and development of your people and at the same time, assist in creating diversity in your supply chain, and help you achieve your Reconciliation Action Plan (RAP) goals.

Coffee Cart



BACK2WORK HEALTH SPECIALISTS

Back2Work Health Specialists are a team of professional AHPRA registered clinical psychologists, psychologists, and occupational therapists who deliver clinical services to increase work capacity and sustainable employment outcomes. Our integrated, work first approach ensures job seekers with physical, medical and psychological conditions return to work, because we believe that every person with a health condition, disability, mental health or medical condition deserves the right to high quality clinical care and sustainable employment.



NATIONAL EMPLOYMENT SERVICES ASSOCIATION LTD

ACN 079 065 428 / ABN 69 079 065 428

MELBOURNE OFFICE

Level 8, 20-22 Albert Road
South Melbourne VIC 3205 Australia

PHONE +61 3 9624 2300

EMAIL nesa@nesa.com.au

WEBSITE nesa.com.au

SYDNEY OFFICE

Level 1, 33-35 Belmont Street
Sutherland NSW 2232 Australia

PHONE +61 2 9119 3090

