

NATIONAL EMPLOYMENT SOLUTIONS CONFERENCE

The Changing Face of Work and the Workplace

16-17 November 2017. Mantra Legends, Surfers Paradise



BOOK OF ABSTRACTS 2017

employmentsolutions.net.au





Concurrent Sessions

Ms Clare Babbage

Consultant, Clare Babbage Quartz Consulting

Tackling employee engagement - The elephant in the room

Recent discussions regarding employee and customer engagement has focused on the "why".

Why does a company or organisation do what it does and how can it communicate this to its employees and customers in order to maintain their engagement with a brand?

Words on a page however are just that - writing something down does not create engagement. If you want activity passive statements are not going to create that.

Australian statistics show that only 25% of the workforce is fully engaged in their work. This statistic is costing us millions and more importantly for me it shows that our 8 hours a day away from our families is not well spent. So I looked into how I could change that.

What if I told you that there are 4 simple strategies that anyone in an organisation can use to engage themselves or their Team in the work that needs doing and that these strategies are particularly useful when Teams are going through change.

What if I told you these 4 strategies could increase the number of your employees who are fully engaged in their work and this would improve your outcomes?

If you would like to find out about how you can make an impact in your workplace that not only increases engagement but also well being find 30 minutes and come along to my presentation.

Dr Joan Benjamin

Board Member, Northern Futures

Co-author: Mrs Lyn Morgan, Executive Officer, Northern Futures

From jobless to job ready: understanding the transformational outcomes at Northern Futures

Northern Futures delivers supported training and demand led employment programs to jobseekers living in Geelong's northern suburbs where unemployment rates are the highest in regional Victoria.

This place-based collective impact model is highly collaborative and outcome-driven involving jobactive agencies, education providers, the community sector, government and industry.

Embedded heavily in the Bridges out of Poverty framework, the programs connect the skills and aspirations of jobseekers with the needs and requirements of employers with an unrelenting focus on sustainable employment outcomes.



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This session will explore the transformational nature of the Northern Futures model in three parts. Firstly through the academic lens of Dr Joan Benjamin whose recent study of Northern Futures programs is described in her report: 'The Heart of the Matter.' Dr Benjamin will detail her findings with particular emphasis on the nature and quality of the experiential learning encountered by the trainees that leads to transformational outcomes at the personal and organisational level.

Northern Futures Executive Officer Lyn Morgan will describe the importance of community connection and employer engagement. Northern Futures training programs are designed to skill participants for jobs in the growth sectors of the local economy such as administration, health care, construction, and warehousing and logistics. Ms Morgan previously managed the Northern Futures traineeship program at Victoria's Transport Accident Commission (TAC). That experience has given her a unique perspective on the gains to be made for employers who persist with jobseekers often put in the 'too hard basket' by traditional recruitment programs.

Lastly, Northern Futures participants will share their personal experience of Northern Futures programs through video interviews, explaining how their lives changed as their focus shifted from the 'here and now' to the future, with all its hope and possibility.

Mrs Belinda Blamey

Occupational Health Nurse, Latitude Financial Services

The role of an occupational nurse in an office based organisation

Aims

To reveal the importance of an Occupational Health Nurse in an office based organisation

To show the benefits to an Office based organisation of employing an Occupational Health Nurse

Contents

The demographics of today's workforce is complexly diverse with many affected by social, cultural economic and medical influences. In our community, chronic disease and mental health issues are on the increase and can adversely affect the workforce of today. This ultimately impacts on productivity within an organisation.

The roles of an Occupational Health Nurse in an office based organisation are numerous. She or he plays an important role in the Primary Health Care System of today. As such, the skills of an OHN are innumerable. Suicide and Mental Health disorders in Australian are increasing at a rapid rate. Information and awareness of mental health issues must be readily available to every individual and their families. Accessibility and assistance to obtain referrals to mental health support services ought to be easily gotten. The Occupational Health Nurse can do this for employees of an organisation.

Conclusion

There are many benefits and hidden bonuses to an organisation and its employees when an Occupational Health Nurse is employed, in addition the primary health care system is bettered!



Mr Mark Boonstra

Manager, Impact Communities

Co-author: Ms Olga Varsos, Director, Life Business Consultancy

Coaching young people for success

The findings of Impact Communities' Youth Entrepreneurial Services (YES) initiative, which focuses on the delivery of the Coaching Young People For Success program (CYPFS) as an effective behaviour change model, and a goal driven tool to address barriers.

The CYPFS is underpinned by the P.O.W.E.R Model, a 5 step model that includes powerful strategies from coaching, positive psychology and emotional intelligence that are proven to enhance motivation build emotional skills and maximise goal attainment.

The presentation will discuss how the YES program assisted young people;

- Build their self-awareness and motivation by connecting them to their unique strengths and passions
- Identify a vision for their life / career and school that excites and motivates them
- Identify their priority areas/goals they are prepared to work on
- Pinpoint the emotional skills they need to develop to be successful
- Design a plan to improve their performance
- Set tailor made goals that will improve their performance and well-being in all areas of their life

Youth Entrepreneurial Services uses CYPFS as one of its evidence based tools in order to assist young people into employment. Youth Entrepreneurial Services exists to promote young people's creative skills and employment potential through innovation, creativity and engagement in career development.

YES Objectives

- address vocational and non-vocational barriers to employment;
- develop employability and entrepreneurial skills;
- demonstrate their employability to employers; and
- secure and sustain employment or commence further education or training.

