

# NATIONAL CONFERENCE 2016

GRAND HYATT MELBOURNE  
31 July - 2 August 2016

CREATE  
YOUR  
FUTURE



Australian Government  
Department of Employment

**kinetic**  
superannuation

The NESAs National Conference 2016 is supported by  
the Australian Government Department of Employment



**nesa**  
national employment services association

The NESAs logo features the word 'nesa' in a blue, lowercase, sans-serif font. Above the letters 'e' and 's' are several blue stars of varying sizes, and a blue arc curves over the top of the letters. Below the word 'nesa' is the full name 'national employment services association' in a smaller, lowercase, sans-serif font.

## CONTENTS

3	Welcome by Sally Sinclair, Chief Executive Officer of NESAs
4	10 minutes with Colin James
<hr/>	
5	The Programmes and The Workshops
5-15	● Programme DAY 1 Monday 1 August 2016
16-19	● Programme DAY 2 Tuesday 2 August 2016
<hr/>	
20-21	● Plenary Speakers
22-27	● Workshop Presenters, Gala Awards and Photos
28	● Our Judges
<hr/>	
29	● NESAs MAJOR Sponsors
30-34	● NESAs Exhibitors
<hr/>	
34	● NESAs Notes
<hr/>	
35-36	Maps & Navigation Grand Hyatt Melbourne
35	NESAs National Conference Privacy Statement

### WELCOME RECEPTION

Sunday 31 July @ 6.30pm

#### RU-CO BAR

(Access via Collins St entrance  
- same level as main reception desk  
or Level 2 via the elevators)



Search National  
Employment  
Services  
Association Ltd  
(NESAs)



#WeR4Jobs

#### 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.

**“THE BEST WAY TO  
PREDICT THE FUTURE  
IS TO CREATE IT.”**

**PETER F. DRUCKER**



WELCOME

TO ME, BEING THE CUSTODIANS OF THE FUTURE AND HAVING THE CAPACITY TO ENVISAGE AND ARTICULATE INSPIRING AND POSITIVE FUTURE POSSIBILITIES, DEFINES OUR COMPETENCE AS LEADERS.

**Peter Drucker, writer, professor, management consultant and self-described “social ecologist” was hailed by America’s *BusinessWeek* as the man who invented management. He believed that the future must be created—day by day, person by person—rather than be left to chance, and that although creating the future was risky, not trying to create the future was equally or more risky.**

As industry leaders how do we create our future and help others create theirs? How do we go beyond the planning stage and create real change? How do we build a better tomorrow?

To me, being the custodians of the future and having the capacity to envisage and articulate inspiring and positive future possibilities, defines our competence as leaders.

Over the next two days we will hear from people who strive each day to shape the future of their organisations on both a national and global level, people who are innovative and who are prepared to take some risks. These people epitomise adaptability, flexibility, ingenuity, and resilience.

In our workshop streams we have focussed on both strategic and practical issues to provide you with information that will help you to create a better future for job seekers. We are particularly excited about the number of workshops that focus on effective assistance for Indigenous job seekers. This is a priority area for all employment programmes and a critical pathway towards creating a future where the gap in outcomes for Indigenous Australians is closed. There is also a range of workshops focussed on employment for people with disability and youth.

Technology continues to rapidly advance and transform the way we work and the work we do. Automation, digital collaboration, meta-data and business systems are a few of the current technological trends that offer challenges and opportunities that our Industry must harness. We have streams that will not only look at our technology and systems today but also future directions - how long will it be before robots become our work ‘colleagues’?

We are delighted to announce two new Awards for Excellence this year - the Excellence in Indigenous Employment, sponsored by the Department of Employment and the Innovation in a Disability Employment Team sponsored by the Department of Social Services. We continue to be inspired by the many remarkable people and their stories, and I would like to thank everyone who took the time to apply and warm congratulations to our finalists.

The calibre of entrants for the Discovery Grant, sponsored by Kinetic Super, never ceases to amaze me. Their commitment and contribution in achieving excellence in practice and service delivery is commendable.

I would like to thank all our sponsors and exhibitors for making the place buzz and I encourage you to drop by and talk to them about what they have to offer...I am sure there will be a lot of networking happening around CVCheck’s coffee cart!!

It is easy to be overwhelmed by what we should be doing or should have done with the day to day focus on business operations and competing demands on our time. After the next two days I trust you will leave refreshed, inspired and ready to Create Your Future.

Sally Sinclair  
Chief Executive Officer, NESAs

# 10min interviews



With Colin James

---

From a young age, Colin's dream was to be a teacher and he realised that to be an effective and engaging teacher he needed a key skill and that was to master the art of communication.

---



To identify what constitutes excellent communication Colin studied the best communicators he could find. He studied the way that they held the attention of their audience and how, regardless of the content, they had the ability to deliver their message in such a way as to profoundly influence the way people think, act and behave.

“Whether you are in a one on one conversation, in front of an audience or you are an audience member, you're always picking up (or sensing) if someone is coming from genuine intent, is a positive or negative person or if they've embraced confidence.”

“If you were to ask anyone whether they are a CEO, senior manager, teacher or even team leader, the one particular quality they would like more of in their lives... What do you think the answer will be? Over the last 25 years working with people in all walks of life, the consistent answer is MORE CONFIDENCE.”

---

# PROGRAMME DAY 1 MONDAY 1 AUGUST 2016

DAY 1

	8.30-9.00	REGISTRATION
	9.00-9.10 Savoy Ballroom	<b>OPENING WELCOME</b>
	9.10-9.20 Savoy Ballroom	<p><b>Our Host</b> <b>Colin James</b></p> <p>Over the past 25 years Colin James has worked with senior executives around the world, taking cultural diversity and the variety of delivery platforms in his stride. To understand, regardless of the content, he had to have the ability to deliver his message in such a way as to profoundly influence the way people think, act and behave.</p>
	9.25-9.30 Savoy Ballroom	 <p><b>Rowena McNally</b> <a href="#">Read more on Rowena p21</a> <i>Independent Chair NESA</i></p>
	9.30-9.50 Savoy Ballroom	 <p><b>PLENARY – Senator The Hon Michaelia Cash</b> <a href="#">Read more on Michaelia p20</a> <i>Minister for Employment, Minister for Women, Minister Assisting the Prime Minister for the Public Service</i></p>
	9.50-10.00 Savoy Ballroom	 <p><b>Sally Sinclair</b> <a href="#">Read more on Sally p21-22</a> <i>CEO NESA</i></p>
	10.00-11.00 Savoy Ballroom	 <p><b>LEADING AN ORGANISATION THROUGH CHANGE: CREATING AN ACHIEVEMENT CULTURE</b> <b>Gordon Cairns</b> <a href="#">Read more on Gordon p20</a> <i>Chairman Woolworths &amp; Origin Energy</i> <i>Sponsored by Parkhouse Bell – International Recruitment and Consulting</i></p> <p>“Woolworths is an iconic business in Australia, it’s a very strong business. It’s stalled but it can become great again and I love a challenge.”</p> <p>“All good companies go through a period when they operate at perfection and then they stall – when you hit the stall point you reignite.”</p> <p>He started his career with Nestle, followed by Cadbury, the Imperial Group, and PepsiCo, where he worked for 10 years in three continents, in Marketing, Operations and Finance. He joined Lion Nathan, initially as the MD of their Australian beer business, and the next seven years as CEO.</p>
	11.00-11.30	MORNING TEA



The NESA National Conference 2016 is supported by the Australian Government Department of Employment



> continued



11.30-1.30

**CONCURRENT WORKSHOPS:**

Please choose ONE ONLY from the following workshop streams for each of the following two sessions.

11.30-12.30

**STREAM 1: LEADING AND MANAGING RESILIENT ORGANISATIONS:  
EMBRACING COGNITIVE DIVERSITY**

Savoy 2

**Colin James, MC** [Read more on Colin p4](#)

The best companies have a lot of cognitive diversity – people with the same values but with different thinking styles. The goal is for employees to aim toward the same goal but bring unique insights and ways of looking at problems.

**STREAM 2: LICENSE TO INNOVATE:  
INVESTING IN VULNERABLE JOB SEEKERS**

Mayfair 3

**Facilitator: Tessa Thompson**

**Jody Hamilton, JMP Consulting Director** [Read more on Jody p23](#)

New Zealand's 'investment approach' is increasingly seeing the implementation of employment initiatives focused on supporting job seekers from target cohorts into work. The investment approach encourages the development and implementation of innovative pilots and projects, which can be led by communities, businesses, service providers or the broader NGO sector.

This workshop details a number of projects being undertaken in both urban and regional locations across New Zealand, outlining the approaches being taken, the partners involved and the results being achieved. This workshop will be of particular interest to providers who are working closely with Indigenous clients, young sole parents and other vulnerable young job seekers.

**STREAM 3: ASSESSMENT AND ELIGIBILITY**

Savoy 1

**Facilitator: Annette Gill**

**Peter Broadhead, Branch Manager, Disability Employment Services Branch,  
Department of Social Services** [Read more on Peter p22](#)

**Marsha Milliken, Group Manager, Activation & Work for the Dole Group**  
[Read more on Marsha p24](#)

This workshop will include short presentations and a facilitated panel discussion. It will cover current research looking at the JSCI and work exploring the effectiveness of assessment and eligibility policy. Also tools for streaming job seekers into the various employment programmes: including Disability Employment Services, jobactive and Transition to Work.

## STREAM 4: THE DEREGULATION AGENDA

Savoy 3

**Facilitator: Sally Sinclair**

### GENUINE PARTNERSHIPS FOR POSITIVE AND SOCIAL OUTCOMES

**Susan Pascoe AM, Commissioner, Australian Charities and Not-for-Profits Commission ACNC** [Read more on Susan p25](#)

“Every time we go out [and talk to] the industry there’s an unsolicited comment about how unbureaucratic our staff are. We take enormous pride in that.”

“It’s important to recognise we operate in a team. We all bring strengths and weaknesses but it’s the collective that creates the best outcome.”

### HOW WELFARE REFORM AFFECTS FRONTLINE STAFF

**Professor Jenny Lewis, Professor of Public Policy and an Australian Research Council Future Fellow for 2013-16** [Read more on Jenny p24](#)

The past year has seen substantial reform to the Australian employment services system, with the commencement of jobactive. There are now fewer providers operating in larger employment regions while a greater proportion of service funding is contingent on delivering job outcomes. Job seeker participation in Work for the Dole has also become part of the performance framework under which providers are operating.

This presentation will explore whether recent welfare reforms and wider shifts toward ‘governance by performance’ are resulting in changed behaviours at the frontline and more sustainable employment outcomes for job seekers.

Early results from a 2016 survey of Australian employment services providers will be presented and compared with previous findings (1998, 2008, and 2012) to consider whether there is increasing flexibility and innovation in service delivery or a deepening of previous trends. Have recent policy reforms freed frontline staff from heavy administrative and compliance burdens to focus more on delivering personalised support to job seekers, or is there increased routinisation and a growing perception that ‘following the rules’ and ‘meeting the targets’ are the most important priorities determining how frontline staff work?

## STREAM 5: DIGITAL DISRUPTION TO BUSINESS MODELS

Mayfair 1

**Facilitator: Matt Clarke**

What are our competitors doing to disrupt our business and our business model, and what can we do to stay ahead knowing that digital disruption has impacted, destroyed and transformed industries?

