

#NESACEOFORUM23

#NESAPRACCONF23



## CEO FORUM & PRACTITIONERS CONFERENCE

PULLMAN MELBOURNE, ALBERT PARK  
4 — 5 APRIL 2023

Policy,  
Programs  
& Practice

# Excellence

in Employment Services

## Programme

#weR4jobs

*weR4everyone*

nesa



# NESA PRACTITIONERS CONFERENCE

## WEDNESDAY 5 APRIL 2023

8:00 – 9:00	REGISTRATION / WELCOME TEA AND COFFEE
9:00 – 9:15	WELCOME TO COUNTRY
9:15 – 9:30	INTRODUCING OUR MC – MARK CARTER
9:30 – 9:45	OPENING ADDRESS SALLY SINCLAIR, CEO NESA
9:45 – 10:30	WORKFORCE AUSTRALIA UPDATE: DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS MELISSA RYAN, FIRST ASSISTANT SECRETARY, WORKFORCE AUSTRALIA FOR INDIVIDUALS
10:30 – 11:00	TACKLING THE TECH SKILLS SHORTAGE, HOW TO GET TO 1.2 MILL BY 2030 MARK CARTER JARYD WALLIS, VICE PRESIDENT OF TECH TALENT SERVICES, AKKODIS GEMMA MARSHALL, HEAD OF TECH TALENT PROGRAMS, AKKODIS
11:00 – 11:30	MORNING TEA
11:30 – 12:30	CONCURRENT WORKSHOP SESSION #1
<b>WORKSHOP 1</b> <b>Quality and Assurance Analytics</b>	<p>JODIE CHAMBERLAIN, ASSISTANT SECRETARY, QUALITY ASSURANCE AND RISK MANAGEMENT, DEWR</p> <p>Quality assurance and analytics work hand in hand with risk monitoring to identify 'aberrant behaviour'. This may be as a result of intentional or unintentional behaviour - from poor administrative practices or misunderstanding processes, through to sharp practice or fraud. We look at data, documentary evidence, assurance results and performance to identify questions that we need to get answers to. We can then work with providers to seek clarity on why these behaviours are occurring.</p> <p>In today's workshop we'll look at some of the focus areas of the branch, how we can collaborate and consider some future areas of interest.</p> <p><b>ROOM: STATE 3</b></p>
<b>WORKSHOP 2</b> <b>PBAS - Where Are We Now?</b>	<p>SONYA MCCARTHY, AG. ASSISTANT SECRETARY, ACCESS AND PARTICIPATION, DEWR</p> <p>In today's workshop we'll look at what has been working well and what could be working better with the Points Based Activation System (PBAS), with a focus on how the PBAS has been progressing since we last met at NESA National Conference in October 2022, and our PBAS webinar in December.</p> <p><b>ROOM: STATE 2</b></p>
<b>WORKSHOP 3</b> <b>Parents Next</b>	<p>SAMANTHA ROBERTSON, ASSISTANT SECRETARY, EMPLOYMENT SERVICES PROGRAMS, DEWR</p> <p>REBECCA-LEE MCDUGALL, ASSISTANT DIRECTOR, PARENTS NEXT, DEWR</p> <p>An important opportunity for all Parents Next practitioners. The release of the Select Committee's Interim Report into Parents Next has potential implications both for the short term and beyond.</p> <p><b>ROOM: STATE 1</b></p>
<b>WORKSHOP 4</b> <b>Staying Secure in a Digital World: Exploring the Impact, Threats and Responses to Cyber Security.</b>	<p>TIM LANE</p> <p>CISO TURSA/CO-CHAIR NESA CYBERSECURITY SIG</p> <p>In today's increasingly interconnected world, Cyber Security is more important than ever before. Cyber Security threats pose a growing and prolific risk, impacting individuals, organisations, government and society at large. This presentation will explore why Cyber security has become such a significant issue, provide high level (and very interesting) insights into current and emerging threat actor trends, and recommend how both individually and collectively, we can think and act to help better defend our digital ecosystems. This presentation will also include a brief update on the newly formed NESA Cyber Security Special Interest Group (CSIG).</p> <p><b>ROOM: PARK</b></p>