Coaching Young People For Success is currently being implemented by youth practitioners and educators within career and transition, well-being, leadership, employment, juvenile justice and indigenous and non-indigenous youth support programs across Australia, and now within the US, Canada and the UK.



Mr Duncan Gilchrist

Economic Development Manager, Inner West Council

Newtown co-operative work space

The Newtown Precinct Business Association delivers services for the Inner West Council under its Urban Centres Program. Aim of the NPBA is to assist business start ups and home based businesses moving to the next level of commercialisation. In the Inner West of Sydney many young people are seeking to work for themselves and progress their skills acquired through tertiary education.

The NPBA, facilitated by Council, has taken the bold step of leasing a property in King Street Newtown for ten years at a cost of \$225K per annum. The Cooperative work space is being set up on solid best practice business principles which will enable it to be self sufficient. Affordable work space will be provided for under \$100 per week along with free mentoring and development workshops. Local employers (over 800) will be available to discuss employment opportunities for those who decide they would rather work with an organisation rather than start their own business or progress their existing home based business.

The initiative targets creative industries but is not limited to just those industries. An in house studio will provide opportunities to develop marketing content for social media and web pages.

The facility promises to provide a constant flow of employment opportunities for people seeking employment in the creative industries. There is also the opportunity to trial working together to see if it works as good rapport is essential for the success of small businesses.

The centre will also increase the capacity of existing businesses which in turn will provide further employment opportunities.

Mr Matthew Gillett

Project Manager, WorkAbility Qld

Growing the future NDIS workforce

The roll-out of the National Disability Insurance Scheme will double the disability services workforce across Australia. In Queensland alone it will require up to 30,000 new workers over the next three to five years.

WorkAbility Qld is a consortium of four community services industry organisations working together to grow and develop the NDIS workforce in Queensland. We use a multi-stakeholder approach that has included a number of Job Active providers and Disability Employment Services. Our work includes a range of innovative workforce supply initiatives including speed interview events, jobs roadshows, pre-employment training and new materials to support career planning. We are also developing a social media campaign to promote NDIS jobs and will be hosting Careers in Disability expos across Queensland.

This is a unique approach that deliberately brings employers, employment services, training providers and people with disability together to create pathways for jobseekers into NDIS careers. Our focus is on regional workforce collaboration supported by policy and funding reform to enable the biggest jobs growth agenda in a single industry in Australia's history.



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Dr George Giuliani

CEO, E-focus

Effective service delivery ' what's the worker got to do with it?

The material in this presentation is based on my immersion in over 40 years of work in contracted employment services; as a frontline worker, service manager, policy officer, researcher and CEO of a medium-sized, community-based agency.

The doctoral research that informs the presentation arose from observations and concerns that the employment services sector had become so rigid and performance driven that it had lost the capacity to care for the very people it was trying to help; or, as suggested by Murray and Quinlan (2006, p. 21) 'the programme should serve job seekers not the other way round'.

The majority of frontline workers come to the sector with a genuine concern for the people they seek to assist (Giuliani 2015). However, the complexity and demands of processes and compliance leaves little time for real engagement of job seekers and many workers leave the sector frustrated due to compliance and administration overload.

More recently the contradictions of competition policy and the delivery of market driven models have squeezed out the capacity of consultants to spend the necessary time to support, encourage and motivate long term unemployed job seekers back into work.

This presentation will explore the role of the frontline worker in achieving employment outcomes and identify the elements that lead to effective service delivery particularly with longer term unemployed and disadvantaged job seekers. The presentation will put the case for a separation of the compliance and administration aspects of service delivery from the case management ' relational aspects of the work.

Citing my mixed methods research (Giuliani 2015) and recent examples of outcomes in the Employment Skills Training (EST) program I will argue that the role of the frontline worker and a relational case management model is pivotal in assisting people who have experienced long term unemployment, back to work.



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Ms Carly Hamilton

Manager, Baptist Care SA

Co-author: Dr Liz Hemphill, Program Director, University of South Australia

Shared Value Creation - A pilot study from Southern Adelaide, South Australia

Inclusive employment of some community cohorts remains allusive. For example, some people experience greater barriers than others to employment including people with disability, long term unemployed, and general disengagement from mainstream jobs, education and community activities. A typical approach to identifying resolutions to this social problem is to consider it as one of absence of social capital. Often studies that measure social capital emphasize inter-personal networks and membership and domains of trust including reciprocity, institutional trust and trustworthiness.

However, these approaches do not consider the complex model of employment which comprises many more stakeholders requiring a definition of value in order to invest resources in employment for these marginalized and vulnerable people. Our study interviews a sample of all stakeholders rather than just dyads or triads to define 'an elevator pitch' representing a method with which to create employment support and solutions for job seekers with complex barriers to employment (e.g., disability, long term unemployment, disengaged and disconnected jobs). We aim to define 'value of employment' utilizing broad concepts and metrics for benefits and costs. In our full study we use 8 case studies containing interview data from all stakeholder groups including government, employers, employees, job seekers, customers and community to propose a solution for stakeholder realignment. While the key preliminary finding is that value perspectives seem unreconcilable, we offer evidence of an overarching opportunity to leverage disparate perceptions of costs and benefits of individual stakeholders for a common approach to employment based on both malleability and support. Our data suggest current policy and programs sufficiently emphasize support but we find the necessary malleability, sadly absent except in those rare cases of successful employment outcomes. These results suggest final analysis of all data will produce a statement of shared value.



