



# FRONTLINE EMPLOYMENT SERVICES CONFERENCE

7-8 MAY 2025 | THE LANGHAM SYDNEY

# LEADING FROM THE FRONT

## DRIVING SECTOR SUCCESS



# CONFERENCE PROGRAM

## DAY 1: WEDNESDAY 7TH MAY 2025

**11.30 - 12.15PM**      Networking lunch and Registration

**12.15 -12.30PM**      Acknowledgment of Country  
Welcome by NESAs CEO Kathryn Mandla

**12.30-1.30PM**      **Opening Session: Dr Darren Coppin, CEO and Chief Behavioural Scientist, Azurum, and James Weait, CEO Populi Solutions**  
**Understanding job seekers and employers and why they behave the way they do**

Learning how to better support job seekers, and employers achieve success and sustainable employment outcomes

**1.30 - 2.30PM**

### **WORKSHOP 1**

#### **Trauma informed practice**

(Emily Roy & Christine Shewry, Joblink Plus)  
Interactive workshop to deepen your understanding of trauma informed practice and be equipped with practical techniques to support participants who have experienced or are experiencing trauma.

### **WORKSHOP 2**

#### **Helping Employers support clients**

(Paul Diviny, Prosperit)  
The session will delve into practical strategies for frontline professionals to collaborate with employers, focusing on dismantling barriers that job seekers frequently encounter.

### **WORKSHOP 3**

#### **Building ability**

(Daniel Gavin, GenU)  
How to support and build the ability of clients with disability.

**2.30 - 3.00PM**      Afternoon Tea

**3.00 - 4.00PM**

### **WORKSHOP 1**

#### **Supporting and servicing people with challenging behaviour**

(James Weait, Populi Solutions)  
Learn strategies and techniques to maximise engagement, and create a safe working environment for you, colleagues and other clients.

### **WORKSHOP 2**

#### **Best practice in customer service**

(Kim Honor, Customer Services Institute of Australia.)  
Learn from best practice customer service approaches to boost engagement with job seekers, and employers.

### **WORKSHOP 3**

#### **Employing people with Disability**

(Emily Matthews, Australian Disability Network)  
Insights on helping employers break down barriers.

**4.00 - 5.00PM**

### **WORKSHOP 1**

#### **Taking care of yourself**

(Dr Sophie Reid, and Jace Cannon Brookes, Birchtree Centre)  
Learn how to take care of yourself, so you can support others. Practical tools for self-help and wellbeing.

### **WORKSHOP 2**

#### **Using AI to unlock and maximise jobseeker employability**

(Áine McKay, AutoGenAI)  
Learning how to use AI to help job seekers get a job and keep it.

### **WORKSHOP 3**

#### **Neurodiversity & Communication: Tools for better outcomes.**

(Dr Lutza Ireland, Associate Professor, Griffith University)  
Learn how to support neurodiversity through changing how we communicate.

**5.00 - 5.30PM**      Welcome Drinks in Foyers

# DAY 2: THURSDAY 8TH MAY 2025

**8.00 - 8.30 AM** Registration Opens

**8.30 - 9.30AM**

## WORKSHOP 1

### **How to respond to a young person in crisis**

(Carolyn Elmo, Kids Helpline)  
Learn critical strategies to apply when supporting a young person in crisis.

## WORKSHOP 2

### **'I think I am coaching, but I'm not sure...'**

(Maria Smith, Bounce Global)  
Honing your coaching skills.

## WORKSHOP 3

### **Volunteering: A Powerful Pathway to Employment**

(Alice Anderson, Volunteering NSW)  
Discover practical strategies for leveraging volunteer experiences to build essential skills, expand professional networks, and boost self-confidence.

**9.30 - 10.30AM**

## WORKSHOP 1

### **Working with ex-offenders**

(Gabrielle Droulers, Success Works)  
Being part of creating their fresh start.

## WORKSHOP 2

### **Building bridges**

(Maria Smith, Bounce Global)  
Learn about how to build and maintain trust in relationships.

## WORKSHOP 3

**Workshop discussion: Best practice working with refugees**  
(SydWest Multicultural Services, Settlement Services International)  
Learning from practical experience within the sector.

**10.30 - 11.00AM** Morning Tea

**11.00 - 12.00PM** Departmental Programs

## WORKSHOP 1

### **Transition to Work (TtW)**

(Anna Hemmings, DEWR TtW)

Best practice in frontline performance in TtW.

## WORKSHOP 2

### **Transitioning to Inclusive Employment Australia**

(DES representative)  
What's new in the new specialist disability employment program 'Inclusive Employment Australia'; and what does this mean for me on the frontline.

## WORKSHOP 3

### **Workforce Australia**

(Susan Pietrukowski, DEWR WFA)  
Best practice in frontline performance in Workforce Australia.

**12.00 - 1.00PM** Lunch

**1.00 - 2.00PM**

## WORKSHOP 1

### **Supporting clients to learn digital skills**

(Cassandra Strakosch, and Amanda Nguyen from the Good Things Foundation)

Learn how to support even the hardest-to-reach individuals in building their digital confidence.

## WORKSHOP 2

### **Providing culturally responsive support**

(Nahri Institute)  
Building safety, trust and rapport with First Nations participants.

## WORKSHOP 3

### **Domestic and Family Violence (DV Aware training, Lifeline Australia)**

Learn how to identify and respond appropriately to signs of domestic violence.  
\*attendee numbers limited.

**2.00 - 3.00PM**

## WORKSHOP 1

### **Understanding discrimination and your responsibilities**

(Amanda Mather, Consultant, and former CEO Sporting Wheelies)  
Learn about discrimination law, and what frontline workers need to look out for.

## WORKSHOP 2

### **Enhancing post-placement support: insights from employers and young workers**

(Ronan Smyth, Social Ventures Australia)  
Interactive workshop to explore what works in post placement support, and how to improve long-term employment outcomes.

**3.00 - 3.30PM** Afternoon Tea

**3.30 - 4.30PM**

**Panel: Leading on the frontline:** Panel discussion on the aptitudes, behaviours, and attitudes frontline workers need for success.  
(Maria Smith, Bounce Global; Amanda Mather, Consultant and former CEO Sporting Wheelies, James Walters, MTC Australia and Kath Mandla, NESA CEO)

**4.30 - 4.45PM**

Conference Close – Kathryn Mandla NESA CEO