

CONFERENCE PROGRAM

PRE-EVENT - TUESDAY 28 APRIL 2026

4.00PM

Arrival and Exhibitor bump in

5.00PM

Dinner Cruise – The Spirit of Cairns - (Optional)

DAY 1 - WEDNESDAY 29 APRIL 2026

8.00AM-9.15AM

Registrations Open

9.15AM-9.45AM

Acknowledgement of Country
Welcome Address

9.45AM-10.30AM

KEYNOTE SPEAKER:

Building Resilient Pathways: Hope Activation in an Era of Burnout and Cognitive Fatigue

Maria Smith, Bounce Global

10.30AM-11.00AM

Morning Tea

11.00AM-11.45AM

Behavioural Activation and job seeker motivation – practical tips & tools

Dr Kylie Henderson, Humanity Health Group

11.45AM-12.30PM

PANEL SESSION:

'It takes a Network – How to Integrate Education, Mental Health, Community and other Supports for Job Seeker Success'

Facilitated by Dianne Fletcher, Head of NESAs Academy

with Panel Members; Maria Smith (Bounce Global), Will Calvert (ALFFIE), Dr Kylie Henderson (Humanity Health Group)

12.30PM-1.30PM

Lunch

1.30PM-2.30PM

WORKSHOP 1

Managing Conflict, Staying Safe

*Chris Bellingham & Marcus Seecamp
genU Training*

WORKSHOP 2

Unlocking Potential: Supporting Ex-offenders into Work

Amy Compton-Keen CEO sero4

WORKSHOP 3

Employment Services reform:
An Operational Perspective
Consultation Workshop

Dr Marion Byrne NESAs

2.30PM-3.30PM

WORKSHOP 1

Resumes - through the lens of
an employer

Craig Doyle Parkhouse Bell

WORKSHOP 2

Supporting Refugees through
trauma informed support

*Elijah Mwatha and Tivane Wong,
QPASTT*

WORKSHOP 3

Remote Australia Employment
Service

NIAA

3.30PM-4.00PM

Afternoon Tea

4.00PM-5.00PM

WORKSHOP 1

Hope in Practice: Applying the Hope
Activation Framework to Reduce
Burnout and Strengthen Practitioner
Effectiveness

Maria Smith, Bounce Global

WORKSHOP 2

Cultural safety - and what that really
means for First Nations youth,
jobseekers and your colleagues

*Edward Lampton, Nintiringanyi
Indigenous Corporation*

5.00PM - 7.00PM

Networking Reception - Events Foyer

CONFERENCE PROGRAM

DAY 2 - THURSDAY 30 APRIL 2026

8.30AM-9.00AM

Inclusive Employment Australia
Register to attend this event if you are an IEA Provider
Jacinda Still, Department of Social Services

9.00AM-10.00AM

KEYNOTE SPEAKER:
What to do to Prepare Yourself to be a Leader?
James Weait POPULI Solutions

10.00AM-10.30AM

Morning Tea

10.30AM-11.30AM

WORKSHOP 1

Staying Grounded: What to do when
Someone's not OK
*Chris Bellingham & Marcus Seecamp
genU Training*

WORKSHOP 2

Delivering Connected, Engaging
Online Training That Drives Job
Seeker Outcomes
Julian Stevenson ALFFIE

WORKSHOP 3

Exploring the Possibilities:
Navigating the Future of AI in
Employment Services
Joanna Barrack BEAM

11.30PM-12.30PM

WORKSHOP 1

Speaking their Language: A Practical
Workshop on Communication Style
Awareness
*Dr Kylie Henderson Humanity
Health Group*

WORKSHOP 2

Experience counts: Supporting older
workers across the labour market
Craig Doyle Parkhouse Bell

12.30PM-1.30PM

Lunch

1.30PM-2.15PM

PLENARY:
Behavioural Science for Employment Services:
"12 Behavioural Secrets That Will Drive Outcomes"
Dr Darren Coppin, ethyx

2.15PM-2.30PM

Wrap up and CONFERENCE CLOSE



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