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Dr Tim Harrison

Associate Dean Research, Federation University Australia

Co-author: Prof Erica Smith, Professor and Personal Chair in Vocational Education and Training, School of Education, Federation University Australia

Stepping up...! Navigating young futures in regional towns

This presentation looks at young people in rural towns 'imagining' and navigating their employment and education futures. Access to employment, education and training is affected by rural depopulation, high rates of youth unemployment, barriers to participation in higher education and an increasingly costly and problematic VET system. Decisions to stay or leave are complex and are made more complex by strong connection to place and community.

The research project was a study of adults involved in young people's lives (as employers, educators, trainers and supporters) in a regional town in the west of Victoria with a significant indigenous population. The research set out to explore how young people navigated pathways between completion of compulsory schooling and work, education and training, focusing on immediate post-school transitions. This was a pilot project and it is hoped to roll out the research across more communities in Victoria, including peri-urban regions, and possibly further afield.

The research identified the ways in which young people navigated these pathways and the social, economic and community drivers, including in some cases indigeneity, affecting their choices and future trajectories. Decisions around what one participant called 'stepping up', to pursue higher education in the city or larger regional towns, were seemingly made early in secondary school and determined by aspirational family goals. Apprenticeships and other permanent jobs in young people's home communities were highly valued and seen as creating viable futures, but young people did not leave the community in order to gain employment.

A strong sense emerged that post-school pathways are in many ways fixed at points early in young people's lives and become almost like 'sheep-tracks' with few options for deviation once the path is set. This may well provide the benefit of a clear destination for those 'stepping up', or connected enough to find apprenticeships or other work in the local community; but not so much for those who are less certain, confident or supported, who need to navigate more precarious and less well-defined 'goat-tracks'.



Dr Kylie Henderson

Managing Director, Back2Work

Co-author: Dr Rachel Callaghan, National Account Manager, Back2Work

Helping job seekers with mental health conditions to psychologically safe workplaces

Numerous factors at work influence mental health. Research tells us that the known job stressors can include job insecurity, bullying or psychological harassment, low social support, organisational injustice, effort-reward imbalance, and job strain. To appropriately support a job seeker with a mental health condition into work, we need to consider not just the job tasks but also the workplace environment and culture. This presentation will focus on what is a psychologically safe workplace, and how can we as an industry role model these workplace practices.

It is critically important that we aim to prevent and reduce job stressors as this will improve the psychosocial quality of work and can prevent mental health issues occurring, or the exacerbation of mental health conditions. Indeed, a psychologically safe work environment is often a very positive experience for all employees. Work provides the opportunity to develop social networks, a sense of accomplishment and purpose, in addition to a salary. Employment is a key part of many people's mental health recovery.

Back2Work will share best practice strategies to enhance workplace mental health and wellbeing.

Mr James Herbertson

Senior Manager, Community Business, Flourish Australia

Transitional disability employment models

Flourish Australia has been offering employment options for people with a psychosocial disability since 1955. These supports have been primarily in supported employment (ADE) environments such as packaging grounds maintenance and cleaning. The organisation also delivers Disability Employment Services (DES) and run a series of other social enterprises. These programs are designed to enable people with a lived experience of a mental health issue fully participate in the community, including employment.

Over the past 3 years the organisation's community businesses have been undertaking a reformation with the aim of giving greater choice of work options to supported employees. These reforms created new work programs that lead to embedded placements in other organisations, requiring training, upskilling and market pay rates. Specifically, these new programs are:

Reception/administration roles in various government departments in Sydney's CBD.

Highly skilled cleaning roles in a mixed workforce (disability and non-disability) in Australia's premier Agricultural Institute with stringent bio security measure in place.

Courier driver roles for internal mail, forms and printing distribution for a large government department across the Sydney metro (mixed workforce).



This required a transitional approach to employment with employees being offered industry recognised qualifications (31 recent graduates of Cert III) and supports in employment. Employees work through various roles in different businesses or social enterprises before being ready for embedded employment in higher skilled roles.

Outcomes of the program:

Greater choice and variation in work options

Pay scales for successful candidates moving from supported wages to the minimum wage or above.

Industry recognised qualifications.

Greater social interaction.

The organisation is also piloting intensive employment supports under the NDIS to help supported employees gain open employment, start small businesses or identify further industry qualifications that will lead to employment.

Ms Roxanne Higgins

Community Services Manager, Outlook

Co-author: Mr Michael Upston, Employment Services Manager, Outlook

Pathways to the future: Supporting young people with a disability

Young people with a disability require early intervention within an employment context that builds their confidence and an understanding of their inherent strengths and how these align to the requirements of employment readiness.

Only 48% of young people with a disability gain employment compared to 78% of their peers. Young people with a disability such as those who are twice exceptional (have a disability and a highly developed skills area) have very limited access to specialist support.

Outlook Victoria over the past three years identified a market gap in services available to young people and developed a service (Steps to Employment) targeting school leavers with a disability. Steps to Employment focuses on key areas of skill development necessary to succeed in employment or further learning. The service supports young people through the use of individualized person centered supports. It has been highly successful and more than trebled in size over the past three years.

Steps to Employment has clearly identified key challenges facing young people with a disability as being:

- managing mental health,
- individual transition adjustments; specifically the capacity to translate their needs from a highly structured educational setting into an unstructured employment and further learning environment
- lack of part time employment opportunities whilst still at school

As these learning's emerged we began to develop strong relationships with key mainstream services and rethink who and how we recruited employees to work within the service.