<b>12:30 – 1:30</b>	<b>LUNCH</b>
<b>1:30 – 2:30</b>	<b>CONCURRENT WORKSHOP SESSION #2</b>
<b>WORKSHOP 1</b> <b>Provider Performance – Workforce Australia Services</b>	<p>ANNA RITSON, DIRECTOR, DEWR</p> <p>Sustained employment... quality of services, progress to employment... licencing standards... service delivery assessments... confidence intervals. All part of measuring performance in Workforce Australia. Join DEWR's Anna Ritson for a look at the latest data and for the opportunity to fine tune your understanding of the KPI's and measures.</p> <p><b>ROOM: STATE 3</b></p>
<b>WORKSHOP 2</b> <b>Activation and Work for the Dole</b>	<p>BELINDA CATELLI , ASSISTANT SECRETARY, ACTIVITIES AND EXPERIENCE, DEWR</p> <p>ANNA HEMMINGS, DEWR</p> <p>In this session we'll look at the latest data around the activation requirement and mandatory activities. We'll also look at Work for the Dole in Workforce Australia, including the flexibilities available when setting requirements, and some of the resources that are available to support Providers. We'll look at Work for the Dole Projects funding, the acquittal process, and talk about some of the issues that have been identified since the beginning of Workforce Australia.</p> <p><b>ROOM: STATE 2</b></p>
<b>WORKSHOP 3</b> <b>Supporting Participant With Complex Needs- Navigating Interventions &amp; Motivation For Participants With High Needs In Employment Services</b>	<p>SHARON MAMO, CEO &amp; FOUNDER, CREATING NEW PATHWAYS</p> <p>MONTANA NICOLOUTSOPOULOS, PROGRAM LEAD, CREATING NEW PATHWAYS</p> <p>Participants in Employment Services are presenting with more complex needs and an increased risk to both themselves, the community, and our service. Our frontline staff require increased knowledge &amp; skill in order to effectively service this cohort and navigate complicated employment plans.</p> <p>Anxiety and depression were once the most prevalent presentations in our services - we are now seeing more serious disorders such as OCD and Psychosis. Our talent, risk management and support services are often stretched as participants that previously presented with addictions to cannabis and alcohol now present with more serious and life-threatening substance use disorders, leading to increased unemployment, weak human resources, weak brain power, unhealthy society and increasing crime. An increase in combined biopsychosocial barriers impact the person's ability to achieve economic participation and make it difficult for ES providers to achieve outcomes. This workshop will provide an introduction to Complex Needs. It provides a specific focus on interventions and will discuss the importance of working in a trauma informed way with practical solutions to engage, motivate and support participants.</p> <p><b>ROOM: STATE 1</b></p>
<b>WORKSHOP 4</b> <b>Launch of the first ever book on Employer Engagement in Employment Services, AND DEWR Workforce Solutions Update</b>	<p>ASSOCIATE PROFESSOR JO INGOLD</p> <p>STUART WATSON, ASSISTANT SECRETARY, WORKFORCE SOLUTIONS, DEWR</p> <p>Associate Professor Jo Ingold (Deakin Business School) will talk about her new book Employer Engagement: Making active labour market policies, which promises to be "an essential resource for anyone involved in active labour market policies" (Ian Greer, Cornell University, US). Aimed at researchers, policymakers and practitioners, the book includes case studies providing unique insights for practice. Join this session and take a deep dive into its contents. There will be Q&amp;A and discussion and of course a chance to purchase the book at a reduced price.</p> <p>DEWR's Stuart Watson will update us on some of the Department's demand-led program interventions:</p> <ul style="list-style-type: none"><li>• Self-Employment Assistance</li><li>• Launch Into Work</li><li>• Workforce Specialists</li></ul> <p><b>ROOM: PARK</b></p>



