

Tuesday 4th October	PRE-CONFERENCE
5:30 – 8:30 GARDEN COURT RESTAURANT	Welcome Reception
Wednesday 5th October	NESA NATIONAL CONFERENCE 2022 – DAY 1
8.00 – 9.00	Registration and Trade Exhibitions Open
9.00 – 9.15 WENTWORTH BALLROOM	Welcome to Country
9.15 – 9.30 WENTWORTH BALLROOM	Introducing Our MC – Mark Carter
9.30 – 9.50 WENTWORTH BALLROOM	Opening Address SALLY SINCLAIR, CEO NESA
9.50 – 10:00 WENTWORTH BALLROOM	Address – The Hon. Tony Burke MP, Minister for Employment and Workplace Relations
10:00 – 10:15 WENTWORTH BALLROOM	Capturing that moment - Celebrating - NESA's 25th Birthday!
10:15 – 11:15 WENTWORTH BALLROOM	Professor Rocky Scopelliti
11:15 – 12:00	Morning Tea

CONCURRENT BREAKOUT SESSION #1

	Brisbane Room	Melbourne Room	Perth Room	Sydney Room
<p>SESSION ONE 12.00 – 1.00</p> <p>PLEASE CHOOSE ONE STREAM</p>	<p>Mentoring for Success – Walking alongside young people to build resilience, strength and positive futures</p> <p>Inspiring Brighter Futures is a non-profit organisation offering wellbeing mentoring programs to disadvantaged people. IBF's practice is to arm people with practical skills which enables them to create better lives for themselves, their families, and their communities with success rates as high as 100% of people moving into work.</p> <p>During this session John Godwin will talk about the key elements of their program and supports and, how they work to build individuals' capacity to engage.</p> <p>Join:</p> <p>John Godwin, Founder and CEO, Inspiring Brighter Futures</p> <p>FACILITATOR: Miro Lojanica, National Employment Services Association</p>	<p>Get Results with Behavioural Nudging</p> <p>Three months into the new contract you will be starting to embed your service delivery model, analyse if, in the initial stages, it is working, and make changes where needed to have the most impact on your customers. Are you curious about how you can elegantly influence your customers to WANT to engage in your services? Have you considered implementing behavioural nudging in your service delivery? In this session behaviour change expert Maria Smith will explore 4 key behavioural nudges that were used in the successful trial with DEWR in 2019, and how you can use these within your service delivery model with your customers, and even in your employee engagement strategy.</p> <p>Join:</p> <p>Maria Smith, CEO Bounce</p> <p>FACILITATOR: Alicia Weiderman, National Employment Services Association</p>	<p>Quality Assurance in Workforce Australia</p> <p>Join Heather Thomas from the Department of Employment and Workplace Relations as we look at the Quality Assurance Framework. This is a great opportunity to meet with the experts to validate your understanding of the Quality Principles and Standards and the role of both provider and the Department in ensuring we deliver services of the highest quality. Drawing on experience in auditing Providers and managing the Certification process, the Heather will share insights into the process, requirements, and collaboration for better outcomes.</p> <p>Join:</p> <p>Heather Thomas, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Marg Lourey, National Employment Services Association</p>	<p>The NEW IT System: Workforce Australia Online for Providers</p> <p>A great opportunity to come together and talk about the new IT System – Workforce Australia Online for Providers (WAOP). Heath Keighran from the Department's Digital Solutions team joins us for a look at the first three months. What do you see as the most important issues? What would you like to see in future development?</p> <p>Make sure you set aside some time to visit Heath and the WAOP team at the drop-in booth for some 'live' WAOP action!</p> <p>Join:</p> <p>Heath Keighran, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Damien Opolski, National Employment Services Association</p>
<p>1.00 – 2.00</p>	<p>Lunch</p>			