QUALIFICATION



PERFORMANCE



The case study presented will focus on the key elements of the program's success following the stories of two young people. It will walk through the key challenges learning and recommendations for future development.

Ms Fay Jackson

General Manager of Inclusion, Flourish Australia

People with mental health issues in the workplace are a value add!

Most workplaces tend to fear managing mental health issues at work. At Flourish Australia not only do we not fear this we actively recruit people who have lived experience of mental health issues. We see our staff with mental health issues as a serious value add.

Flourish Australia is a service supporting people with mental health issues and psychosocial disabilities. We have 700 staff within 66 services spread over NSW and South East Queensland. We are proud and honoured to have just over 50% of our staff who openly and proudly declare they have a lived experience on mental health issues and recovery. We have become an employer of choice for people looking for workplaces that offer meaning, purpose, respect and strengths based language and outlook on professional life. What makes the difference between workplaces that succeed when mental health issues are present and those that fail; are the crucial conversations and the attitudes born of those conversations.

This presentation will cover how this multi award winning service manages the challenges and bonuses of having such a large lived experience workforce and how to manage difficulties and celebrate the value add of staff with mental health issues. This presentation discusses reasonable adjustments, Code of Conduct and performance managing as well as ensuring you have the right staff in the right positions.

Fay will also discuss self-care and stress management and walk delegates through a few simple tools to lower anxiety and raise performance and quality of life.

Mr Andrew Jacovides

Director – Finance and Corporate Services, Energy Skills Queensland

SkillPASS - industry's competency management system for a safe and reliable workforce

SkillPASS is an Australian owned and operated system that helps identify, monitor, assess and verify the skills you need to sustain a safe, productive and compliant operating company or worksite/s. Giving you unparalleled access to standards and competencies, SkillPASS raises the bar when it comes to defining, tracking and verifying skills for a safer, more productive workforce.

SkillPASS is a recognised competency management solution for individuals and organisations needing to ensure safety and compliance standards for their workplace or industry. The core functions of skill PASS is to Manage. Track. Comply. Report



SkillPASS seamlessly manages workforce skills and qualifications in one secure location. It tracks expiring competencies, notifying individuals and employers when a competency, qualification or skill needs renewal. It allows organisations to build an overview of all skills required to work on designated sites, ensuring workers are fulfilling their job requirements safely. SkillPASS can also assist with organisational and regulatory reporting requirements.

SkillPASS provides a clear overall picture of individual, team, worksite and company-wide skills to compare to industry standards and site specific requirements. All information contained on the SkillPASS system is independently verified, ensuring data validity and integrity.

Inductions, training, competencies and licences can be accessed quickly and conveniently through your smartphone, tablet or computer. This easy access allows you to make decisions about who should be working on-site confidently and accurately whilst improving site safety. Access options are available 24 hours a day, 7 days a week, ensuring continuity of operations for employers and ongoing confirmation of qualifications and skills for employees.

Ms Theaanna Kiaos

Managing Director, Diversity First PTY LTD

Schein's model of organisational culture, diversity perception & culture inclusiveness: An empirical assessment

Australian society is more heterogeneous now than ever before and will likely continue to grow in heterogeneity over the coming decades. Australia is also a developed nation that is dominated by pull factors including low birth rates, increased longevity and low aged retirement. Contrastingly, developing countries like China and India are dominated by push factors including high birth rates, reduced mortality and unemployment. These pull and push factors are fundamental to Australia's increasing heterogeneity. Consequently, Australian organisations will be forced more so, to recognise, create and implement diversity and inclusion strategies coupled with cultural strategies that encourage creativity and innovation.

Although most organisations and HR leaders recognise diversity and inclusion initiatives are valuable tools to improve efficiency and effectiveness in the workplace, the majority of Australian organisations have neglected to embed both diversity and inclusion into their organisational culture. Of the organisations that have initiated diversity and inclusion efforts, organisational culture has not been measured through a theoretical framework to determine if initiatives have embedded cultural assumptions of diversity and inclusion in the organisation, or if these initiatives are superficial in nature.

In other words, diversity and inclusion implemented initiatives may simply be serving the organisation's corporate image. Thus, the main purpose of this study is to explore the relationship between organisational culture, diversity perception and culture inclusiveness in organisations that have implemented programs in diversity and inclusion management. Additionally, the purpose of this research is to further add valuable insights in this field by contributing to the literature through empirical research.



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Ms Kerryn Kovacevic

Branch Manager, Online Services Development & Engagement, Department of Employment

Putting job seekers at the heart of employment solutions

The Department of Employment (DoE) is harnessing user-centred design and co-design to put job seekers at the heart of employment solutions to help them find work. By consulting with job seekers and employment services providers and testing a range of solutions, the Department has been able to rapidly improve our online systems and outcomes. These include nudge email trials to help job seekers in their job search, improvements in the job seeker dashboard including video resumes and online career profiles and improved employment tips on platforms such as YouTube. Rich analytics and feedback loops, help drive the process of continual improvement.

Ms Cheryl-Anne Laird

Director, Livingstones

Mental Health ' the great taboo in the workplace?

Our workplaces are a representation of our communities. With the rising incidence of mental health issues in the community we ought expect a commensurate rise in mental health issues impacting on our workplaces. However, many workplaces either chose to remain oblivious or alternatively are struggling with how the workplace and its participants can interact positively with employees who are experiencing mental health issues. The fear of doing more harm can be crippling.