# #NESAPRACCONF23 / PROGRAMME

2:30 – 2:45	CHANGEOVER
2:45 – 3:45	CONCURRENT WORKSHOP SESSION #3
<b>WORKSHOP 1</b> <b>Disability Employment Services</b>	<p>TANYA GEORGE, AG. BRANCH MANAGER, DES GRANTS, DSS SIMON LEE, DIRECTOR, DES PERFORMANCE, DSS</p> <p>Join us for a look at Disability Employment Services in 2023. We'll look at the latest program statistics and trends.</p> <p>Most importantly, it's a great opportunity for you to share your experiences in delivering the program.</p> <p><b>ROOM: STATE 3</b></p>
<b>WORKSHOP 2</b> <b>Workforce Australia - Transition to Work</b>	<p>SAMANTHA ROBERTSON, ASSISTANT SECRETARY, EMPLOYMENT SERVICES PROGRAMS, DEWR RUTH HUNT, DIRECTOR, TRANSITION TO WORK, DEWR</p> <p>This is a great opportunity for practitioners to share experiences with, and get the very latest from Samantha and Ruth - DEWR's Transition to Work program managers.</p> <p>We'll have a look at how the key youth specialist service under Workforce Australia is tracking; a great chance to chat about everything from referrals to performance.</p> <p><b>ROOM: STATE 2</b></p>
<b>WORKSHOP 3</b> <b>Employability Skills Training (EST) And Career Transition Assistance (CTA)</b>	<p>BELINDA CATELLI, ASSISTANT SECRETARY, ACTIVITIES AND EXPERIENCE, DEWR PETA CHAPMAN, DIRECTOR, EMPLOYABILITY SKILLS PROGRAM, DEWR</p> <p>Come and meet DEWR's EST and CTA program managers Belinda and Peta for an update and discussion on these important complementary programs. An invaluable workshop for those delivering the programs, or for those whose participants can benefit from the programs.</p> <p><b>ROOM: STATE 1</b></p>
<b>WORKSHOP 4</b> <b>Discrimination – When the Law Meets Reality</b>	<p>PAUL MAGUIRE, DIRECTOR, MAGUIRE CONSULTING AND MAGUIRE LEGAL</p> <p>There are at least 13 federal, state and territory anti-discrimination laws covering multiple personal attributes, circumstances and characteristics aimed at preventing discrimination in the decision to offer employment.</p> <p>One of the toughest tasks of the employment consultant's job is getting that balance between giving job seekers every opportunity and a duty of care to employers. In this session, we discuss two of the more difficult anti-discrimination issues in placing a job seeker: the relevance of a criminal record, and whether personal image can be characterised as a protected attribute under anti-discrimination law.</p> <p><b>ROOM: PARK</b></p>
3:45 – 4:15	AFTERNOON TEA
4:15 – 4:45	<b>Plenary</b> RESILIENCE AND WELLBEING WITH RAIMOND VOLPE
4:45 – 5:00	<b>Wrap up</b> MARK CARTER



# CHECK OUT SOME DATA INSIGHTS WITH SEAN FROM DEWR

## WHY NOT SET ASIDE SOME TIME TO GET SOME ASSURANCE INSIGHTS BY MEETING WITH SEAN GUMLEY???

Sean works as a Data Analyst in the Quality Assurance and Risk Management Branch.

Sean has brought along some interactive reports so you can see how your organisation is performing in relation to risk monitoring done by the Department. You can find Sean in our Exhibitors Centre in the Lake Room.

## A SPECIAL PD ANNOUNCEMENT... FACE TO FACE WORKSHOPS ARE BACK!!!

### WORKFORCE AUSTRALIA SERVICES – POLICY AND PRACTICE WORKSHOP

Join NESA's Senior Policy Advisor, Damien Opolski, for a highly engaging, highly interactive, and often challenging two days as we look at Workforce Australia Services – Policy and Practice. At this two-day, face to face workshop:

- We'll explore the detail of the policy settings – from eligibility to exits and everything in between.
- Most importantly, we'll look at the skills and knowledge we need to deliver the very best services!
- Along the way we'll 'meet' some very interesting participants and employers!

For Enquiries please contact Sue at [pd@nesa.com.au](mailto:pd@nesa.com.au)

### WHAT THEY'VE SAID:

*"Lively discussions"... "great day"...  
fascinating discussion"...  
"everyone should attend!"*

*"Trainer was, as always, brilliant"...  
"insightful and engaging"...  
"thoroughly enjoyed the day."*

*"Damien was a really great  
presenter and has a wealth of  
knowledge and experience."*



WITH  
DAMIEN  
OPOLSKI



# THANK YOU TO OUR EVENT SPONSORS & EXHIBITORS



## AWARE SUPER - MAJOR SPONSOR | EXHIBITOR

Aware Super is a proud NESA partner. As one of Australia's largest industry funds, with over \$154b in funds under management and more than 1.1 million members as at February 2023, they are committed to acting in their members' best interests. As well as helping members achieve their retirement goals, Aware supports their employer partners to understand and meet their super obligations.

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



## ALFFIE - EXHIBITOR

To help a participant achieve success, it's critical to place them into the right course. This is why alffie (RTO Code: 41206) empowers individuals by enabling them to tailor programs to best meet participant needs. Alffie's training programs provide participants with the skills, knowledge and practical experience they need to gain and sustain employment. Select from our range of full courses, accredited skill sets, employability skills modules and skills in demand employment training programs which meet activity requirements for Workforce Australia, Disability Employment Services (DES), Transition to Work Program (TTW), ParentsNext participants and many more. Plus, benefit from our custom-built dashboards, app, labour market tools, jobs board and post-placement support.

[www.alfie.com](http://www.alfie.com)



## ASURIA - EXHIBITOR

The Asuria culture drives a sense of innovation, excitement and passion in all programs and services we deliver. Our ability and desire to consistently innovate is demonstrated through our adaptation of the latest thinking in cognitive science and behavioural economics to ensure we focus on every citizen's strengths. We also license best-in-breed technology to ensure we deliver all our programs as efficiently and as effectively as possible. You will always see a new approach to delivering human services. An approach that is focused on innovation and a growth mindset while being empathetic to the citizens you want to serve. Asuria is a people business that beats to an Enterprising Heart.