CONCURRENT BREAKOUT SESSION #2

	Brisbane Room	Melbourne Room	Perth Room	Sydney Room
<p>SESSION TWO 2.00 – 3.00</p> <p>PLEASE CHOOSE ONE STREAM</p>	<p>Optimise Your Team Performance: Build a Great Culture!</p> <p>Whether you've got new teams coming together or still waiting on decisions around program design and contracts, now is the perfect time to set your teams up for success.</p> <p>Culture is at the heart of how well a team performs – and staff perform well because they are passionate about their work, the people they work for and what their workplace represents. Truth of the matter is poor culture = poor results. Inspiring culture = inspirational results.</p> <p>In this interactive and practical session discover:</p> <ul style="list-style-type: none"> A simple 3 step process for culture optimisation 5 essential strategies all leaders need to implement with their teams to build strong cultures How an Employment Services team improved performance by 45% in just 30 days by using this simple 5-minute daily routine <p>Join:</p> <p>Mike Symonds, Interactive Events</p> <p>FACILITATOR: Miro Lojanica, National Employment Services Association</p>	<p>Collaborating to meet the demands of the Workforce Needs and Skills Shortages of the Aged Care Workforce</p> <p>Hear how collaboration is working in creating employment pathways into the Aged Care Sector. By using a technical solution to enhance a human experience, this successful collaboration has created new ways for people to enter a career within the Aged Care sector. Speakers will also tell you how you too can utilise these pathways for your job seekers to be placed within sustainable careers in the highest growth industry in Australia.</p> <p>Join:</p> <p>Christopher Dale, General Manager, MEGT</p> <p>Loryn Feeney, CEO of PowerHouse Aged Care Workforce</p> <p>Jodi Schmidt, CEO of the Human Services Skills Organisation</p> <p>FACILITATOR: Marg Laurey, National Employment Services Association</p>	<p>ParentsNext</p> <p>A great opportunity for to meet with ParentsNext practitioners from around the country. DEWR's Samantha Robertson, Assistant Secretary of the Employment Services Programs and Karen Reedy, Director of ParentsNext will join us for a look at what's happening in the field. The session will reflect on the challenges of the past year following changes to streamline the program and will also look at the evidence available to show that the changes have had a positive impact. Importantly, with less than 2 years remaining on existing contracts, Samantha and Karen will discuss how providers can inform the future.</p> <p>Join:</p> <p>Samantha Robertson, Department of Employment and Workplace Relations</p> <p>Karen Reedy, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Damien Opolski, National Employment Services Association</p>	<p>LIVE FROM THE NESA CONFERENCE – BUDGE Podcast: how to fudge being human with Dr Darren Coppin and Paul Miles</p> <p>Join Dr Darren Coppin, behavioural scientist, researcher and writer, and Paul Miles, Managing Director of The BUSY Group in a live recording of their podcast Budge. Budge considers how behavioural economics and human biases can be hacked to benefit all areas of work and life.</p> <p>In an interactivess session Darren and Paul (and special guest!) take on the topic New Contracts, New Reforms - Same Old Practice? How can we genuinely innovate to deliver better outcomes for our sector?</p> <p>Join:</p> <p>Dr Darren Coppin, Chief Behavioural Scientist, azurum <i>(remote)</i></p> <p>Paul Miles, Managing Director, The BUSY Group</p> <p>FACILITATOR: Alicia Weiderman, National Employment Services Association</p>

3.00 – 3.45	Afternoon Tea
3.45 – 4.45 WENTWORTH BALLROOM	20 Centuries Plus of Leadership and Tools for Modern Day Leaders Mark Carter We will take an exploratory journey of a word that has existed in action since the earliest of civilisations: leadership!
4.45 – 5.00 WENTWORTH BALLROOM	Wrap Up
7.30	NESA Gala Awards Dinner

Thanks and Appreciation to our Awards for Excellence Sponsors



02 DAY

Thursday 6th October	NESA NATIONAL CONFERENCE 2022 – DAY 2
9.00 – 9.15 WENTWORTH BALLROOM	Welcome and reflections Mark Carter
9.15 – 10.00 WENTWORTH BALLROOM	The Careless State – Reforming Australia’s Social Services In Conversation - Mark Considine
10.00 – 10.30 WENTWORTH BALLROOM	Key Note Address –The Hon. Linda Burney MP, Minister for Indigenous Australians
10.30 – 11.15	Morning Tea

CONCURRENT BREAKOUT SESSION #1

SESSION ONE
11.15 – 12.15

PLEASE CHOOSE ONE
STREAM

Brisbane Room

Using co-design to create local pathways for young people into meaningful work and build a workforce for employers.