It is trite to say, but Mental illness is an illness. Yet, many employers see it as something different, something to fear and something that is too sensitive to address - a no go zone. When an employee hurts their back, we know that we can assist them return to work or remain at work. There are practical interventions such as a new chair or a stand up work station, but these practical solutions won't help with a mental illness, but there are things that employers can do to assist employees remain at work, return to work or better yet, minimise the risk of mental illness arising from events in the workplace.

The reality is that we can no longer pretend this is not a workplace issue, we can no longer believe that it is something that is outside of the influence of an employer or colleagues, and most importantly, we can no longer assume that it falls outside of the employment duty of care.

This paper will look at the Employer's duty of care for employee mental health and will explore practical interventions which will assist in managing mental health issues and keeping employees in employment. The paper will also explore the options available when maintenance of employment is no longer a viable option.



Mrs Rosalind Loxton

ER Service Director, performHR

Your Policies & Procedure Toolkit for a changing workforce

Policies and procedures are only effective when they have been correctly developed, implemented and monitored. Strong policies and procedures lay out what is expected of an employee in terms of performance and behaviour whilst also establishing a consistent way of working across the organisation. Additionally, they provide a framework for decision making and delegation and provide protection from breaches in employment legislation. Policies and procedures are also an important means of communication of information to new employees.

So, what does this mean for the changing face of our workforce?

Whilst organisations will need to tailor policies and procedures to fit the type and size of their business and industry, there are core policies and procedures that should be present in any organisation. In a modern workforce, generic and standard policies are no longer making the cut. It is imperative that as an employer, you have the correct 'tools in your toolkit' to support your current and future organisation.

This engaging session will educate and empower employers with the knowledge of why policies and procedures are so important, what core policies and procedure are essential to limit your business risk, what to consider when developing new policies and procedures, and how to ensure effective implementation and compliance.

Mrs Patricia Marks

Managing Director, Somerset Business Agency CIC

Small and Medium Enterprises may hold the key to reducing long term unemployment

SME's are traditionally and habitually acknowledged as generating a substantial amount (between 50 '70%) of the job creation in most of the Organisation for Economic Co-operation and Development (OECD) member countries yet SME engagement with public services tasked with getting people back to work is sporadic, challenging and inconsistent.

This research paper examines the UK Department of Work and Pensions (DWP) desire to understand the perception from SME's of the Job Centre Plus (JCP) service, the client groups they represent, the barriers that routinely stop SME employers using its services and how these challenges can be overcome. Understanding the motivation and methodology of the SME sector recruitment practices could be transformational in tackling Long Term Unemployment.

Direct field research was carried out with a survey devised to address the specific questions of the role of the JCP and the engagement with a local (South West UK) SME business community. 150 completed surveys, 12 business networking sessions, 4 focus groups convened and 2 in-depth case studies completed.



No SME employer considered using the JCP as a recruitment style service even though this is a publicised fully funded service and they have a direct route to market and offer support to employers both fiscally and with additional recruitment. The SME sector recruitment practices are inconsistent, lack formality and often fail first time. The sector wants human resource support at a low cost but don't use the JCP service which is fully funded.

There is no such thing as typical SME making a 'one size fits all approach' outmoded. JCP needs to become more like recruitment brokers ' getting to know the employers and supporting their direct needs. It is imperative it moves with the times in terms of communication channels. The provision of face to face advisors is mission critical.

Prof Paula McDonald

Professor of Work and Organisation, QUT

Profiling, blogging and cyberloafing: Tensions surrounding social media in the workplace

The use of multi-platform, socially networked, and mobile technologies by both workers and employers is a significant contributing factor to a more flexible labour market. As work in the digital era becomes increasingly entrepreneurial and individualized, social media, in particular, recasts assumptions about contemporary employment relations in characteristic ways. Debates about what is appropriate, normative or legitimate are being played out across popular media, and in courts, companies and employment tribunals, often focusing on some of the more extreme episodes of worker and employer behaviours. Indeed, there has been a recent proliferation of legal cases of employees who have been dismissed or disciplined by employers for inappropriate social media use. Yet, scant attention from the critical social sciences has been afforded to the underlying causes, dimensions and manifestations of social media conduct. This is despite social media's considerable penetration into and beyond traditional workplaces, its capacity to refashion traditional professional and personal boundaries, and the magnitude of concerns it raises about privacy, professionalism, employability, and regulation.

This paper presents findings from a survey of 2,000 working-age adults in the UK and Australia which examined three primary sources of contestation: employer profiling, disparaging posts and blogs, and private use of social media during work time. Evidence is provided of the characteristics of organisations and workplaces which have developed social media policies, and the extent and nature of strategies used by employers/managers to monitor and enforce expectations. These strategies include the surveillance of employees' online activities and private time, disciplinary responses to negative online comments, and the adoption of profiling for recruitment purposes.

More broadly, the findings point to wider moves by employers to codify and subsequently impose expanded spheres of behavioural regulation associated with online conduct. Such expansions, underpinned by unequal power resources, are likely to further legitimate managerial activism in the private sphere. Where the workplace politics of time and place are becoming increasingly contentious, this has implications for the dignity and quality of work and also the freedoms and constraints experienced by workers outside the boundaries of the workplace.



