



THE YEAR IN REVIEW

The Year in Review: Summary 2017-2018

SECTOR VOICE

Throughout the year, NESA has maintained strong representation and advocacy on behalf of its members, utilising multiple channels of influence to promote an understanding of the sector, and to progress its position on necessary improvements to programmes and the broader employment services framework.

Representation

- ▶ Disability Employment Services Transition Reference Group
- ▶ Disability Employment Services Performance Management Reference Group
- ▶ National Disability and Carers Advisory Council (NDAC)
- ▶ NDAC Employment Group – Appointed Chair
- ▶ Employment Services Expert Advisory Panel including the following working groups:
 - Providers and Enhanced Services Working Group
 - Employer Engagement Working Group
 - Job Seeker Activation and Assessment Working Group
 - Digital Services Working Group
 - Regional and Local Approaches Working Group
- ▶ jobactive Operations and Practice Advisory Group
- ▶ jobactive Performance Framework Working Group
- ▶ Targeted Compliance Framework – Change Management CEO Working Group
- ▶ IT Advisory Group
- ▶ Work for the Dole Advisory Group

NESA made a number of submissions on behalf of the sector through the year including:

- ▶ Select Committee Inquiry into the Future of Work and Workers
- ▶ 2018 Pre-Budget Submission
- ▶ NDIS Transition and Aged Care: Boosting the Local Care Workforce
- ▶ Remote Employment and Participation Services
- ▶ Closing the Gap Refresh
- ▶ ParentsNext National Expansion
- ▶ Senate Community Affairs Legislation Committee Inquiry into the Social Services Legislation Amendment (Welfare Reform) Bill 2017 and supplementary submission in response to Questions on Notice from the Committee Public Hearing
- ▶ Prison to Work programme
- ▶ Ensuring a Strong Future for Supported Employment
- ▶ Inquiry into School to Work Transition
- ▶ Reasonable Termination Costs Framework
- ▶ House of Representatives Inquiry - Innovation and Creativity: workforce for the new economy
- ▶ Senate Community Affairs References Committee Inquiry into Delivery of outcomes under the National Disability Strategy 2010-2020 to build inclusive and accessible communities
- ▶ Indigenous Outcome Targets
- ▶ Business Reallocation and improving Indigenous peoples' outcomes

Invitations to appear before a number of Senate Inquiries resulted from NESAs submissions enabling us to further advance the sector's position on the matters at hand:

- ▶ Standing Committee on Community Affairs Legislation: Social Services Legislation Amendment (Welfare Reform) Bill 2017
- ▶ House of Representatives Standing Committee on Employment, Education and Training
- ▶ Senate Standing Committee on Community Affairs References Committee Inquiry
- ▶ Select Committee on the Future of Work and Workers
- ▶ Senate Community Affairs References Committee inquiry into the Delivery of outcomes under the National Disability Strategy 2010-2020 to build inclusive and accessible communities

NESA was pleased to see a number of recommendations made in its 2017 and 2018 Pre Budget Submissions achieved including:

- ▶ Improved flexibility of the Employment Fund, particularly in relation to Indigenous job seekers
- ▶ Improved early intervention with establishment of a rapid response framework for redundant workers
- ▶ Improved assessment and streaming will be a focus in relation to both DES and employment services 2020 reforms. NESA continues to advocate for service standards that ensure timely provision of quality assessments. NESA has also advocated that if DHS is unable to meet such standards then consideration to outsourcing, noting the success of the former Work Capacity Assessors, should be given
- ▶ Ensuring people with a disability had a voice in the DES reform process
- ▶ Ensuring a robust consultation framework to support development of Australia's employment services 2020 was adopted with the establishment of the Expert Panel and consultation framework which included initial provider round tables conducted this year
- ▶ Piloting digital innovation prior to full implementation
- ▶ Additional investment in job seekers' digital literacy will be informed by digital service trials including online employment services trial and JSCI self-management trial
- ▶ Improved support for mature job seekers with the commitment of an investment package of \$189 million in the 2018 Budget
- ▶ Improved support for job seekers who are, or who are at risk of becoming, long term unemployed has been advanced with additional places in Transition to Work
- ▶ Ensuring equitable access to programmes and services partly achieved with the early full roll out of the Career Transition Assistance programme rather than only in trial sites. NESA continues to advocate for adoption of equity principles such as making ParentsNext intensive services available based on participant needs/eligibility criteria in all locations.
- ▶ Additional investment in remote Australia employment services will feature in the Community Development Programme reform consultation and we welcome additional wage subsidies announced in the 2018 budget