How can you leverage your expertise and digital innovation to tap into a new revenue stream that will keep your business growing?

**Phil Cooper, Director uWorkin Talent Community** [Read more on Phil p22](#)

uWorkin.com is an exciting on-line platform that benefits a myriad of people from job seekers, employment focused community groups, training organisations, councils, employers of all sizes and many more. *Continued over.*



11.30-12.30

CONCURRENT WORKSHOPS continued:

### STREAM 5: DIGITAL DISRUPTION TO BUSINESS MODELS continued:

uWorkin has been working with councils, infrastructure groups, industry bodies, regional peak bodies and NFP's across the country to deliver a priority employment solution called 'Talent Communities'.

The driver for each participating group differs, such as driving local employment to retain capital; attaching local talent to jobs created through infrastructure projects; re-deploying redundant workers; and showcasing employment pathways to vulnerable sectors (youth, disabled etc).

**Nick O'Brien, National Enterprise Manager CVCheck** [Read more on Nick p25](#)

**Deane Toler, Marketing Director, Geographic Solutions – The largest provider of workforce software solutions in the US** [Read more on Deane p26](#)

Virtual OneStop has revolutionized the workforce system in the United States by integrating real-time labour market data, aggregated job vacancies and advanced Sapphire matching algorithms to create a demand driven workforce system. The powerful, online system provides individuals, employers and workforce staff with a more accurate job matching capability than just keywords, matching on education, experience, skills, etc.

In this session, discover how Virtual OneStop reduces the average duration it takes for an individual to find new employment and how workforce staff leverage the system functionality to help employers find the best suited candidates for their vacancies.

### STREAM 6: ENTERPRISE DEVELOPMENT IN REGIONAL AND REMOTE AUSTRALIA

Mayfair 2

**Katrina Spies, Deputy Mayor Tablelands Regional Council Queensland**

[Read more on Katrina p26](#)

Katrina is the newly appointed Deputy Mayor of the Tablelands Regional Council (TRC) in Far North Queensland. One of the goals of TRC is to become an Employer of Choice and to lead by example by providing employment and training pathways for people who might otherwise not have such opportunities, whilst balancing tight fiscal parameters.

**Alicia Weideman, Senior Policy/Project Manager NESAs and ALPA**

[Read more on Alicia p27](#)

Enterprise development is at the heart of building economic independence across regional and remote Australia. Hear from organisations who are successfully establishing enterprises in their communities, their challenges, the opportunities, and the learnings for providers.

12.35-1.35

**CONCURRENT WORKSHOPS:**

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

**STREAM 7: FLEXIBILITY VERSUS PRESCRIPTION**

Savoy 1

**Facilitator: Tessa Thompson****DEPARTMENT OF EMPLOYMENT****Louise McSorley, Branch Manager, Wage Subsidy & Employment Fund Branch**[Read more on Louise p24](#)**Malcolm Greening, Branch Manager, Industry & International Strategies Branch**[Read more on Malcolm p23](#)**Rob Willmetts, State Manager for Queensland** [Read more on Rob p27](#)

The introduction of the jobactive model in July 2015 saw a shift in the level of employer engagement expected from employment services providers. The Employment Fund general account and wage subsidies are tools for jobactive providers to deliver flexible and innovative services for job seekers and employers. The suite of wage subsidies have been made even more flexible through recent budget measures and may be used in conjunction with the general account to ensure that job seekers get and keep a job.

This interactive session will draw out the risks and opportunities of these tools in an employer and customer environment. The workshop will also explore the importance of employer engagement in improving outcomes and examples of how resources, such as wage subsidies, have been packaged to develop the skills of job seekers and meet the needs of employers.

**STREAM 8: YOUTH TRANSITIONS**

Savoy 2

**Facilitator: Vanessa Puopolo****Michael Clark, Director of Corporate Strategy SYC** [Read more on Michael p22](#)

Australia is facing a major challenge with some 360,000 young Australians not engaged in employment, education or training. The twin impacts of an ageing population and the structural change of the Australian economy reducing entry level positions for young people risk exacerbating this challenge. Policies of successive governments over the last three decades have failed to materially arrest this trend. Yet there is much that can be learned from Australia and overseas from good policy and practice that could be implemented in Australia.

Michael Clark will share some structural and practical reform suggestions to improve youth employment outcomes in Australia in his presentation Kickstart: There's never been a more exciting time to increase youth employment.

**YOUTH EMPLOYMENT AND YOUTH SERVICES  
(INCLUDING TRANSITION TO WORK AND EMPOWERING YOUTH INITIATIVES)****DEPARTMENT OF EMPLOYMENT****Kellie Hippit, Acting Branch Manager, Youth Employment Branch** [Read more on Kellie p24](#)**Carmel O'Regan, Acting Branch Manager, Labour Market Policy Branch**[Read more on Carmel p25](#) *Continued over.*

&gt; continued



12.35-1.35

CONCURRENT WORKSHOPS continued:

### STREAM 8: YOUTH TRANSITIONS continued:

Youth unemployment remains persistently high, at around double the unemployment rate for all ages. Research indicates major changes in the future of work, and some young people will need support to thrive in this changing environment.

The Department of Employment will share insights and early findings from its newly established services, including Transition to Work and Empowering YOUth Initiatives. It will consider how these new services are supporting vulnerable young people and exploring new approaches.

The Department will also outline how the Youth Employment Package announced in the 2016-17 Budget will improve the job readiness and job prospects of young job seekers.

As a result of the presentation, attendees will have a clearer picture of the Australian Government's youth employment initiatives over the next few years and the challenges and opportunities facing young people to prepare for the future of work.

### STREAM 9: PRINCIPLES OF CO-DESIGN – DISABILITY AND MENTAL HEALTH

Mayfair 2

**Facilitator: Annette Gill**

**Graham Panther, Director Red Panther** [Read more on Graham p25](#)

People who use services are an untapped resource. They know what really works, and what really doesn't - but how do we draw on that knowledge to improve our offering?

Co-design goes a step beyond consultation. Rather than ask, 'what can we do for you?' In a co-design process we ask, 'what can we do together?' How can we work with service users and the broader community to design great, user-friendly programs that have a real, lasting impact? This session explores the what, why, and how of co-design, with examples from the mental health sector.

### STREAM 10: INDIGENOUS EMPLOYMENT

Savoy 3

**Facilitator: Alicia Weideman**

**DEPARTMENT OF EMPLOYMENT**

**Ali Jalayer, Branch Manager, Specialist Programmes Branch** [Read more on Ali p24](#)

**Brad Knight, Director** [Read more on Brad p24](#)

**The Department of the Prime Minister and Cabinet**

**Gayle Anderson, First Assistant Secretary, Indigenous Employment and Recognition Division** [Read more on Gayle p22](#)

Increasing the employment of Indigenous people requires activity across a range of programs and services. Through connecting with Department of the Prime Minister and Cabinet, Department of Employment and others working in this space, build your understanding of how programs and services can connect to support Aboriginal and Torres Strait Islander people into work. *Continued over.*

**STREAM 10: INDIGENOUS EMPLOYMENT continued:**

The Department of Employment will provide an overview of the Indigenous job seekers serviced through jobactive and what they are doing to assist in closing the gap in Indigenous employment. We will also discuss some of the strategies that jobactive providers are using to support Indigenous job seekers into employment.

The Department of the Prime Minister and Cabinet will provide an overview of other programs and initiatives that providers should be accessing to maximise Indigenous employment outcomes. Hear firsthand information on how things such as the Employment Parity Initiative, Vocational Training and Employment Centres could support your approach to engaging Aboriginal and Torres Strait Islander people into work.

**STREAM 11: MICRO BUSINESS ON THE GROUND:  
ARE SOCIAL ENTERPRISES THE ANSWER?**

Mayfair 3

**Facilitator: John Perry****Arie Moses, President National NEIS Association** [Read more on Arie p25](#)

The *New Enterprise Incentive Scheme* (NEIS) – Self Employment. NEIS offers participants an alternative form of employment for those unemployed who are seeking to employ themselves rather than return to the workforce. The workshop will cover the structure of the NEIS program, and how the flexibility of the program can be applied to self-employment in a variety of areas including: youth at risk, refugees, recently arrived migrants, women returning to the workforce and + 50 Australians.

**Elliot Anderson, Manager, Community Finance & Development, Corporate Responsibility, National Australia Bank Limited** [Read more on Elliot p22](#)**Ben Gales, CEO Social Enterprise Finance Australia Innovative Lending**  
[Read more on Ben p23](#)**STREAM 12: MAXIMISING VALUE FROM OUR SYSTEMS - ESS/AJS**

Mayfair 1

**Facilitator: Matt Clarke****DEPARTMENT OF EMPLOYMENT****Stephen Moore, Group Manager, Employment Systems Group** [Read more on Stephen p24](#)**Kerryn Kovacevic, Acting Branch Manager, Online Services Development & Engagement Branch** [Read more on Kerryn p24](#)**Michael Quinn, Branch Manager, Employment Services, Reporting & Analysis Branch** [Read more on Michael p26](#)

The various strands of Employment Services IT are starting to come together: over 300,000 online job seekers, nudging employers, the jobfit app, WfD supervisor video messages and lots of feedback through our recent user-centred visits to providers. Come and see how this convergence is happening and what it means for the delivery of your services in the future. *Continued over.*

## PROGRAMME DAY 1 MONDAY 1 AUGUST 2016

✍ 12.35-1.35	<b>CONCURRENT WORKSHOPS continued:</b>
--------------	--

### STREAM 12: MAXIMISING VALUE FROM OUR SYSTEMS - ESS/AJS continued:

#### QLIK USER MEETING

The Department of Employment is holding a Qlik user meeting at 5pm in this room. (Qlik Sense & Reporting – Update and Future Directions)

An overview of the Qlik Sense visual analytics tool being implemented by the Department for analysing program performance, including recent developments and future directions.

Please come and hear where we are going next with Qlik. Some issues for us all to ponder on such as regional and national comparison visibility and data upload, and an opportunity to share your experiences with the product.

🕒 1.35-2.30	LUNCH
-------------	-------

✍ 2.30-3.30	<b>CONCURRENT WORKSHOPS:</b> Please choose ONE ONLY from the following workshop streams.
-------------	---

### STREAM 13: THE JOBACTIVE PERFORMANCE FRAMEWORK

**Facilitator: Tessa Thompson**

Mayfair 1

**Julie Polson, Acting Group Manager Quality & Integrity Group** [Read more on Julie p26](#)

*The overall performance framework and how the pieces connect (Star Ratings, QAF, Compliance Indicator, targeted reviews).*

jobactive is underpinned by a sound Performance Framework based on the principles of efficiency, effectiveness, quality and assurance. The key elements of the Performance Framework include the Indigenous Outcomes Targets, Star Ratings, the Compliance Indicator, targeted and rolling random sample reviews and a Quality Assurance Framework. The aim of the session is to give participants details about the early results observed and key areas for focus in relation to each aspect of the Performance Framework.

### STREAM 14: HOT SPOTS FOR EMPLOYMENT

**Facilitator: Sally Sinclair**

Savoy 2

**Yossi Goldfarb, Director, Employment, Economic Development, Employment & Innovation, Department of Economic Development, Jobs, Transport & Resources** [Read more on Yossi p23](#)

**Laura Barnes, Team Leader Employment Policy Unit, Economics Division Queensland Treasury** [Read more on Laura p22](#)

The Back to Work – Regional Employment Package is a two year \$100m package giving businesses the confidence to employ regional job seekers and providing an economic boost to regions facing challenging times. Join this workshop to hear about the Queensland Government's approach to employment policy including the Back to Work package of support for employers, job seekers and regions.