Ms Courtney McKee

Client Insights and Engagement Consultant, Vision Australia

Breaking through barriers to assist young people who are blind or have low vision to transition to adulthood and prepare for work

Job seekers who are blind or have low vision are four times more likely to be unemployed compared to the general population (Vision Australia, 2012). To support young people who are blind or who have low vision and are transitioning from secondary education into employment, Vision Australia implemented a Pre-Employment Program (PEP) in February 2017. PEP was designed to accelerate personal development from adolescence to young adulthood and improve employment prospects of recent high school graduates in Queensland and Northern New South Wales, Australia. The program was developed by Dr. Karen Wolffe to address barriers to employment, improve emotional resilience, build job skills and develop soft skills.

This presentation aims to facilitate understanding of how PEP was contextualised for this demographic as well as the participant and organisational outcomes achieved. It first outlines how PEP was designed to accommodate the needs of individuals with blindness and low vision.

The presentation then covers key components of PEP and the process for engaging participants throughout the program. This includes a discussion on the use of technology to connect with participants located in regional and remote areas of Australia, and an outline of training activities, such as mock interviews.

Following the conclusion of PEP, an evaluation identified several positive participant and organisational outcomes. Feedback from presenters, participants and stakeholders commended PEP for improving participants' hard skills, such as job search, job retention, career planning skills, as well as soft skills, including their communication and interpersonal skills. All participants made progress or achieved the goals they had set during the program. Case studies and examples of these outcomes are presented.

Overall, the modifications made to selecting participants, the delivery mode, and the program timeline resulted in a high retention of participants, and valuable outcomes for both participants and Vision Australia.

Dr Denise Meyerson

CEO, Focus Learning Group

The future of learning is NOW!

Organisations can no longer delay. The technology is available now to accommodate the needs of the modern learner. A whole panorama of learning provides options to mirror the digital experience that users experience in their everyday lives. The new world of work also demands a far wider choice of learning options so that elearning is now translated as 'everywhere' learning.

This contrasts with the traditional style of learning where budgets are not necessarily targeted to ensure that the right learning is embedded. The new world of learning is flexible, agile and has wider reach horizontally and vertically across all levels of staff.



This practical and interactive session focuses on what you need to implement in order to be in line with global trends so that you achieve strong organisational impact cheaper, better and faster.

Learn more about

How to blend and mix learning options and platforms

Move away from legacy frameworks towards ways in which your learners want to consume content

Step in to the world of mobile so that learners access information for performance support

Create micro-bite learning to suit the need for immediacy in conveying new skills and knowledge

Keep an eye on what's possible in virtual and augmented reality for learning in real time.

We are determined that training teams do not become the 'Kodak' or 'Blackberry' of our profession. It is time for transformation so that our learning strategy makes a real difference to learners who demand curation, adaptability and relevance.

Dr Katherine Moore

Lecturer, QUT

SEEK and you may not find: The marginalisation of inexperienced young job seekers through job advertisements.

Youth unemployment has most commonly been investigated from a deficit model perspective, identifying the structural and personal barriers experienced by youth when entering the workforce. Social policies have been constructed on these models as far as mutual obligation activities are based on the job search activities, and punitive measures for non-compliance to such activities have been put into place to ensure young unemployed Australians actively pursue employment opportunities. Yet limited research has investigated the availability of suitable jobs for young Australians with limited or no work experience, education, or qualifications.

This paper presents the findings of a study exploring the actual number of advertised jobs that would be deemed suitable employment opportunity for an inexperienced and unqualified young person. Advertised jobs on the job search platform SEEK.COM.AU across all Australian regions during the month of March 2017 (a total of approximately 160,000 advertisements) were reviewed. The suitable jobs for young job seekers were identified through the key search words of no experience necessary, entry-level, and junior.

Content analysis was then conducted on the identified positions, totalling 1,291 jobs (approximately 1% of the total job advertised in the period) to reveal the common types of jobs and industries, and the typical hard and soft skills required for these jobs. Further analysis explored the extent to which the advertised jobs differed on these criteria according to the region and location, industry, and job titles.

The major finding revealed from the study was that employer inflated expectations for prior experience, qualifications, and developed hard and soft skills for entry level jobs, further marginalise youth who do not possess these attributes thus contributing to the ongoing concern of youth unemployment.

The findings of the paper are discussed in terms of the role and responsibilities of employers in addressing youth unemployment in Australia.



NATIONAL EMPLOYMENT SOLUTIONS CONFERENCE

The Changing Face of Work and the Workplace

16-17 November 2017
Mantra Legends, Surfers Paradise

A/Prof Martin Obschonka

A/Professor, QUT, Australian Centre for Entrepreneurship Research

The entrepreneurial society and implications for the individual

Many scholars and policy makers agree that entrepreneurship is highly relevant for the success of today's societies owing to its effects on economic and technological development and the creation of new jobs. For example, economic analyses show that most new jobs are not created by large, established companies but by entrepreneurial startup companies. Moreover, entrepreneurship is a mechanism by which many people enter the economic and social mainstream of society, facilitating culture formation, population integration, and social mobility. Thus today, entrepreneurial thinking and acting is seen as a twenty-first century skill, one of the basic meta-capabilities that the young generation will need to develop to be successful in life. This applies not only to one's own business creation activities (e.g., youth entrepreneurship), but also to intrapreneurship in an established organization, or to the utilization and managing of the various work-related opportunities and uncertainties brought in the wake of current social and economic change. Finally, an increasingly important field in the scholarly and public debate is social entrepreneurship tackling social, cultural, or environmental problems via entrepreneurial means (e.g., social startups) in an enduring way. In view of this increasing interest in entrepreneurship, this presentation will discuss leading academic approaches to the psychological and behavioral study of entrepreneurship, with a special focus on (potential) interventions aiming to promote entrepreneurial skills in young people to prepare them for the future world of work.

