

# NESA PRACTITIONERS CONFERENCE

Friday 10th June

#NESAPRACCONF22 / PROGRAMME

8:00 – 9:00	<b>Registration / Welcome Tea and Coffee</b>
9:00 – 9:15	<b>Welcome to Country</b>
9:15 – 9:30	<b>Welcome Address</b> MARK CARTER
9:30 – 9:45	<b>Opening Address</b> SALLY SINCLAIR, CEO NESA
9:45 – 10:30	<b>Key note address</b> MARK CARTER Culture is the energy and execution driving the logic, focus and direction of smart strategy. A focus on culture creates top talent, award winning capabilities, high performance, customer loyalty and competitive advantages. Setting the right culture at the start of Workforce Australia will be critical.
10:30 – 11:00	<b>Welcome to Workforce Australia</b> MS QUYEN TRAN, ASSISTANT SECRETARY, FUNDS AND PAYMENTS BRANCH Attendees will hear from senior representatives from the Department on the commencement of Workforce Australia on 1 July 2022.
11:00 – 11:20	<b>Morning Tea</b>

## CONCURRENT WORKSHOP SESSION #1

**SESSION #1**  
11:30 – 12:30

### WORKSHOP 1

#### **Workforce Australia Transition**

MS BELINDA CAPELLI, ASSISTANT SECRETARY, EMPLOYMENT SERVICES TRANSITION BRANCH

- Information for ceasing providers – key dates to make commitments and claims
- Information for continuing and new providers – access to caseload information, pre-diary and activities' creation, key dates for new job plans

### WORKSHOP 2

#### **Workforce Australia Services Provider Performance Framework and Licencing Arrangements**

MR LIAM SMYTH, DIRECTOR, ENHANCED SERVICES BRANCH

Join DESE's Liam Smith to talk about the new Performance Framework and Licencing arrangements being introduced under Workforce Australia.

### WORKSHOP 3

#### **Activation/PBAS in Workforce Australia Services**

MS QUYEN TRAN, ASSISTANT SECRETARY, FUNDS AND PAYMENTS BRANCH

MS SONYA MCCARTHY, DIRECTOR, ACCESS AND PARTICIPATION BRANCH

- Recap on the job plan, tailoring of the points target, placement in activities/tasks to earn points and communication products for providers
- Overview of the activation requirement for Workforce Australia Services participants, how participants can meet the activation requirement and the mandatory activity

### WORKSHOP 4

#### **Supporting Complex Participants: A Workshop on Integrating Participant Barriers & Goals**

SHARON MAMO, CEO, CREATING NEW PATHWAYS

- Understanding and interpreting complex barriers
- The impact of long-term unemployment to complex conditions
- The influence of trauma on personal and professional barriers
- Using goals to motivate change
- Implementing a trauma-Informed approach with clients
- Recognising and responding to the signs of trauma
- Building rapport with clients: Building safe, trusting and respectful relationships
- Applying active listening for better outcomes

12:30 – 1:15

Lunch

## CONCURRENT WORKSHOP SESSION #2

	WORKSHOP 1	WORKSHOP 2	WORKSHOP 3	WORKSHOP 4
<b>SESSION #2</b> 1:30 – 2:30	<p><b>Workforce Australia Services – Quality and Assurance Analytics</b></p> <p>MR SEAN MULLINS, DIRECTOR, QUALITY ASSURANCE AND RISK MANAGEMENT BRANCH</p> <p>A discussion on how the department will be using data analytics to monitor and better understand provider behaviour under Workforce Australia</p>	<p><b>Workforce Australia Services Provider Performance Framework and Licencing Arrangements</b></p> <p>MR LIAM SMYTH, DIRECTOR, ENHANCED SERVICES BRANCH</p> <p>Join DESE’s Liam Smith to talk about the new Performance Framework and Licencing arrangements being introduced under Workforce Australia.</p> <p><b>** REPEAT WORKSHOP</b></p>	<p><b>Tools of the Trade: ESS Web 2.0/Learning Centre</b></p> <p>MR HEATH KEIGHRAN &amp; MR DIMITAR DIMITROVSKI, DIGITAL SOLUTIONS DIVISION</p> <p><i>Please note – this session will be delivered remotely.</i></p> <p>ESS Web 2.0 will initially support Workforce Australia Services, Transition to Work, Employability Skills Training and Career Transition Assistance. Come and meet some of the senior DESE managers to look at some of the features of the new system and join the discussion about what the new system will look like in the future.</p>	<p><b>Workforce Australia: The Big Opportunity For Employer Engagement</b></p> <p>PAUL DIVINY, PROSPERT &amp; ASSOCIATE PROFESSOR JO INGOLD, DEAKIN UNIVERSITY</p> <ul style="list-style-type: none"> <li>• Workforce Australia places employers at the centre of its model</li> <li>• We present key takeaways from the evidence base on employer engagement internationally</li> <li>• We outline strategies providers can undertake to better engage employers in Workforce Australia &amp; the suite of employment &amp; skills programs</li> <li>• We suggest that there is a need for collaboration between providers to better service employers &amp; improve job outcomes</li> <li>• We conclude with recommendations for the sector on better employer engagement &amp; collaboration</li> </ul>

2:30 – 2:45

CHANGEOVER

## CONCURRENT WORKSHOP SESSION #3

	WORKSHOP 1	WORKSHOP 2	WORKSHOP 3	WORKSHOP 4
<p><b>SESSION #3</b> 2:45 – 3:45</p>	<p><b>Activation and the Points Based Activation System Workforce Australia Services</b></p> <p>MS QUYEN TRAN, ASSISTANT SECRETARY, ENHANCED SERVICES BRANCH</p> <p>Points Based Activation System (PBAS) represents a significant change to the way we manage mutual obligations. You've attended the webinars and learned the basics. Today's sessions gives you a great opportunity to test your understanding and get 'down into the detail'. The new approach provides participants with</p> <p>This session will provide information on these areas and allow providers to share strategies.</p>	<p><b>Workforce Australia - Transition to Work</b></p> <p>MS SAMANTHA ROBERTSON, ASSISTANT SECRETARY, EMPLOYMENT SERVICES BRANCH</p> <p>MS RUTH HUNT, DIRECTOR, EMPLOYMENT SERVICES BRANCH</p> <p>Transition to Work (TTW) will transition to become the key youth specialist service under Workforce Australia</p> <p>This session will allow TTW providers to engage with the Department on transition and delivery issues and opportunities.</p>	<p><b>The Digital Governance of Welfare to Work: Findings from the Interim Report</b></p> <p>DR SARAH BALL, UNIVERSITY OF MELBOURNE</p> <p>DR PHUC NGUYEN, LA TROBE UNIVERSITY</p> <p>This session will share initial findings from the first stage of research into Workforce Australia and the impact digital governance will have on welfare to work.</p>	<p><b>Working with the States</b></p> <p>JESSICA ZIERSCH, DIRECTOR – EMPLOYMENT SERVICES DEPARTMENT OF JOBS, PRECINCTS, SECURE WORK AND INCLUSION</p> <p>The Victorian State Government is actively investing in employment related supports for the community. These supports work alongside Commonwealth programs.</p> <p>This session will allow providers the chance to hear about the Victorian Government's support, how it works and how local services can best connect with them.</p>

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3:45 – 4:00	Afternoon Tea
4:00 – 4:45	<b>Closing Plenary</b> MARK CARTER  <b>Optimising potential</b>
4:45 – 5:00	Wrap Up