**STREAM 15: A BUSINESS BRAIN AND A SOCIAL HEART**

Mayfair 3

**Facilitator: Adrian Panozzo****Rebecca Scott, CEO STREAT** [Read more on Rebecca p26](#)

STREAT recognises that creating job opportunities is only part of the solution to youth homelessness and disadvantage. It has designed a tailored program with a unique fusion of business disciplines, work experience and complex social support to provide a pathway for young people aged 16-25 years into the hospitality industry.

**Troy Crellin, Program Manager Mission Australia's Social Enterprise Programmes**[Read more on Troy p23](#)

Synergy Auto Repairs provides young men and women in the juvenile justice system, particularly involved in vehicle theft, with a pathway to employment in the automotive paint and panel industry through a real panel shop setting.

Charcoal Lane enables Aboriginal and other young people to gain both accredited hospitality qualifications and professional experience as part of a supportive development program. On completing traineeships at the restaurant young people are well prepared to move into careers in hospitality or other industries.

**STREAM 16: RETHINKING SERVICE DELIVERY MODELS IN THE COMMUNITY DEVELOPMENT PROGRAMME**

Mayfair 2

**Facilitator: Alicia Weiderman**

**Ryan Bulman, Assistant Secretary, Community and Economic Development Division,  
Department of the Prime Minister and Cabinet** [Read more on Ryan p22](#)

Policy and programme reform are givens in the delivery of employment and related services. Remote employment services are no exception. The Community Development Program (CDP) has been the most recent demonstration of reform across remote Australia.

Twelve months into the introduction of CDP, hear from PM&C their insights into the challenges and opportunities that have presented. Discuss the importance for providers to respond, plan and adapt to changing policies, priorities and labour markets.

**NESA (JobFind & GEBIE)****Fiona O'Grady-Smit, h Gebie****Stirling Hay, JobFind**

CDP operates in remote Australia, but that doesn't mean all organisations deliver it using the same service delivery model. From in community support, to outsourcing expertise, hear from a number of organisations on how they are delivering CDP services in their region. What models are they adopting, and how is it benefiting their organisation? How can organisations learn from this, and what can they take away in considering their own internal responses to policy and program delivery and changes.

 2.30-3.30 **CONCURRENT WORKSHOPS continued:**

**STREAM 17: WHERE ARE THE EMERGING LABOUR MARKETS?**

Savoy 1 **Facilitator: John Perry**  
**DEPARTMENT OF EMPLOYMENT,**  
**Ivan Neville, Branch Manager Labour Market Research & Analysis Branch**  
[Read more on Ivan p25](#)

**STREAM 18: HOW SAFE IS YOUR WORKPLACE AND YOUR STAFF?**

Savoy 3 **Facilitator: Leanne Courtney**  
**Martin Unger, Director, MTU Training Concepts** [Read more on Martin p27](#)

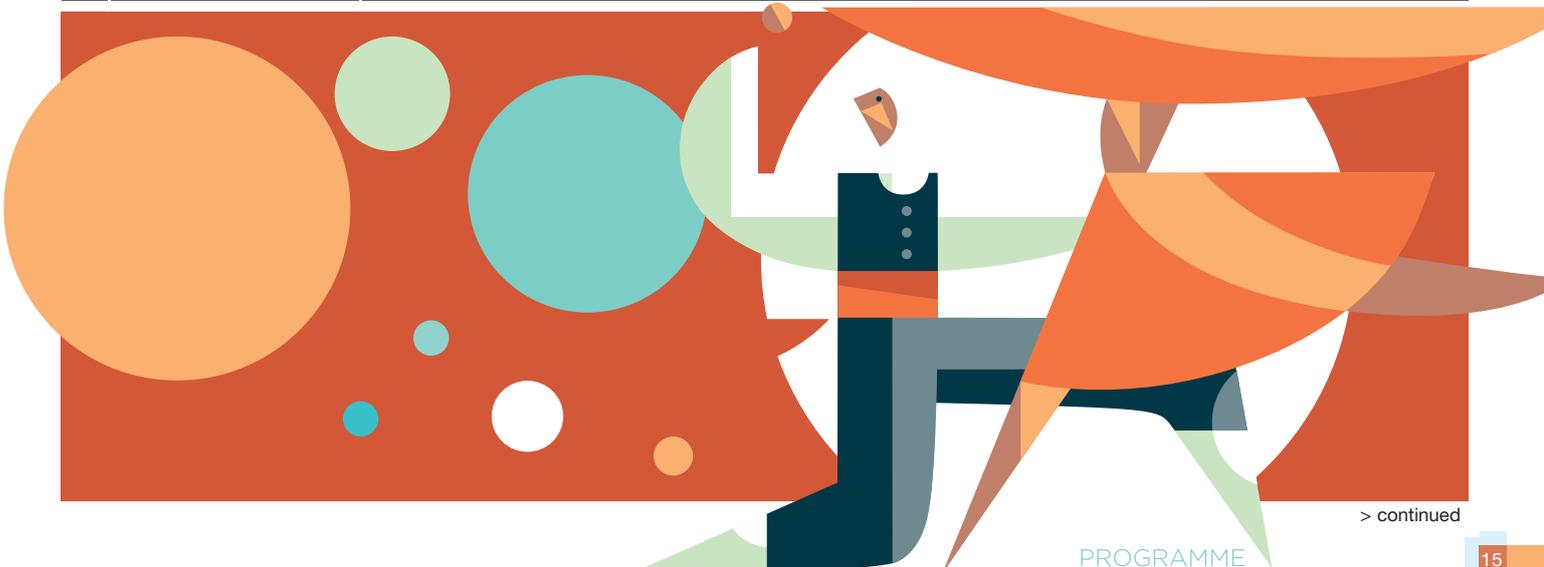
Occupational violence is the single biggest threat to the safety and security of your organisation. It is crucial that your staff have skills to identify and manage the safety and security of their work environment.

What is Occupational Violence?  
 Threats of violence, physical assault, property damage, harassment, stalking, sieges, arson, bomb threats, security breaches and theft are just some of the hazards that could face your organisation. Martin specialises in the design and implementation of training and development programs for staff and clients on safety and security issues.

 3.30-3.50 **AFTERNOON TEA**

 3.50-4.45 **LEADERSHIP AND MANAGEMENT**  
**Peter Murphy**  
 Savoy Ballroom Peter is an entrepreneur and philanthropist who is committed to making a difference. Peter's strong leadership and management record of high performance across a range of industries and community programs has led to the creation of the PAN Group of companies. PAN Group is a private investment and management group, created to unlock the amazing potential of people and ideas to positively impact the world. Peter created PAN to build an environment that empowers people with the freedom to chase their dreams to change the world. He currently serves as Executive Chairman. In addition to these commercial enterprises Peter is Global Chair of The Global Poverty Project (GPP) and Global Citizen (GC) with a clear mission to end extreme poverty within a generation by catalysing a movement of global citizens. Peter is a founding trustee and Chair of the Collingwood Football Club Foundation which was established to formalise the club's long standing and historic commitment to the community and society's most vulnerable. Peter has a deep belief in the amazing potential of people and a commitment to fight for the right of each individual to have the opportunity and responsibility to maximise their potential.

	<p>4.45-5.30</p>	<p><b>Judy and Tim Sharp</b></p> <p>There are three super heroes in this story. The first is Laser Beak Man, a colourful character who has captured the hearts and minds of fans around the world. The second and third are Laser Beak Man’s creator Tim Sharp and his mum Judy.</p> <p>Laser Beak Man has his own eight episode animated TV series screening on ABC3TV, Cartoon Network Asia, New Zealand and Australia. A world first for a young man with autism to have his creation turned into a television series. In 2012 a short film about Tim was shown at the Metropolitan Museum of Modern Art in New York City. Exhibiting at the Sydney Opera House and the National Museum of Australia as well as Washington DC and New York, Tim’s colourful art is very much in demand from international and Australian art collectors. Tim’s exhibitions quickly sell out and his work is so popular that reproduction prints have been made to keep up with the demand. He was also a finalist for the Young Australian of the Year, received many awards and extensive Australian and international media coverage.</p>
	<p>5.30</p>	<p>THE DAY’S WRAP / DAY CLOSES</p>
 	<p>7.15 for 7.30 Savoy Ballroom</p>	<p>NESA’S <b>‘GALA AWARDS FOR EXCELLENCE’</b> DINNER</p> <p><b>Trina Gilchrist, Managing Director, The Lab Creative</b> <a href="#">Read more on Trina p20</a></p> <p><b>NESA Awards for Excellence:</b></p> <ul style="list-style-type: none"> <li>★ Achiever of the Year</li> <li>★ Employment Consultant of the Year</li> <li>★ Champion Employer of the Year</li> <li>★ Excellence in Indigenous Employment</li> <li>★ Innovation in a Disability Employment Team</li> <li>★ Discovery Grant</li> </ul>
	<p>END OF DAY 1</p>	



> continued

	<p>9.00-9.15 Savoy Ballroom</p>	 <p><b>THE NIGHT THAT WAS</b> <b>Colin James</b></p>
	<p>9.15-9.35 Savoy Ballroom</p>	 <p><b>PLENARY – The Hon Jane Prentice MP</b> <a href="#">Read more on Jane p20</a> <b>Assistant Minister for Social Services and Disability Services</b></p>
	<p>9.35-10.30 Savoy Ballroom</p>	 <p><b>POLITICALLY SPEAKING...</b> <b>Peter van Onselen</b></p> <p>Peter van Onselen anchors PVO Newsday and Australian Agenda on Sky News Live. Peter is also the Contributing Editor at The Australian newspaper. Prior to joining The Australian, Peter wrote a regular column for The Bulletin magazine (2007-08). He also wrote a number of opinion columns for publications including; The Sydney Morning Herald, The Age, The Australian Financial Review, The Canberra Times and The Courier-Mail. In early 2011, Peter became a Winthrop Professor and Foundation Chair of Journalism at the University of Western Australia. Prior to this he was an Associate Professor in Politics and Government at Edith Cowan University where he worked from 2004-2011.</p>
	<p>10.30-11.45 Savoy Ballroom</p>	<p><b>PROFESSIONALLY SPEAKING...</b></p> <p><b>WHAT MAKES FOR A GREAT EMPLOYMENT SERVICE?</b></p> <p><i>“Australians of all ages have the right to be treated fairly and to enjoy the same opportunities as others”</i></p>  <p><b>Jan Owen AM,</b> <b>CEO Foundation for Young Australians</b></p> <p><a href="#">Read more on Jan p21</a></p>  <p><b>Martin Hehir,</b> <b>Deputy Secretary Department of Employment</b></p> <p><a href="#">Read more on Martin p20</a></p>  <p><b>Professor Mark Considine,</b> <b>School of Social and Political Sciences, The Melbourne University</b></p> <p><a href="#">Read more on Mark p20</a></p>  <p><b>Jenny Lambert,</b> <b>Director Employment Education &amp; Training, Australian Chamber of Commerce &amp; Industry</b></p> <p><a href="#">Read more on Jenny p21</a></p>
	<p>11.45-12.45</p>	<p><b>BRUNCH</b></p>



12.45-1.45

**CONCURRENT WORKSHOPS:**

Please choose ONE ONLY from the following workshop streams.