Dr Sabrina Pit

Workforce Research Stream Leader, Western Sydney University

Sustainable employability: the development of a comprehensive framework

Introduction

There is an increased interest to study sustainable employability due to ageing populations and changing work environments. There are several theories and models that explain certain aspects of work and employability. However, there is a paucity of comprehensive frameworks that incorporate all elements of sustainable employability. This study aimed to distinguish the major elements of sustainable employability and to structure these elements into a multi-dimensional framework. This framework will help summarise, organise and explain the large quantities of concepts within sustainable employability.

Method

The literature and sustainable employability textbooks were explored for existing theories and elements of sustainable employability. A conceptual framework was designed, followed by an online cross-sectional survey to seek feedback from experts. Experts were asked whether each concept should be kept changed or deleted. Data triangulation was used to compare quantitative and qualitative data.



Results

A multi-dimensional framework of sustainable employability was developed consisting of the following main levels: person, occupational networks, work, organisation, career, labour market, macro factors and proxy outcome measures. Each level consists of sub-concepts. Participants (n=49) were health and well-being, business, education and training, human resources, entrepreneurs, and sustainable employability experts and came from various countries. On average, the highest 'keep' rates were found on organisational and career level. The full model will be shown.

Conclusion

This new framework is an inventory of the concept sustainable employability. It adds complexity, additional concepts, depth and details to existing models. Policy makers, researchers, business owners, organisations and individuals could use this framework to get a deeper understanding of sustainable employability. The framework may assist in identifying which elements can be used to evaluate or promote sustainable employability on personal, job, team, organisational, regional or national level and form the basis for a measurement tool.

Mr Mark Puncher

Head of Employer Branding, Employment Office

Recruitment marketing in 2017 - The challenge of authenticity, transparency and managing expectations

Recruitment in 2017 is more complex, competitive and candidate-driven than ever before. Changing expectations and behaviours around career planning and job seeking have seen the emergence of the 'continuous candidate' - people who are always open to changing roles - and digital technology, social media and the 'trip advisor culture' have intensified the power of reputation and word of mouth.

Amid the frenzy to win the war on talent, employers are at risk of over-selling their talent offer, and indeed of attracting the wrong people for the wrong reasons. This informative, entertaining (I hope) session will look at how people leaders can shape and promote an authentic employer brand through open culture and communication, and through candidate-first recruitment processes.

Leave with the motivation and the insights to attract and onboard the people whose values, aspirations and expectations truly match those of your organisation.



Ms Jane Robinson

General Manager People Services & IT, KU Children's Services

KU People First

Focus of my presentation would be on creating employee engagement on a budget 'by optimising the talent you have and the talent you wish you had! With a view to provoking thought on 'what's possible' and inspiring action to create a people eco- system that values the individual and harnesses the power of a group of committed individuals to achieve great things

KU Context: 121 years old (Australia's 9th oldest organisation), Early Childhood education (ECE) (150 locations 2000+ employees), 96% Female workforce, one of the lowest paid occupations, proudly not for profit,

Objective: to be THE employer of choice in the ECE sector and raise the status and standing of the profession and those who choose to work in it. (a 5 year Plan)

The Plan & its Strategies:

- Employee engagement
 - Opportunities to get involved with the organisational direction, advocacy, research, leading edge practice
 - Measure results (engagement, values alignment, staff perceptions on key issues)
 - Employee Engagement survey (annual)
 - On & off Boarding strategies
 - Focus groups & working parties
 - Generational considerations
- Succession and talent planning
- Employee performance discussions

Employee value proposition:

- Quality
- Enterprise Agreements
 - Opportunities for Professional development
 - Other benefits
 - Flexible work practices
- Technology

Outcomes to date: ' Employer of Choice 2016 & 2017, staff engagement score 2015 of 90.5% & 2016 90.6% (after significant org restructure 2015/2016), 99% of services assessed meeting, exceeding or excellent (nearest competitor 72%), staff retention rate 86%.

What next:

- Big data (HR & IT convergence)
- Partnerships
- Research



KU Leadership Framework ' what makes us different?
New strategic plan 2017 -2019 ' Our People

Ms Freya Saich

Policy and Development Officer, Carers NSW

Co-author: Ms Carolina Simpson, Policy and Development Officer, Carers NSW

Supporting young carers in the workforce: a case for change

Providing unpaid care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail can have adverse impacts on a person's ability to maintain employment. However, the specific difficulties that young carers experience in the workforce has received limited attention.

This presentation will present findings regarding the workforce participation rates of young carers. Findings highlight that there are various aspects of the caring role which have been shown to impact on a young carer's ability to maintain employment, such as the level of independence of the person being cared for, the number of hours of care provided each week, the types of care tasks undertaken, and receipt of informal and formal supports. Similarly, various aspects of the work environment influence a young carer's ability to maintain attachment to the workforce.

Given the lower workforce participation of young carers overall, strategies that can assist young carers to maintain employment are essential. Recommendations will be provided in how workplaces can better accommodate the needs of young carers to ensure the sustainability of the care relationship and young carers' workforce participation.