The process of 'co-design' is becoming more embedded across social services as a mechanism for ensuring the supports offered, meet the needs of stakeholders. But understating and approaches on how to do it vary across cohorts and practice.

In this workshop the Brotherhood of St Laurence's National Youth Employment Body (NYEB) team will provide an overview of their evidence-based practice approach to place-based collaboration and partnership building, showcasing a model for building the capabilities of both young people and employers to co-design and lead training pathways and initiatives

The workshop will also focus on a case study about what works in developing and driving youth-led local approaches to training, career education and transitions to employment.

Join:
Elle McLachlan, BSL
Marianna de Liseo, BSL
Youth Advisors - Wes Ambler & Reannen Brooker

FACILITATOR:
Marg Lourey, National Employment Services Association

Melbourne Room

Employer Engagement

Engaging employers is crucial to effective employment services delivery. Measuring employer services quality is a novel and important dimension of the new Workforce Australia contract.

This session will review international approaches on measuring employer satisfaction and will examine the role of employer engagement in employer satisfaction. Audience feedback will be sought on alternative approaches and a balanced critique on current DEWR plans will be provided.

Join:
Associate Professor Jo Ingold FIEP, FRSA
Human Resource Management at Deakin
Business School

Paul Diviny, CEO Prospert

FACILITATOR:
Miro Lojanica, National Employment Services Association

Perth Room

Self-Employment Services

Self-Employment Services have seen significant change under Workforce Australia. Self-Employment Services help people to establish and operate a small business to create jobs, grow the economy and improve labour market outcomes. Self-employment is an alternative to traditional employment, particular in areas with a weak labour market, high unemployment or for participants who may face additional barriers to joining the workforce.

Join:

Murray Newman, Department of Employment and
Workplace Relations

FACILITATOR:
Damien Opolski, National Employment Services Association

Sydney Room

Delivering Disability Employment Services

One in five Australians, or around 4.4 million people, live with disability, with people with disability of working age twice as likely to be unemployed as those without disability. The Australian Government is committed to ensuring more people with disability are given the opportunity and supports to participate in our economy.

In this session, the Department of Social Services (DSS) will talk about what they are seeing in the program, and the areas for continued improvement. The session will enable the sharing of feedback from own practices, will discuss key questions and issues impacting current service delivery, and will look at solutions to deliver stronger outcomes for people living with disability.