**STREAM 19: FUTURE OF WORK**

Mayfair 1

**Facilitator: Alicia Weiderman****Rose Verspaandonk, Department of Employment,  
Branch Manager, Economics Branch** [Read more on Rose p27](#)***Tomorrow's Digitally Enabled Workforce***

A variety of forces are transforming Australia, including globalisation, demographic and social change, rapid technological advancement and the development of new business and employment models. This provides many positive opportunities for the way we work, consume and interact, and also poses some challenges.

The Department of Employment is among those leading the discussion on the Future of Work in Australia. A key part of its work in this area is a joint initiative with the CSIRO to examine the megatrends for the future of work in Australia over the next 10 to 20 years. The final report 'Tomorrow's Digitally Enabled Workforce' can be accessed here: [www.csiro.au/Tomorrows-Digitally-Enabled-Workforce](http://www.csiro.au/Tomorrows-Digitally-Enabled-Workforce).

This interactive workshop will spark discussion about what the changing environment will mean for employment markets and job seekers in Australia.

**STREAM 20: THE NEW WORK ORDER**

Mayfair 2

**Facilitator: Vanessa Puopolo****Rachel Mutch, Foundation for Young Australians** [Read more on Rachel p25](#)

In this session Rachel will take a look at the rapidly changing workscape, and how it will impact the next generation of young workers. She will explore data from the Foundation for Young Australians on the future of work, what employers are already demanding and how young people are faring in their transitions from school to work. We will also discuss what action can be taken to give future workers the skills to match the jobs of the future, not the past.

**STREAM 21: THE FUTURE OF DISABILITY EMPLOYMENT SERVICES (DES)**

Savoy 1

**Facilitator: Tessa Thompson****Peter Broadhead, Branch Manager, Disability Employment Services Branch,  
Department of Social Services** [Read more on Peter p22](#)**Tessa Thompson, General Manager Policy & Communications NESAs**[Read more on Tessa p26](#)

With the Federal election behind us, and decisions pending on the future of DES, it is timely to hear from the Department of Social Services. They have undertaken intensive consultation and development work behind the scenes over the last two years. It is now time to find out where that has led us. *Continued over.*



12.30-1.45

CONCURRENT WORKSHOPS continued:

### STREAM 21: THE FUTURE OF DISABILITY EMPLOYMENT SERVICES (DES) continued:

The challenge to boost employment participation for people with disability in Australia is longstanding but there is cause for optimism. There is an opportunity to build on the investment by the National Disability Insurance Scheme (NDIS), both in individuals and also in the wider community. The opportunity is palpable but not yet realised. NESAs will provide some insight from the NDIS trial period, what is anticipated in the future and the role employment services can (and in some cases do) play.

In 2018 we expect that the new DES framework will be in place and the NDIS will be almost fully implemented. The latter will double the resources available to support people with disability. Having sufficient, secure and individualised access to support will allow some people with disability to think about employment for the first time.

There should be increasing opportunities to offer employment support to NDIS participants and the wider population of people with disability through both DES and NDIS funding.

### STREAM 22: BEST PRACTICE IN COLLABORATION/INNOVATION

Savoy 2

**Facilitator: John Perry**

#### WHAT'S HAPPENING IN MAITLAND?

**Joanne Osborne, Executive Manager Literacy for Life** [Read more on Joanne p25](#)

**Dave Higgin, Employee Relations Manager Brookfield Multiplex** [Read more on Dave p23](#)

Construction company Brookfield Multiplex and developer Stockland have initiated a unique model of collaboration on the major redevelopment at Greenhills Shopping Centre, Maitland NSW.

The collaboration involves the development and implementation of a purpose built Connectivity Centre designed to act as a hub for all employer brokerage services and other support agencies delivering value to the local community.

The Connectivity Centre concept is a response to the fragmentation of service delivery in these areas and is designed to consolidate effort and innovation with the view to produce positive outcomes for all stakeholders.

In this workshop Jo and Dave will discuss the process and effort involved in establishing the centre and provide insights into similar projects being implemented nationally.

### STREAM 23: ORGANISATIONAL RESPONSIBILITY FOR EMPLOYEE WELL-BEING

Mayfair 3

**Facilitator: Adrian Panozzo**

**Maria Smith, Founder, Bounce Australia** [Read more on Maria p26](#)

Employment services are human services. As a result, our sector is faced with complex people challenges on a daily basis, from the mental wellbeing of our staff to their physical safety; from creating culturally safe and competent workplaces to managing employee burnout. Engage in discussion with Maria to confirm your organisation maintains the safety and wellbeing of your staff.

**STREAM 24: BUILDING CULTURAL COMPETENCE**

Savoy 3

**Matt Clarke, Deputy CEO NESAs**

Matt will be talking on how the industry can adapt, and needs to adapt to achieve greater outcomes for Aboriginal and Torres Strait Islander people across Australia through looking at their own internal processes and procedures. The Closing the Gap target for Aboriginal employment has not improved in 8 years challenging organisations to review their approach. This session will explore both challenges but also opportunities that are presenting.

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

Corporate Culcha assist companies, government and organisations to successfully engage with and work with Indigenous Australia in urban, regional, rural and remote locations across Australia. Paul will share his views, observations and learnings on what is required to embed a process of ongoing cultural learning and awareness in your organisation.

	1.45-2.15	HIGH TEA
	2.15-2.35 Savoy Ballroom	<b>Shadow Minister for Employment</b>
	2.35-3.20 Savoy Ballroom	 <p><b>CREATIVELY SPEAKING...</b> <b>Dianne McGrath – Mars Calling</b> <a href="#">Read more on Dianne p21</a></p> <p>What makes Dianne a suitable astronaut candidate?</p> <p>As one of 100 remaining candidates worldwide from 202,586 original applicants to go on a “one way” mission to Mars, Di’s aim is to leave a legacy as she seeks to establish the first permanent human settlement on Mars.</p> <p>From an original applicant list of 202,586 people worldwide for the Mars One program, Dianne has been shortlisted with only 99 others in the third stage of the project.</p> <p>She believes nothing is insurmountable!</p>
	3.20-3.50 Savoy Ballroom	<b>And now – the end is near</b> <b>Colin James</b>
	4.00	THE FINAL CURTAIN



**Senator the Hon Michaelia Cash MP**  
Minister for Employment  
Minister for Women  
Minister Assisting the Prime Minister  
for the Public Service

On 19 July 2016 and 21 September 2015, Senator the Hon Michaelia Cash was sworn in as Minister for Employment, Minister for Women and Minister Assisting the Prime Minister for the Public Service.

Senator Cash was the Assistant Minister for Immigration and Border Protection and the Minister Assisting the Prime Minister for Women from 18 September 2013 to 20 September 2015.

In September 2010, Senator Cash was appointed to the dual roles of the Shadow Parliamentary Secretary for Immigration and the Shadow Parliamentary Secretary for the Status of Women. Senator Cash was Deputy Manager of Opposition Business in the Senate from 19 September 2012 – 18 September 2013.



**Hon Jane Prentice MP**  
Assistant Minister for  
Social Services and  
Disability Services

Jane Prentice was elected to the House of Representatives for the Federal Seat of Ryan as the Liberal National Party Candidate on 21 August 2010. She was appointed Assistant Minister for Disability Services in February 2016.

Prior to her election to Federal Parliament, Jane served for 10 years as Councillor for the Brisbane City Council ward of Walter Taylor.

In Council, Jane was a member of Civic Cabinet, with the portfolio of Public and Active Transport and Economic Development Committee. In this role, Jane had responsibility for one of Australia's largest bus fleets and a \$100 million investment in bikeways, as well as a range of initiatives focused on delivering better transport and economic growth opportunities for Brisbane residents. Delivering and implementing the infrastructure today that our community needs for tomorrow is critical for Ryan's future.

Jane also served as Leader of the Opposition in Council between 2007 and 2008 and Opposition Spokesman on Water and City Business. In 2006, Jane was appointed by the Lord Mayor to chair the City's Water and Sewerage Infrastructure Assets Review.



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

A Labor member of Federal Parliament since 2001 and a passionate advocate for social justice and ensuring that the people in Melbourne's west get a fair go.

His commitment as Shadow Minister for Employment and Workplace Relations is that all Australians are entitled to job security, fairness in the workplace, and basic protections, such as the right to penalty rates, overtime and holiday pay, and protection from unfair dismissal.



**Gordon Cairns**  
Chairman Woolworths and  
Origin Energy

Gordon Cairns is a Celt, born in Bridge of Allan, Scotland. He was educated at the University of Edinburgh, where he graduated with an M.A. honours degree.

He started his career with Nestle, followed by Cadbury, the Imperial Group, and PepsiCo, where he worked for 10 years in three continents, in marketing, operations and finance. He joined Lion Nathan, initially as the M.D. of their Australian beer business, and thence for seven years as CEO.

During that period, the company was consistently recognised as a best employer, and he was awarded a "True Leaders" award on three separate occasions.

In September 2004, he stepped down from full time executive life, and now serves as the Chairman of Origin Energy and Woolworths, as a non-executive director of Macquarie Group Limited, Quick Service Restaurants and World Education (a microfinance provider). Previously he was a non-executive director of Westpac Bank for nine years, and chair of David Jones.



**Mark Considine, PhD**  
Dean of Arts Assistance  
Vice Chancellor University  
of Melbourne

Mark Considine is one of Australia's most respected and highly cited public policy specialists with a career spanning both academic research and applied policy work for government and civil society organisations.

For the past fifteen years his work has included comparative studies of employment services and the governance of public private systems for assisting the long term unemployed. This work has been undertaken

in close collaboration with key industry partners. Mark has worked closely with state and federal governments in the design and improvement of employment services and strategies for place-based innovation. He was seconded by the Gillard Government to the Departmental Working Group to review the Star Ratings system used by the Commonwealth Government to performance manage the then Job Network, and was later appointed to chair the Departmental Working Group charged with the development of a quality measure for rating job agencies.



**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. In 2008, Trina started 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.



**Martin Hehir**  
Deputy Secretary

Martin took up the role of Deputy Secretary, Employment, in August 2014 after holding a Deputy Secretary role in the Department of Education and the former Department of Education, Employment and Workplace Relations since 2012. Prior to this he was Director-General of the Community Services Directorate, ACT Government.

Martin has held a number of senior positions in other ACT Government agencies. He has played a key role in a number of Ministerial Advisory Councils and supported Ministers at Ministerial Council meetings covering Housing, Community and Disability Services, Immigration and Multicultural Affairs, Aboriginal and Torres Strait Islander Affairs and Employment, Education, Early Childhood, Training and Youth Affairs.

Martin holds an Economics Degree from the Australian National University and a Graduate Diploma in Applied Finance and Investment.

# PLENARY SPEAKERS



**Jenny Lambert**  
Director Employment,  
Education and Training  
Australian Chamber of  
Commerce and Industry

Jenny has been serving the business community for 32 years as a senior manager within industry associations, including 16 years as a CEO of associations largely in the services sector.

Commencing with the Australian Hotels Association as their Industrial & Research Officer in 1984, Jenny then served as Project Manager at Tourism's Industry Training Advisory Board in the early 1990s, working on projects relating to workplace reform, workplace assessment, competency standards, training accreditation and quality assurance.

