



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 NESA 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

(Ryllonna Luedey, 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

Leveraging AI tools: Modernise Your Job Search Support

(Jess Barwood, AutoGenAI)
Learn how to harness AI to support both job seekers and employers in today's AI driven.

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 - 8.30AM 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

Employment supports for people with disability

(Dr Jenny Crosbie, Swinburne University of Technology)
Dive deep into learning evidence informed support practices for people with a range of disabilities.

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