[www.asuria.com.au/self-employment](http://www.asuria.com.au/self-employment)



## AUSTRALIAN EMPLOYMENT & TRAINING SOLUTIONS - EXHIBITOR

AETS (TOID 21912) are a leading employment support and training services company helping people to transform their lives and businesses through work and training. We help people move into work by enabling them to gain the skills they need to make them employable, providing them with real work experience or helping them onto a traineeship or apprenticeship. We do this through our work as a Workforce Australia provider on behalf of the Australian Government and as a registered training organisation with the Australian Skills Quality Authority, delivering training and qualifications to equip people with the right skills for a successful career. [www.aets.edu.au/](http://www.aets.edu.au/)



## BRIDGE - EXHIBITOR

Bridge is the easiest, smartest and most compliant CRM for Employment Services. More integration with ESSWeb, time-slashing features that support contractual compliance and innovative new updates to support Employment Consultants as they engage increasingly more complex caseloads. Bridge is fully accredited, fully secure and fully hosted on sovereign servers. [www.bridge.website/](http://www.bridge.website/)



## CV CHECK - EXHIBITOR

CVCheck is a NESA Partner and leading provider of background checks and employment screening services in Australia and New Zealand, conducting over 1 million cumulative credential checks every year for individuals, small businesses, government departments and enterprise organisations. Explore CVCheck's range of pre-employment checks for individuals looking to be job-ready and employers who need fast and accurate pre-hiring checks at [www.cvcheck.com/employment-services](http://www.cvcheck.com/employment-services)



## EMPLOYMENT SERVICES INSTITUTE (ESI) - EXHIBITOR

The ESI is a professional body dedicated to advancing practitioners' career and professional standing as well as building recognition of the professionalism of the employment services sector, more broadly. The Employment Services Institute (ESI) is a division of the National Employment Services Association (NESA), the peak body for the Australian employment services sector.

Email Miro for enquiries: [esi@nesa.com.au](mailto:esi@nesa.com.au)

[www.nesa.com.au/employment-services-institute-esi/](http://www.nesa.com.au/employment-services-institute-esi/)



## GALLAGHER INSURANCE BROKERS - EXHIBITOR

Gallagher (Known as AJG) are the appointed insurance broker to NESA and as a member, you can benefit from a wide range of insurance products. Gallagher along with NESA have developed tailor made insurance solutions to suit your needs and a major benefit is that we have worked alongside other Employment Service Companies to create specific products.

Email Jodi: [jodi.sharman@ajg.com.au](mailto:jodi.sharman@ajg.com.au)



## GEOGRAPHIC SOLUTIONS - EXHIBITOR

Geographic Solutions is the leading provider of integrated software for government agencies and educational institutions for over 31 years. The company's online employment solutions facilitate advanced case management and reporting, job aggregation, labor exchange, labor market analysis, economic and educational planning, human services integration, fund tracking, and unemployment insurance benefits.

[www.geographicsolutions.com/](http://www.geographicsolutions.com/)



## MAXXIA - EXHIBITOR

At Maxxia we're on a mission to enhance the impact of employee benefits for Australian organisations. Using proven methods to find the performance gaps in your program, Maxxia helps your organisation deliver more value to your people, through competitive and measurable employee benefits programs. Our goal is to ensure that you are measuring up to the best-in-class programs available.

Email: [peter.robertson@maxxia.com.au](mailto:peter.robertson@maxxia.com.au)



## NESA - EXHIBITOR

NESA As the national peak body for the employment services sector, NESA is continually evaluating how we can enhance our support to members. We invite you to visit the NESA booth and share your suggestions with our team. Our booth will be highlighting NESA's membership benefits and services, Employment Services Institute (ESI), NESA Consulting and NESA Professional Development. 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.

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



## WE MAKE A DIFFERENCE - EXHIBITOR

We Make a Difference is a SaaS (Software as a Service) provider. We provide two solutions for Employment Service Providers.

1. eCard Portal: website, mobile app and admin dashboard to manage eCard purchases, distribution, reporting and compliance across DES, WFA, TTW and ParentsNext.
2. Employee Benefits Program: staff save thousands accessing 300+ discounted eCards and 500+ Cashback retailers. eCards include:

- Fuel: Ampol, Woolworths, BP
- Telco: Telstra, Optus, Vodafone
- Grocery: Woolworths, Coles (Aldi, IGA coming soon)
- Services: Origin Energy, Linkt, Opal
- Electronics: Harvey Norman, JB Hi Fi, The Good Guys
- Hardware: Bunnings, Total Tools (Mitre10, Home Hardware coming soon)
- General: BigW, Kmart, Target, Myer, Rebel

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