Jenny took on her first CEO role as head of Restaurant & Catering NSW, and then jointly held the national CEO role until 1999. Then followed six years as CEO of Meetings & Events Australia, overseeing amongst other activities, a structured professional development and accreditation system. In 2005, she became CEO of the Nursery & Garden Industry Australia and in 2007, CEO of the National Tourism Alliance, which is the peak body for tourism associations nationally. She commenced with the Australian Chamber in May 2011 and is responsible for policy development and advocacy in vocational training, higher education, schools, employment and migration.



**Dianne McGrath**

CA leader, team player, project manager and creative problem solver Dianne's experience working in and managing teams in sales, marketing, emergency services and government provides her with a strong platform to work as a unit to deliver on outcomes.

Dianne's sense of adventure, determination and fitness has seen her sail tall ships in the southern ocean, cycle extreme distances, jump from planes, and run marathons and an ultra-marathon.

She has a special interest and growing expertise in sustainable food systems, something that will be critical in a completely new environment for human habitat on Mars.

Dianne leads a purposeful life that seeks to create better environmental outcomes. Towards this goal, she is currently the Director of the sustainability and business consultancy, Food for Thought Consulting Australia.

Passionate about sustainable food systems, Dianne is also a Director on the boards of three not-for-profit organisations that operate in the food sustainability/community food space: Cultivating Community, 3000acres and the Open Food Network.



**Rowena McNally**  
Independent Chair NESAs Board

Rowena is a Fellow of the Australian Institute of Company Directors, Australian Institute of Management and Institute of Arbitrators & Mediators Australia (now Resolution Institute), and her current roles include Independent Chair of the National Employment Services Association, Chair of Mount Isa Water Board, Immediate Past President of the Resolution Institute and a Director of Catholic Health Australia and North West Hospital & Health Service (Chair Quality Safety & Risk).

She has previously served on the Boards of Ergon Energy, Institute of Arbitrators & Mediators Australia, WorkCover Queensland, Gladstone Area Water Board; Burnett Water Pty Ltd, Queensland Law Society, Cerebral Palsy Queensland and Cerebral Palsy Australia, and is an experienced committee member and chair of numerous Risk, Quality and Safety, Property, Executive Appraisal and Finance & Audit Committees.

Rowena has a Bachelor of Law and is an accredited dispute resolver.



**Jan Owen AM Hon DLitt**  
CEO, Foundation for Young  
Australians

A pioneer of the youth sector in Australia, Jan has dedicated most of her working life to social change and encouraging young people to give back and invest their talents in their communities and things they are passionate about.

In March 2014 Jan received the degree of Doctor of Letters (honoris causa) from the University of Sydney, in recognition of her significant contribution to young people and policy in Australia. In 2012, Jan was named the inaugural Australian Financial Review & Westpac Group 'Woman of Influence 2012'. In 2000 she was awarded membership of the Order of Australia for services to children and young people and in 1999 received a fellowship for leadership and innovation to the Peter Drucker Foundation in the US. Jan is the author of Every Childhood Lasts a Lifetime (1996) and The Future Chasers (2014).

Before joining FYA, Jan was Executive Director of Social Ventures Australia, which aims to increase the impact of the Australian social sector. Prior to this, Jan founded the CREATE Foundation, the national consumer body for children and young people in out of home care.

Jan has contributed to the establishment of many social change organisations in Australia and served on a wide range of Boards. She is currently Member, RMIT College of Business Industry Advisory Board; Chair, Melbourne Social Equity Institute (University of Melbourne) Advisory Board; Member, Malthouse Theatre Board; a Fellow of the Royal Society for the encouragement of the Arts, Manufacturers and Commerce (RSA) and Patron of Vanish and Children's Ground.



**Sally Sinclair**  
CEO, NESAs

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.

> continued

**Elliot Anderson**  
**Manager Microfinance, NAB**

Since 2008, Elliot has been working in Australia and the Pacific to understand and respond to the issue of financial exclusion. Elliot currently manages the National Australia Bank's (NAB) operational team responsible for supporting and delivering the bank's Microfinance programs and financial inclusion initiatives across, and with, a range of community and government partners. A key initiative has been its Microenterprise Loans Program that supports individuals to access finance to startup, or grow a micro business. Up to \$20,000 is available to those who would not normally be eligible for finance from a mainstream financial institution. The program partners with mentoring and training organisations to support the individual to develop the skills required to run a successful business.

**Gayle Anderson**

Gayle Anderson is the First Assistant Secretary for the Indigenous Employment and Recognition Division at the Department of Prime Minister and Cabinet (PMC). She has responsibility for Indigenous employment policy within PMC, as well as oversight for programs such as the Employment Parity Initiative, and Vocational Employment and Training Centres. Gayle also has extensive experience in program management, including having been closely involved in roll out of the Community Development Programme (CDP).

**Laura Barnes**  
**Queensland Treasury**

Laura has over twenty years' experience in workforce planning and development and labour market/employment programs and policy. She has worked with both government and industry to develop labour supply strategies to increase participation and productivity and labour demand strategies to support industry development. She is also an experienced executive leader driving strategic and business outcomes for organisations. She is currently employed with Queensland Treasury working to deliver the Queensland Government's employment policy agenda.

**Peter Broadhead**

Peter Broadhead is the Manager of the Disability Employment Services (DES) Branch in the Department of Social Services. The branch also has responsibility for building on the work of the Disability Employment Taskforce, to provide advice to government on options for DES beyond the expiry of the current arrangements in March 2018, and any related initiatives to address increased employment opportunities for people with disability in the open labour market.

Peter first came to DES less than a year ago, commencing as the manager of the DES Policy and Performance Branch in late August last year. He has worked in departments of health and social policy in two states and the Commonwealth for about thirty years, at senior executive levels for the last twenty-five years.

**Ryan Bulman**  
**Assistant Secretary, Community and Economic Development Division, Department of the Prime Minister and Cabinet**

Ryan Bulman moved into PM&C in 2013 to lead the design and implementation of the Government's reforms to remote employment services – the new Community Development Programme. Most recently, this work has included new policy and legislation to reform social security income support payments for people that live in remote areas of Australia.

Ryan spent four years in the Northern Territory as a Commonwealth officer seconded to the NT Government. This role included developing new service delivery models and rolling out large infrastructure projects in remote Australia.

Ryan has experience in diverse areas of public policy, including, welfare policy, land rights and infrastructure, Indigenous affairs and State and Commonwealth service delivery models.

**Matt Clarke**  
**Deputy CEO NESA**

Matt Clarke has over 15 year' experience across the employment and related services industry. Matt has project managed the largest building capacity program in Australia; involving the direct delivery of over 200 individual building capacity projects across remote Australia, and has worked alongside the Australian Government in delivering the largest reform across remote Australia. Matt is now leading a national workforce development strategy across all of remote Australia.

**Michael Clark**  
**Director of Corporate Strategy, SYC Limited**

Michael is responsible for strategy, development, communications, government relations, technology and partnerships at SYC Limited. He has deep experience and expertise in leading transformational projects in organisations and in providing senior level counsel in corporate and government settings. Prior to joining SYC in August 2011, Michael was a principal with Porter Novelli, a global communications consulting firm. From the Melbourne office, he led accounts ranging across the energy, education, infrastructure, forestry, information technology and government sectors. Michael has also held executive roles with an ASX-listed company and was an adviser to three state ministers and a Premier.

Whilst at SYC Michael has led the restructure of SYC's legal entity to a company limited by guarantee, a major renewal of the organisations IT infrastructure and is driving the organisation's move into impact measurement and investment.

**Phil Cooper**  
**Co-Founder and Managing Director, uWorkin**

With roots in the Australian banking industry and a Commerce Degree from Monash University, the spring board into employment focused technology came via other digital technology pursuits, including an extreme sports photography portal and a Peruvian based real estate portal.

With Phil's direction, uWorkin's Talent Community and Volunteer Community technology has been adopted by not-for-profit organisations, LGA's, regional bodies, industry groups, infrastructure developers and media outlets across the country.

# WORKSHOP PRESENTERS

## Troy Crellin

Prior to commencing at Mission Australia Troy has worked in training and employment for over 10 years. He was responsible for assisting in the set up and implementation of various Social Enterprise Programs and employment models with Kangan, William Angliss, Mission Australia, Mornington Peninsular Councils Pelican Pantry and STREAT. Most of Troy's work has been working alongside marginalised youth dealing with issues ranging from homelessness, incarceration, displacement.

Currently Troy is Chair of the Smith Street Working Group which delivers the award winning Smith Street Dreaming Festival each July. As part of his work with Mission Australia and Smith Street Dreaming Troy has been a recipient of awards such as the 2015 City of Yarra Australia Day Award Smith Street Dreaming, 2015 HART Award Smith Street Dreaming, 2015 Social Enterprise Awards Synergy Auto Repairs nominated in the 'One to Watch' category, 2015 Mission Australia Honour Roll – Achieving Reconciliation with Aboriginal Organisations, Elders and furthering the objectives of Charcoal Lane Restaurant and 2015 Mission Australia Honour Roll – Synergy Auto Repairs.

## Paul Dodd

Paul is a Principal Consultant for Corporate Culcha, identifying himself as a Bundjalung man, the traditional Aboriginal language group of his mother. In 2001 he worked with OxFam on community development projects with Indigenous people of New Zealand, Guatemala, Mexico, America and Canada.

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 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. Paul developed the South Coast Regional Health Authority and the Gold Coast Health Services Cultural Awareness Program.

## Ben Gales

### CEO, Social Enterprise Finance Australia Ltd

Ben has been the CEO of SEFA since April 2013. He has a wealth of experience in social finance. He was involved in the early sector development work in the UK in the late 1990s, and more recently in the development of the initial Social Benefit Bonds (also known as Social Impact Bonds) in NSW. He is a member of the Prime Minister's Community Business Partnership.

Prior to joining SEFA, Ben was a Director at the NSW Department of Family and Community Services, which he joined from NSW Treasury. During his time in NSW Government he was heavily involved in the scoping, development, and implementation of the first two Social Impact Bonds in Australia. He worked in the UK Treasury in the 1990s on a range of social and economic policy developments. This included the establishment of the Phoenix Fund, which supported social enterprises in disadvantaged communities, and helped establish Community Development Finance Institutions (social finance providers) in the UK. He moved to Australia in 2008 from the US, where he had been a venture capitalist in Silicon Valley.

## Yossi Goldfarb

As Director of Employment at the Victorian Department of Economic Development, Jobs, Transport and Resources, Yossi Goldfarb is responsible for delivering Jobs Victoria, which aims to improve the efficiency of the Victorian Government's investment in employment programs while assisting the long-term unemployed into sustainable employment.

Previously Yossi has held executive leadership roles in international education, strategy and systems and has also held management positions in vocational education, multicultural affairs and women's policy. Prior to joining the Victorian Government in 2001, Yossi worked in public affairs within the community sector.

Yossi has a Master of Public Administration from the Australia New Zealand School of Government and Monash University as well as an undergraduate degree in economics and post-graduate qualifications in communications.

## Malcolm Greening

Malcolm has held a range of policy development and engagement roles with the Departments of Foreign Affairs and Trade, Treasury and Prime Minister and Cabinet.

Malcolm is currently Assistant Secretary of the Industry and International Strategies Branch and has been responsible for providing advice to government on industry-specific jobs strategies, employer engagement and skills development.