SECTOR NETWORKS

NESA was extensively involved in engaging with other influential bodies to develop shared understanding and opportunities for collaboration to enhance the vital work of the employment services sector. These networks provide support for policy positions and strategies to support disadvantaged job seekers and employers.

To illustrate, NESA's engagement on the Financial Action Plan Advisory Group (FIAP) has led to an enhanced understanding of the role of the sector and opportunities for members to connect to their champion employers who are committed to financial inclusion through employment of disadvantaged job seekers. Two place-based projects commenced this year and NESA will be coordinating provider engagement to ensure that local job seekers benefit from the opportunities generated through engagement of the local business and community sector in the initiative. Following is an example of the networks NESA liaised with on behalf of members.

- ▶ Mental Health Australia
- ▶ Good Shepherd Microfinance
- ▶ Community for Economic Development of Australia
- ▶ Financial Inclusion Action Plan Advisory Group
- ▶ Australian Institute of Health and Welfare
- ▶ Australian Chamber of Commerce and Industry
- ▶ Federation of Ethnic Communities Council of Australia
- ▶ TAFE Directors Australia
- ▶ The National Australian Apprenticeship Association
- ▶ Australian Council for Private Education and Training
- ▶ Australian Chamber of Commerce and Industry
- ▶ Business Council of Australia
- ▶ Australian Rehabilitation Providers Association
- ▶ NEIS Association
- ▶ University of Melbourne
- ▶ RMIT
- ▶ Brotherhood of St Laurence
- ▶ Australian Health Benefits of Good Work Signatory Steering Group
- ▶ National Disability Insurance Agency
- ▶ NDIS Local Area Coordinators
- ▶ Royal College of Physicians Strategic Advisory Group - Health Benefits of Good Work

SECTOR SUPPORT AND CAPACITY BUILDING

NESA continued to support members and advance the capacity of the sector. NESA provided policy and operational support to providers across all programs, and delivered regular communications and provider forums throughout the year.

- ▶ Conducted four Leadership Forums providing opportunities for leaders to gain information and interact with a wide range of speakers, including Ministers and departmental executives as well as caucus with colleagues on sector, programme and policy development
- ▶ Post-Budget CEO Symposium providing insight into the 2018 Budget announcements, trends and forecasts on the political landscape and policy and programme directions from the Departments of Jobs and Small Business and Social Services
- ▶ DES Forums
- ▶ Delivered the 2017 NESA Annual National Conference with presentations from Ministers and Senior departmental representatives, keynote speakers and workshop facilitators covering key operational and policy issues
- ▶ Delivered a comprehensive professional development programme for leaders, management and frontline staff including webinars, face to face training and coaching programs
- ▶ Launched the NESA Practitioner Toolkit
- ▶ Delivered Workforce Development and the Mental Health First Aid projects across remote Australia
- ▶ Delivered the 2017 National Remote School Attendance Strategy (RSAS) Conference
- ▶ Serious Incident Taskforce established resulting in Servicing Job Seekers with Challenging Behaviours Forums in conjunction with the Department of Jobs and Small Business and supported by the Department of Human Services. These forums highlighted the health and safety risks faced by frontline practitioners and are currently informing a roadmap to address this long-standing issue.
- ▶ NESA delivered an updated range of provider forums to consult with and support members, which included:
 - DES Taskforce
 - jobactive Taskforce
 - Community Development Programme SIG
 - Job Seeker Compliance and Mutual Obligation SIG
 - Performance Management SIG
 - IT Reference and Reporting Group
 - Indigenous Employment SIG
 - Complementary programme SIG
 - Workforce Development SIG
- ▶ Delivered the NESA Awards for Excellence celebrating achievements of the sector

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