Join:
Ryan Bulman, Group Manager
Disability Employment and Carers Group

FACILITATOR:
Alicia Weiderman, National Employment Services Association

CONCURRENT BREAKOUT SESSION #2

	Brisbane Room	Melbourne Room	Perth Room	Sydney Room
<p>SESSION TWO 12.15 – 1.15</p> <p>PLEASE CHOOSE ONE STREAM</p>	<p>Improving employment outcomes through intersectionality and culturally responsive practice</p> <p>The diversity of our communities and caseloads demands that as service providers we consider our approaches to engagement. Join a practical session with the Social Policy Group to look at how to embed a cultural and intersectional lens to your service delivery.</p> <p>Join:</p> <p>Monica Rivas – Social Policy Group</p> <p>FACILITATOR: Miro Lojanica, National Employment Services Association</p>	<p>Clean Energy Careers</p> <p>A skilled workforce is a crucial component to Australia’s energy transformation.</p> <p>A strong clean energy sector must be founded on a dynamic and skilled workforce, supported by a focus on job safety, quality, and sustainability for Australians and Australian communities.</p> <p>Hear from the Clean Energy Council on the current and growing needs of this sector,</p> <p>Join:</p> <p>Dr Anita Talberg, Director – Workforce Development, Clean Energy Council <i>(remote)</i></p> <p>FACILITATOR: Alicia Weiderman, National Employment Services Association</p>	<p>Transition to Work (TTW)</p> <p>Transition to Work has undergone some significant changes in becoming the youth-specialist service for Workforce Australia. Ruth Hunt, the Departments’ Director of Transition to Work, will be looking at the first three months of delivery, some current events, and what’s coming. We look forward to seeing as many TTW practitioners as possible at our workshop.</p> <p>Join:</p> <p>Ruth Hunt, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Marg Laurey, National Employment Services Association</p>	<p>Mutual Obligation and Points Based Activation System (PBAS)</p> <p>Given PBAS is one of the most significant changes in 25 years of employment services it was no surprise that this was a much sought-after workshop at the NESA Practitioners Conference in June. As we now have three months of ‘real world’ experience, this is a great opportunity to meet with DEWR’s Sonya McCarthy for a discussion on the first three months of PBAS.</p> <p>Sonya McCarthy, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Damien Opolski, National Employment Services Association</p>
1.15 – 2.15	Lunch			

CONCURRENT BREAKOUT SESSION #3

	Brisbane Room	Melbourne Room	Perth Room	Sydney Room
<p>SESSION THREE 2:15 – 3:15</p> <p>PLEASE CHOOSE ONE STREAM</p>	<p>Why do migrants struggle to find decent work and what can we do to help?</p> <p>Migrants and refugees are often identified as facing particular vulnerabilities in relation to employment, however these barriers have not been well understood across stakeholders and the focus of intervention is often on the migrant rather than engaging with employers to address bias. In this session, participants will gain an understanding of the core barriers faced by migrants and be presented with strategies to address these barriers in the context of employment services. Participants will also hear how HOST has been engaging industry groups and employers to strengthen access to decent and meaningful work.</p> <p>Join:</p> <p>David Keegan, CEO Host International</p> <p>FACILITATOR: Marg Lourey, National Employment Services Association</p>	<p>Directions in Remote Employment Services – National Indigenous Australians Agency</p> <p>The Australian Government has committed to replacing the Community Development Program (CDP) with a new remote employment program with real jobs, proper wages and decent conditions – developed in partnership with First Nations people. A new program will seek to give communities more control to determine local projects and increase economic opportunities and jobs in remote areas. Come and hear about this approach, where it is at, and how you can contribute.</p> <p>Join:</p> <p>Ben O’Sullivan, Senior Advisor, National Indigenous Australians Agency</p> <p>FACILITATOR: Alicia Weiderman, National Employment Services Association</p>	<p>Workforce Australia Performance Framework – Q&A with DEWR</p> <p>Come and join NESA’s Annette Gill and Liam Smyth from the Department of Employment and Workplace Relations in a Q & A style forum to talk about the Workforce Australia 5 modules of the Provider Performance Framework:</p> <ul style="list-style-type: none"> • Sustained Employment • Progress to Employment • Quality of Service to Participants • Quality of Service to Employers • Licensing Standards <p>Join:</p> <p>Liam Smyth, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Miro Lojanica, National Employment Services Association</p>	<p>Employability Skills Training (EST), Career Transition Assistance (CTA) and Work for the Dole (WfD)</p> <p>Delivering activities that improve the confidence and employment prospects of Participants is a key component of Workforce Australia. Join Belinda to discuss the hot topics and key program changes for some of the main activities – Work for the Dole, Career Transition Assistance and Employability Skills Training. This workshop also will give you the chance to share your feedback and ask any questions about these programs following the first 3 months of delivery.</p> <p>Join:</p> <p>Belinda Catelli, Department of Employment and Workplace Relations</p> <p>FACILITATOR: Damien Opolski, National Employment Services Association</p>
3:15 – 3:45	Afternoon Tea			
3:45 - 4:20 WENTWORTH BALLROOM	Stepping Forward with Damien Thomlinson			
4.20 – 4.30	Close			