From 2010 to 2016 Malcolm was the APEC Labour and Social Protection Network Coordinator, and a member of the HRD WORDING Group's leadership team. In this position he had a key role in the preparations for the 2014 APEC Human Resources Development Ministerial Meeting. Malcolm also led the Group of 20 (G20) Taskforce on Employment Secretariat in 2014, building synergies between the APEC and G20 employment agendas.

## Jody Hamilton

### JMP Consulting Director

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.

## Dave Higgon

### Employee Relations Manager Brookfield Multiplex Australasia

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

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

### **Kellie Hippit**

Kellie Hippit is leading the establishment of two major Australian Government youth employment initiatives: the Transition to Work service and the Empowering YOUth Initiatives. Transition to Work is a \$322 million dollar investment to help young people in to work or education. Empowering YOUth Initiatives is supporting local community organisations to identify and test new and innovative approaches to help vulnerable young people into employment.

Kellie also played a key role in developing the Government's employment policies in the 2014-15 Budget and in the development of jobactive. She has a wealth of experience across the public sector, including policy development, modelling and analysis, performance management and managing National Partnerships.

Kellie has worked in the Department of Employment for the past seven years; she has a background in economics and previously held roles in the Department of Families, Community Services and Indigenous Affairs, Centrelink and the private sector.

### **Ali Jalayer**

Ali is the Branch Manager for the Specialist Programmes and Policies Group, within the Department of Employment. Ali's branch is responsible for the implementation and creation of a range of specialist programs and policies nationally. Ali oversees three teams within his branch; Specialist Programmes & Policies, New Enterprise Incentive Scheme along with Harvest Labour Services and the Families & Parents Trials.

Ali has recently moved across to the Youth & Programmes Group from the position of Branch Manager Employment Services 2015 Taskforce and previously the Labour Market Strategy Group. Ali has played a key role in the development and implementation of the jobactive employment services, which was implemented from 1 July 2015.

Ali brings with him a wealth of experience and knowledge, particularly with the development of employment policies. Over the last 10 years he has been involved in the development and management of many employment programs.

### **Brad Knight**

Brad is the Director of the Indigenous, CALD and Financial Modelling Section, in the Labour Market Strategy Group, Department of Employment. Brad's team is responsible for developing new policy to improve the labour market outcomes for Indigenous Australians and culturally linguistically diverse job seekers. Brad's team also monitors and prepares for financial estimates for jobactive and costs new Budget measures.

Brad has been working in the Labour Market Strategy Group for six and a half years and has participated in the development of a range of employment services reforms including Building Australia's Future Workforce, Job Services Australia, jobactive and most recently Transition to Work and Youth Jobs PaTH. These opportunities have allowed Brad to gain extensive experience and knowledge of broader social, regional and labour market policy trends.

### **Kerryn Kovacevic**

Kerryn is acting Branch Manager of the Online Services Development and Engagement Branch within the Employment Systems Group in the Department of Employment. She has experience across the Information Technology environment and corporate finance sectors.

In recent years Kerryn has been a driving force behind the innovative Australian JobSearch and jobactive website, and mobile apps which focus on the individual needs of job seekers and business needs of employers looking to hire staff. She has a strong interest in providing innovative solutions for job seekers to self- service, connect with providers and employers online and find the information they need. She is committed to providing job seekers with engaging and rich user experiences across digital platforms. Kerryn is also committed to providing streamlined online services to employers, connecting them with the right staff and providing digital solutions to facilitate business relationships with providers.

Kerryn is also responsible for the Learning Centre and Online Engagement Solutions teams. The Learning Centre provides training and learning experiences to frontline employment services staff and is currently delivering a new range of introductory ESSweb training for new jobactive staff. The Online Engagement Solutions team has been in existence for nearly 12 months and is focused on promoting and communicating digital solutions and their benefits to employment services providers, job seekers and employers.

### **Professor Jenny Lewis**

Jenny M Lewis is Professor of Public Policy in the School of Social and Political Sciences at the University of Melbourne, and an Australian Research Council Future Fellow for 2013-16. Jenny is a public policy expert, with particular interests in governance, policy design, and performance measurement, and has published widely on these topics. She is Vice President of the International Research Society for Public Management, and Vice President and President Elect of the Australian Political Studies Association. Jenny is also the Director of the new Policy Lab at The University of Melbourne, which aims to understand what works in policy design (see: <http://arts.unimelb.edu.au/research/research-centres-and-groups/the-policy-lab>).

### **Louise McSorley**

Louise McSorley is the Branch Manager of the Wage Subsidies and Employment Fund branch. With a diverse background in industry engagement and advocacy Louise brings fresh ideas to these central elements of jobactive.

### **Marsha Milliken Group Manager, Activation & Work for the Dole Group**

Marsha is currently the Group Manager of the Activation & Work for the Dole Group in the Department of Employment. In this role she has responsibility for a range of employment related services, including job seeker assessments, eligibility and compliance and the Work for the Dole programme.

As Group Manager for the Employment Services 2015 Taskforce, Marsha led the implementation of reforms to employment services for the Department of Employment.

Marsha has extensive public sector experience in programme administration and human resource management, including twenty years in senior executive roles. Her responsibilities have included policy and delivery of programmes and initiatives at the national office level and in the State Network.

### **Stephen Moore**

Stephen Moore is CIO at the Department of Employment, and has spent 23 years in the Department and its predecessors in a variety of ICT and policy roles.

Stephen's group develops, maintains and supports IT software products that underpin the Department's employment programs. These systems are used by around 500 organisations and 45,000 users to access information about the job seekers they have on their caseload, record their assistance activities and claim outcome payments and service fees.

# WORKSHOP PRESENTERS

Stephen also contributes to employment policy development and evaluation through the provision of highly specialised reporting tools and analytical capability.

## **Arie Moses**

Arie is the current Chairperson of the National NEIS Association (NNA) a position he has held since 2012. He has been on the NNA executive since 2008.

Arie has over 25 years' experience in enterprise development at the micro and small business level, having been involved with the NEIS program for the past 10 years and managing his own business for a period of 12 years.

Arie started his working life in the corporate sector, but moved to the small business sector to fulfil his passion.

## **Rachel Mutch**

### **Research Project Manager Foundation for Young Australians**

Rachel has worked at the Foundation for Young Australians for almost three years helping to build their research portfolio. She is passionate about using data to highlight the challenges and opportunities faced by young Australians. Therefore she enjoys working with an organisation which is dedicated to backing the next generation in the creation of new and better ways of doing things. She also has a keen interest in the creation of healthy and productive societies, having recently completed her Masters in Public Health and previously worked for VicHealth. Rachel, originally from Scotland, loves living in Melbourne particularly the weather and the coffee!

## **Ivan Neville**

Ivan is currently the Branch Manager in the Labour Market Research and Analysis Branch in the Department of Employment. He has responsibility for the assessment and analysis of the contemporary Australian labour market including the identification of skill shortages.

Prior to joining the Department of Employment, Ivan worked in the Australian Bureau of Statistics in a number of economics and labour market areas. Ivan has been a Director of Graduate Careers Australia since 2005.

## **Nick O'Brien**

### **National Enterprise Manager, CVCheck**

With extensive experience working in both Central Europe and Asia. Nick O'Brien has a rich understanding of various market sectors both locally, interstate and abroad. Having worked for a varying number of international organisations he has had extensive marketing, branding, sales and operational experience both on a national and international platform. Personally managing business operations and sales teams across vast geographic locations.

## **Carmel O'Regan**

Carmel O'Regan leads the development of evidence-based labour market policy to improve employment services, employer engagement, active job search and job readiness. Her most recent achievement was in leading the development of the Government's \$840 million Youth Employment Package announced in the 2016-17 Budget. Her keen interest in the potential of entrepreneurship and self-employment to be a powerful response to unemployment resulted in the development of the entrepreneurship measures in the Package.

Carmel has more than 20 years' experience in public service leadership, including seven years in the Employment portfolio. She has a background in research and analysis, including analysis of industry and occupational labour markets and management of the Department's program of Surveys of Employers' Recruitment Experiences in various regions and industries across Australia. She also worked for many years at the Australian Bureau of Statistics in a variety of roles, primarily in social statistics and survey development.

## **Joanne Osborne**

### **Principle Partner Damajo Consulting**

Damajo Consulting are specialists in Social Procurement, currently working with some of Australia's largest organisations and consulting to government.

Having had over ten years' experience working within jobactive (JSA) primarily with employers on a local, state and national level, Jo's successful relationships with corporate employers enabled the development of models that have been, and continue to be, applied in projects around Australia.

Jo is the Projects and Contracts Manager for the Literacy For Life Foundation, working with communities on Aboriginal Adult Literacy Campaigns in Regional NSW. Jo is currently lecturing at the UNSW on organisational behaviour.

In 2012 Jo received a special Certificate of Appreciation for Services of Excellence to the Industry by NESAs.

## **Graham Panther**

### **Director Red Panther**

Graham Panther has over a decade's experience in the mental health sector as an evaluator, researcher, and innovator.

Graham has published with the leading international commentators on recovery, and has worked on a number of ground-breaking projects on both sides of the Tasman, spanning peer work and recovery colleges, primary mental health care, collective impact, and recovery-oriented system change.

Graham believes that when it comes to mental wellbeing, no one has all the answers, so it pays to share what we've learned - whether from life experience, professional expertise, or both.

## **Susan Pascoe AM**

### **Commissioner, Australian Charities and Not-for-Profits Commission ACNC**

Ms Pascoe was the Head of the ACNC Implementation Taskforce, which worked across government and with the not-for-profit sector in the establishment of the ACNC, Australia's first national, independent regulator of charities.

Ms Pascoe said she was proud to be the first Commissioner of the ACNC and that her commitment to the role was to ensure that the wonderful work and services provided by the sector would continue with support and guidance through the role of the Commission. She reinforced the importance of maintaining public trust and confidence, supporting a vibrant and innovative sector and, importantly, the reduction of red tape.

"I have spent most of my career in the not-for-profit sector particularly through my work with education organisations and I understand first hand the complexities, the challenges and the workloads placed on charities," Ms Pascoe said.

"Our delivery on the three objects of the ACNC Act will be how the sector judges us and how we, at the ACNC, will determine our own success."

### Julie Polson

Ms Julie Polson is the Branch Manager of the Program Assurance Branch. Prior to taking up this position, Julie headed up the Employment Services and Reporting Branch for approximately three and half years.

The Program Assurance Branch is responsible for supporting jobactive to ensure program integrity and assurance are not compromised in The Rolling Random sample reviews of key jobactive program elements;

- A Data Analytics program which identifies emerging risks;
- Quality Assurance Framework certification; and
- The Compliance indicator that provides a quantifiable assessment of compliance by providers with the jobactive deed.

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.

### Michael Quinn

Michael has extensive experience in employment services, having been responsible for the successful delivery of labour market programs, ICT systems, contract management arrangements and the Department's purchasing of employment services, including jobactive, and the new youth programs. He has recently taken over responsibility for employment services reporting and analysis, including post program monitoring, various performance reports and star ratings.

### Rebecca Scott

Rebecca is the co-founder and CEO of STREAT, a social enterprise that tackles youth disadvantage and homelessness by providing life-skills, support networks, work experience and training to young people aged 16-24.

Since starting its first street food cart in Melbourne in 2010, the organisation has grown to now include a number of hospitality businesses (five cafes, a coffee roastery, an artisan bakery and a catering company). Across these businesses, the young people in STREAT's programs have had over 38,000 hours of training and support opportunities, whilst helping serve over 1.25 million customers.

By 2017 STREAT aims to be completely self-funded through its business operations, enabling the organisation to train and support hundreds of young people every year.

Rebecca's background is in science communication management, working for the CSIRO for over a decade before becoming Vice-President of KOTO, a hospitality training program and social enterprise for street youth in Hanoi where she was inspired to start STREAT

### Maria Smith

#### Founder Bounce Consulting Australia

Maria is the founder of Bounce Consulting, a multi-award winning organisation delivering "life-skills" and professional development to leaders within employment services and corporate organisations in Australia and internationally.

Maria has an excellent reputation in the facilitation of workshops for leaders, providing self-awareness on how the impact of their unconscious and conscious communication influences the behaviours of their employees.

Maria provides elegant influencing techniques for leaders to achieve their desired goals/results, creating the links to move from good to better, and ultimately, best practice. Maria's workshops and presentations are profound and powerful, leaving you wanting more.

### Katrina Spies

#### Deputy Mayor of the Tablelands Regional Council in Far North Queensland.

Katrina has over 23 years of employment services and community development experience and was the longest serving NESAs Board member when she retired in 2015. She was very proud to be awarded the prestigious Life Fellow of the Employment Services Institute in 2015. 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.

### Tessa Thompson

#### General Manager Policy & Communications NESAs

Tessa's career has a strong focus on improving outcomes for disadvantaged or disenfranchised communities and she passionately believes that investment in employment is a critical pathway for achieving this. Tessa has 20 years' experience in policy, research and government advocacy roles related to disability, mental health, employment, workforce and international negotiations.

Career highlights include: contributing to the design of National Disability Insurance Scheme; close involvement in negotiations at the United Nations on the Convention on the Rights of Persons with Disabilities; working in a senior Minister's office as a public service advisor; representing New Zealand in international fora such as the International Labour Organisation and APEC; invited keynote speaker for 'MIND' in Britain, to promote strategies for achieving social inclusion; leading complex policy projects for the NZ Ministry of Social Development and Department of Labour; and more recently advocacy and critical thinking work for the National Employment Services Association.

### Deane Toler

#### Director of Sales and Marketing Senior Management Team

Deane Toler has over 15 years of experience promoting, developing, and delivering new technologies within service industries. He is an experienced project coordinator with a background in management consulting to one-stop centres and assisting in the implementation of public workforce software solutions. Deane's experience includes cultivating strategic community and media relationships to promote the benefits of automated employment and training services to the public.

At Geographic Solutions, Deane is the development and implementation liaison of workforce development systems in the Western Region and directs all of the marketing initiatives for the company. He negotiates and manages client contracts and leads the marketing team's new business development efforts. Deane earned a Bachelor of Arts degree in Journalism with a specialized focus in Advertising from California State University in Fresno.

# WORKSHOP PRESENTERS

## Martin Unger

Martin T Unger has been providing PART™ and workplace aggression management training for 20 years in a variety of areas including the welfare, health, disabilities, aged care, mental health, justice and corrections, and security industries.

Martin has worked with NSW Department of Community Services and NSW Department of Juvenile Justice as a youth worker in remand, minimum and maximum security detention centres. He was responsible for the design and implementation of training and development programs for staff and clients.

Martin established NSW's first community-based detention program for young offenders with the aim of facilitating crime prevention and reintegration into the community.

On returning to Australia, Martin held managerial positions with NSW Department of Juvenile Justice residential and detention centres.

## Rose Verspaandonk

Rose Verspaandonk is the Manager of the Economics Branch in the Australian Government Department of Employment. As well as providing economic analysis and evidence, her team supports colleagues to incorporate innovative approaches into their work, such as applying future-focused perspectives and behavioural economics techniques. Current priorities include enhancing the Department's economic modelling capability, embedding its innovation framework, building and promoting a department-wide perspective on the future of work, and rolling out a series of 'nudges' to facilitate more jobs and great workplaces.

## Alicia Weiderman

### Senior Policy/Project Manager NESAs

Alicia Weiderman has over 15 years' experience in employment and related services. Alicia believes strongly in the power of training and employment to change the lives of people, families and communities. In her career, Alicia has held positions within the Department of Employment and the Department of the Prime Minister and Cabinet including overseeing the Commonwealth's previous \$33 million Indigenous Employment Program in Queensland, and reforms to both the Community Development Employment Programme (CDEP) and the Remote Jobs and Communities Programme (RJCP).

In her consulting work, Alicia has worked in Australia and New Zealand, assisting organisations to form stronger relationships with Government, develop and implement employment programs more effectively and delivered organisation service and performance reviews.

A great believer in giving anything a go, Alicia has run a failed digital start up, and will one day run a half marathon. She is mum to Emily and Lex.

## Robert Willmetts

Rob Willmetts became the State Manager for the Queensland Department of Employment in November 2013.

Robert has over 30 years' experience in the private and public sectors and began his career as an apprentice at a small regional newspaper. After almost 10 years he left that industry to undertake a university degree to improve his future employment prospects.

Robert's public service experience has spanned the areas of education, employment, trade, business and regional development. He has worked extensively in a range of Indigenous programs in both regional and remote communities in Queensland.

In June 2014, Robert became the Indigenous Leader for the Department of Employment. In his role as State Manager, Robert is responsible for the Department's Queensland's operations in Brisbane, Rockhampton, Mackay and Townsville with 24.1% of the jobactive market.



## 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 conference participants. Generally, these photos are used for NESA member purposes only and as such, they may be made available or displayed during the conference, or following the conference, they may be used by NESA for promotional purposes. 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.

**Dr Peter Laver AM**

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.

**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.

**Marion Webster AO**

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

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

Marion is also a founding Board Member of Changemakers Australia a national organisation

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

**Sebastian Rosenberg**

Sebastian Rosenberg is Senior Lecturer in Mental Health Policy, Brain and Mind Centre, School of Medical Sciences, Sydney University. Sebastian was Deputy CEO of the Mental Health Council of Australia from 2005-2009, assisting in the publication of the seminal *Not for Service* report (2005). In 2011 he worked as expert facilitator to the NSW Taskforce to Establish a Mental Health Commission and was convenor of the first joint meetings of Australian Mental Health Commissions. Sebastian was a member of the NHMRC's Prevention and Community Health Committee from 2009-12 and a member of the Board of Social Firms Australia from 2012-2014. He is an Associate at the Menzies School of Health Policy and a member of the Board of the Australian Health Care Reform Alliance.

**Liz Rivers**

Liz has spent 20+ years managing awards. In the same year that Jurassic Park won an Academy Award, a tertiary education institution asked her for assistance with their awards. Long story short - she began a quest to build unparalleled knowledge on how to make awards programs successful. In that same year she set up Awards Absolute – a company dedicated to providing solutions and answers for everyone who wants to host or win an award.

Thanks to technology she can all live and work anywhere... and Liz has chosen to live on Queensland's stunning Sunshine Coast and work wherever clients are in need of her services.

Living in this paradise inspired her to start an events company in 2013 with suppliers that she'd come to trust through her awards company. Queensland Signature Events transforms iconic, unusual and unique spaces in and around Noosa and the Sunshine Coast – beaches, river's edge reserves, rainforest clearings, heritage buildings and park lands – into stunning event venues.

**AWARDS ABSOLUTE**

Liz Rivers

**CONFERENCE PCO**

Mary Sparksman Managing Director, YRD

**DESIGN / ILLUSTRATION / PRODUCTION**

Lisa Minichiello & Dean Gorissen  
Room44 Design Communications

**PHOTOGRAPHER**

Justin Nicholas

**AV**

Tony Poynter Productions

## MAJOR SPONSORS

CONFERENCE SPONSOR / EXCELLENCE IN INDIGENOUS EMPLOYMENT AWARD,  
ACHIEVER OF THE YEAR AWARD & CHAMPION EMPLOYER OF THE YEAR AWARD



**Australian Government**  
Department of Employment

### Department of Employment

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

INNOVATION IN DISABILITY EMPLOYMENT – TEAM AWARD



**Australian Government**  
Department of Social Services

### Department of Social Services

The Department of Social Services (DSS) is the Australian Government's lead agency in the development and delivery of social policy, and is working to improve the lifetime wellbeing of people and families in Australia.

EMPLOYMENT DISCOVERY GRANT SPONSOR

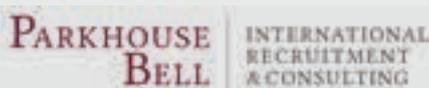


### Kinetic Super

“Kinetic Super is proud to be the principal sponsor of the NESA Employment Discovery Grant for the sixth consecutive year. The grant recognises outstanding leaders in the employment services industry and provides recipients with a fantastic professional development opportunity in a global context. We hope the recipient will enjoy their time at the 2017 OECD LEED Forum next year and we're sure this experience will provide invaluable knowledge and insights to propel them further in their career.”

Cameron Doig, Executive Officer Customer Growth, Kinetic Super

KEYNOTE SPEAKER: GORDON CAIRNS SPONSOR



### Parkhouse Bell

Parkhouse Bell International Recruitment & Consulting specialise in employment services, vocational education and training and healthcare sectors, providing permanent, temporary and interim staffing solutions at an executive and operational level.

Operating from our headquarters in Brisbane since 2008, Parkhouse Bell has supported organisations in the Australian Employment Services sector through the Job Network, Disability Employment Services and jobactive contracts. Our knowledge and candidate networks extend through our international work in the Middle East and United Kingdom. We are currently developing a range of new recruitment and consultancy services for the Australian market in the vocational education and training and healthcare sectors.

> continued



### **Bounce**

For ten years Bounce has been delivering programs throughout Australia and in the last 3 years internationally; working with a multitude of clients; from large businesses, helping develop better communications in the workplace, to individuals, providing clarity and motivation for their future. Bounce has extensive experience delivering customised training programs in Employment Services, Government and Corporate Sectors for all levels of staff training, from annual strategic planning to ongoing professional development for leaders and front line staff. Bounce provides a dynamic yet non-traditional approach to motivating people into making real and lasting changes in their lives and the lives of others. Going beyond standard training, Bounce evaluates values, beliefs and motivations of an organisation and individuals, providing insight and direction towards 'a life more positive' by teaching effective communication techniques and positive self-awareness, resulting in greater gains personally and professionally.



### **CVCheck**

CVCheck are leaders in screening and verification services, dedicated to providing the verified information that supports people in building trust and growing honest relationships. We make it simple for job consultants to verify a job seeker's qualifications, experience and employment history allowing you to get them into the right job faster.

Some of the check categories on offer include:

- > Police & Traffic Checks
- > Employment History & References
- > Qualification & Membership Checks
- > Credit, Financial & Business Checks

Faster pre-employment checks mean faster placements for your job seekers. Come visit the CVCheck team at the coffee cart and ask us about our discount package options whilst enjoying your coffee!



### **Employment Services Institute**

The Employment Services Institute (ESI) is dedicated to supporting careers in Employment Services and making sure that the invaluable work you do is rightfully recognised. ESI membership will bring you together with like-minded people and industry leaders. Membership is open to all who work or aspire to work in Employment Services, with a range of membership categories appropriate to each individual's level of experience, qualifications and achievements.

Come visit our booth and chat with Leanne Courtney, Training and Development Manager or Katrina Spies about the benefits of becoming a member of ESI.

[www.esinstitute.com.au](http://www.esinstitute.com.au)



### **Geared Up Culcha**

At Geared Up Culcha (GUC) we are a consultative solutions focussed service rather than just a transactional supplier to our clients. We pride ourselves on personal service, prompt delivery nationwide, quality products delivered in a timely fashion, with a competitive offering through innovation, technology, pricing, reliability, and industry knowledge.

We utilise global cutting edge innovation and technology to enhance local and regional offerings for our clients! We are dedicated to providing work wear and promotional solutions of the highest quality, to suit a wide range of work place environments.

We are an Aboriginal owned and operated company and are proudly a Supply Nation Certified Supplier.



### **Geographic Solutions**

Geographic Solutions is the nation's leading provider of integrated software for state and local workforce agencies in over 30 states and U.S. territories. Our solutions address all federally-funded workforce programs, including WIOA, Unemployment Insurance Benefits/Tax, WP, TAA, WTP Case Management, Labor Exchange, Job Aggregation, Labor Market Information, and Fund Tracking.



### **Hivetec (formerly JN Solutions)**

Hivetec (formerly JN Solutions) has been developing and maintaining enterprise software solutions for the Australian employment services industry since 2008.

Hivetec's Bridge for jobactive and DES delivers an integrated Client Management and Customer Relationship Management system that leverages the most advanced ESS integration on the market, minimising the need for consultants to work across multiple systems and providing management with comprehensive access to and control of their data.

Combining Bridge with Hivetec's accredited Police Check services streamlines the process of completing police checks and automates the employment fund claiming and reconciliation.



### **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.



### **Kinetic Super**

For over 20 years, Kinetic Super has worked throughout Australia across various industry sectors, most prominently within the recruitment sector. Today, Kinetic Super manages \$3 billion in retirement savings and operates for the benefit of over 250,000 members.

With low fees, a history of strong long-term investment performance, a range of investment options and great value insurance, Kinetic Super is committed to providing quality services for its members.

Whatever business you're in, Kinetic Super is the industry fund that's passionate about partnering with you to simplify your super obligations.

Kinetic Super's employer relationship managers take the time to understand your business needs, working with you to navigate the complex and ever changing super environment.



### **Marsh Advantage Insurance**

Marsh, the world's leading insurance broker and risk advisor, is proud to be endorsed as the insurance broker for NESA Members. Our policies are all compliant with the Service Deeds you all carry.

Members of NESA can now take advantage of a broad range of insurance products which include:

- > public and products liability insurance which extends to cover placement of candidates at host locations
- > property cover including building and contents with built in protection for cases of underinsurance
- > business interruption cover to help your business recover from loss;
- > combined product which includes directors and officer's liability, professional indemnity, employment practices liability and employee fraud
- > motor vehicle fleet insurance with automatic cover for additional vehicles.



### **MWS Technology Pty Ltd (formerly known as MyWorkSearch)**

MyWorkSearch continues to be the leading job search technology, with over 67,000 subscribers.

Recent validation studies of MyWorkSearch among Stream A, B and C job seekers, shows that it is 76% more effective (placements) than traditional case management alone. And, in half the time.

While having all of the elements of other jobactive technologies, the key difference is the ability of MyWorkSearch to achieve superior placement results. Our willingness and desire to measure performance scientifically allows us to demonstrate the impact to the bottom line like no one else.

MyWorkSearch makes your job easier, gives you the flexibility to customise your provision and ensures your job seeker's job search activity is appropriate and targeted. Comprehensive analysis of real time activity data opens the door to more effective and efficient ways to deliver service. Importantly, it enables your professionals to move to higher value work.

# NESA EXHIBITORS



## **National Employment Services Association (NESA)**

As the leading national peak body for employment and related services NESA is continually evaluating how we can provide more support to our members and the broader industry. 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 Consulting, NESA Industry Partners and NESA Business Intelligence Dashboards.

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 Max, NESA's Professional Development Coordinator 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.



## **Parkhouse Bell**

Parkhouse Bell is an international executive search and recruitment business specialising in the employment services and education and training sectors. We provide permanent, temporary and interim staffing solutions at an executive and operational level.

We have delivered recruitment and consultancy services in Australia since 2008, operating from our headquarters in Brisbane, and specialise in supporting organisations to recruit into senior and supervisory roles. Our clients benefit not only from our knowledge and contacts in the Australian market, but also from the insight and candidate networks we have developed through our international work in the Middle East and United Kingdom.



## **Shred-X Secure 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.



### Skills and Jobs Australia

Skills & Jobs Australia delivers skills based job placement programs across a range of vocational disciplines. Our Job Ready Program is approved by the Department of Employment for job seekers in any phase of service and contributes toward AAR hours for those in the WfD phase.

In collaboration with employers, we design and deliver industry specific skills packages backed up with job placements in sectors such as Logistics, Hospitality, Customer Contact and Cleaning.

In collaboration with jobactive providers we customise skills based programs to meet your employer's volume needs.

From Skills Training to Job Placement, that's us. We look forward to seeing you at the National Conference.



### SoNET Systems

SoNET Systems is Australian owned ICT company with national and international operations. Offerings range from CMS/Case/CRM management software, online assessment applications to Cloud computing infrastructure and services. All SoNET solutions are web based and delivered as a SaaS accessible 24x7 anywhere at any time on any device. SoNET provides complete managed and Cloud Computing services, VoIP, networking and 24/7 help desk. SoNET products and services like CloudPC, iCase and Assessment Master, are highly regarded in various industries from jobactive, Disability Employment Services, NDIS, MyAgedCare, community services, education, large scale assessments, finance and government. SoNET is ISO9001:2015 certified, ISO 27001:2013 certified and IRAP certified and approved by DoE.



### Core Desktop

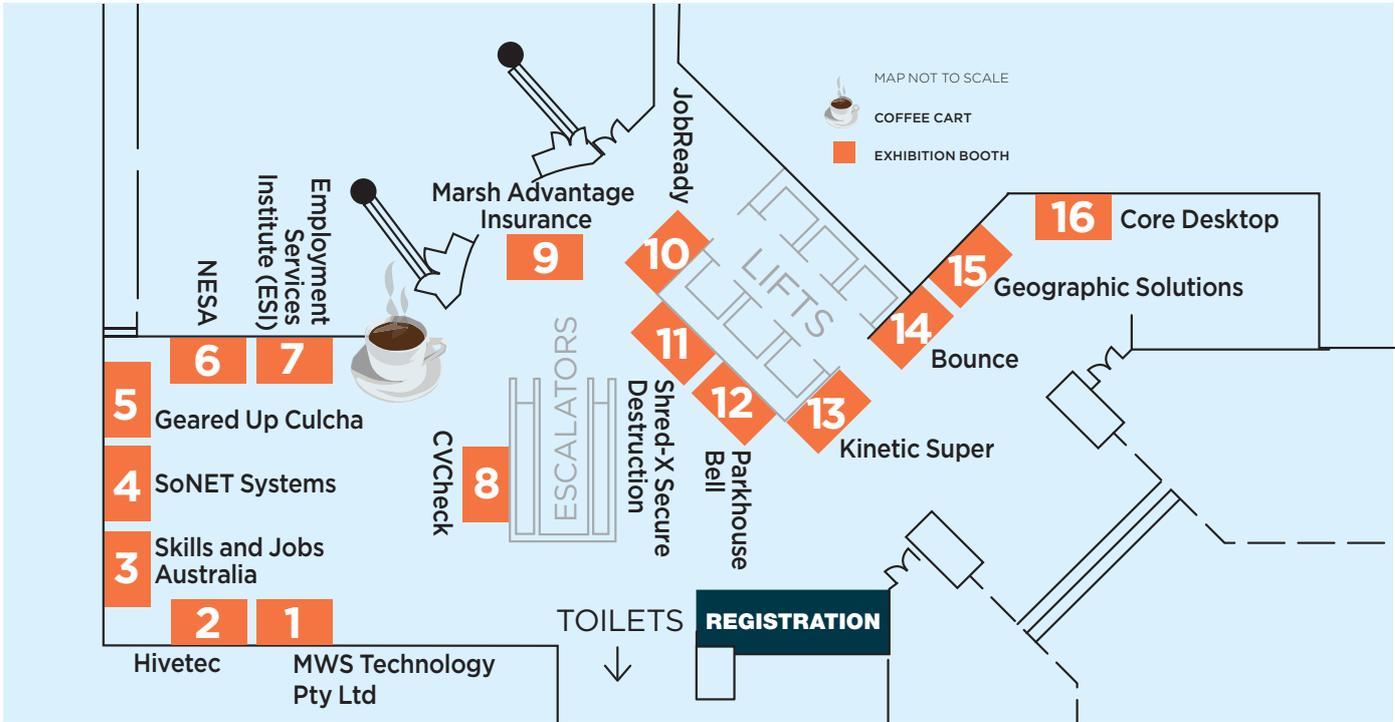
Core Desktop is an Australian Cloud Hosting Provider that specialises in delivering Desktop-as-a-Service for thousands of professional users in hundreds of organisations across the world. Core Desktop will secure, license, backup, optimise, mobilise and support your entire IT for a low monthly per user cost.

CREATE  
YOUR  
FUTURE

# MAPS & NAVIGATION GRAND HYATT MELBOURNE

## EXHIBITOR LISTING

## LEVEL 8



BOOTH	ORGANISATION	BOOTH	ORGANISATION	BOOTH	ORGANISATION
1	MWS Technology Pty Ltd	6	NESA	11	Shred-X Secure Destruction
2	Hivetec	7	Employment Services Institute (ESI)	12	Parkhouse Bell
3	Skills and Jobs Australia	8	CVCheck	13	Kinetic Super
4	SoNET Systems	9	Marsh Advantage Insurance	14	Bounce
5	Geared Up Culcha	10	JobReady	15	Geographic Solutions
				16	Core Desktop



Coffee Cart Sponsored by



### NESA NATIONAL CONFERENCE PRIVACY STATEMENT:

NESA is committed to protecting your privacy. All information about delegates collected as part of conference registration by our conference organiser remains the secure property of NESA and will not be

shared with any other parties unless it is permissible under law or provided for under privacy protection principles. More information about NESA's privacy policy may be obtained at [www.nesa.com.au](http://www.nesa.com.au)

# MAPS & NAVIGATION GRAND HYATT MELBOURNE

LEVEL 8 / 123 COLLINS ST, MELBOURNE, VICTORIA. CORNER RUSSELL ST

## WELCOME RECEPTION

Sunday 31 July @ 6.30pm

### RU-CO BAR

(Access via Collins St entrance - same level as main reception desk or Level 2 via the elevators)



Collins Street

NESSA NATIONAL CONFERENCE 2016

Search National Employment Services Association Ltd (NESA)

#WeR4Jobs



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

## National Employment Services Association Ltd

### Melbourne

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

T> +61 3 9624 2300 F> +61 3 9686 3660

E> nesa@nesa.com.au

### Sydney

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

T> +61 2 9119 3090

E> remote@nesa.com.au



[www.nesa.com.au](http://www.nesa.com.au) [www.esinstitute.com.au](http://www.esinstitute.com.au) [www.nesa-rsas.com.au](http://www.nesa-rsas.com.au)



Printed on Spicers Pacesetter which is an FSC Mix Certified stock. All virgin pulp is derived from well-managed forests and controlled sources. It contains elemental chlorine free bleached pulp and is manufactured by an ISO 14001 certified mill.

Design Production Lisa Minichiello Room44 [www.room44.com.au](http://www.room44.com.au)