Ms Freya Saich

Policy and Development Officer, Carers NSW

Co-author: Dr Timothy Broady, Senior Research and Development Officer, Carers NSW

Carer visibility in the workplace: Helpful or hindering ongoing employment?

Family commitments are widely acknowledged to directly influence employees' engagement with their jobs and the workforce more broadly. The challenges of balancing work and family commitments are exacerbated amongst those who having significant caring responsibilities for family members or friends. Recent literature and policy directives have sought to support these carers to maintain employment through the provision of flexible working practices. In order for these practices to have their intended outcomes, however, employees must disclose their caring situations to their employers, which may hold broader concerns or fears for carers.

This presentation will draw on the results of a state-wide survey of carers to highlight the complexities involved in carers being visible in their workplaces. Carers reported high rates of disclosure to their employers, and were understandably more likely to have utilised flexible working arrangements when their employers knew about their caring responsibilities.



In addition, when employers knew about caring responsibilities, carers were more likely to be aware of supportive workplace practices that were available to them, regardless of uptake. Importantly, the effect of visibility in the workplace was more complex in relation to job turnover intentions. Carers were most likely to consider leaving their current employment when job satisfaction was low, interference with family life was high, comfort with disclosing caring responsibilities in the workplace was low, and when employers knew about their caring roles.

Being visible in the workplace is therefore not necessarily a clear pathway for improving carers' workplace engagement. While it is helpful for employers to know about caring responsibilities in terms of accessing flexible working arrangements, broader workforce engagement is not so clear cut. Suggestions for managing this complexity will be discussed, alongside implications for workplace practices to most effectively support carers in balancing their dual roles.

Dr Diana Saunders

Policy Advisor, Queensland Farmers Federation

Future workforce skills needs in Queensland Agriculture

While the value of Queensland agriculture has continued to surge, the overall level of employment within the sector has weakened. There are some notable industry exceptions ' for example, the level of employment in the mushroom and vegetable industry in Queensland increased by 69 per cent. At the same time, there has been increasing demand for university graduates in the service industries reflecting the need for new and sophisticated skills.

The state's agricultural workforce is undergoing a sizable shift in required roles. Automation and technology continue to affect agriculture, and new jobs that require skills not traditionally linked to farming are increasingly in demand such as engineers, data analysts, and business support services.

This paper explores how the jobs and the level of skills needed to perform in agriculture can potentially change due to technology in selected case studies. It assesses the issue of potential skills mismatch across three intensive agricultural industries. The study provides an in-depth analysis of the roles within highly innovative farms. The approach involved: identifying the current roles and occupations within these firms and the tasks currently undertaken; consult technical experts or researchers on the impact of emerging technologies on farms and on the current tasks; and as a result skills sets and critical occupations for the future were identified.

This paper provides an in-depth insight into the level of skills that would be needed as a result of possible technology changes. It explored the level of skills that current employers have and the impact that technology is likely to have in the tasks they perform. Technology will change the skills needed in agriculture. Low-skilled labour and manual jobs will be likely to decrease as technologies replace the need for some of these roles and new skills will be required for careers in agriculture. The industry requires more professional and technical roles in the response to deeper knowledge and higher level of skills. This study has identified the potential gaps in the current skills sets needed to perform the roles required in the future. The challenge for the sector is to ensure we get the right policy settings, and education and training providers that allow us to build a workforce that sustains changes into the future.



Ms Peta Skujins

Research and Content Officer, Australian Apprenticeships and Traineeships Information Service

Engaging with youth: Understanding how young people access careers information

Most young people care about their future and are invested in making the best career decisions they can. Navigating the complex and quickly changing careers environment is challenging for many people, especially with the proliferation of poor quality online information.

In the last decade, there have been significant changes to the education and employment landscapes that young people find themselves in. Young people stay in school longer and are more likely to complete high school; they are more likely to gain a post-school qualification; full-time employment has decreased, while part-time and casual employment and unemployment have all increased.

The Australian Apprenticeships and Traineeships Information Service (AATIS) is undertaking research into the ways that young people and their influencers access careers information, and the benefits and risks of youth accessing information online. As part of this research, we have surveyed young people and their influencers (including parents and family, teachers and career advisers) about the ways they access careers information, and the benefits and risks of accessing online careers information. Results indicate that there are large differences in the ways that young people and their influencers prefer to access careers information, with young people using online resources more than their influencers.

The surveys and additional focus groups and interviews further investigated the risks and benefits of young people accessing information online. Young people not being able to identify good quality resources and therefore using poor information as the basis for decisions is a key issue with online information. However, young people often use online materials to find information they are not able to get elsewhere, thereby supplementing other resources. We will present results from this research that can be used in practice by organisations and individuals providing careers information to young people.

Ms Tamara Stewart-Jones

CEO, Multicultural Youth SA

Co-author: Ms Helena de Anstiss, Program Director, University of South Australia

Responding to youth unemployment in Refugee, Migrant and Indigenous communities

This presentation will discuss the development and implementation of a not-for-profit event management company designed to respond to the needs of unemployed young people from refugee, migrant and Indigenous backgrounds.

Representing a cross sector partnership between the community, business and academic sectors, this social venture has an exclusive focus on youth with high and complex needs including homelessness, early school leaving, family breakdown, youth offending, early parenthood, social, behavioural and mental health problems, drug and alcohol abuse and low community engagement.



When support is provided to youth with high and complex needs, it generally takes the form of job readiness training such as orientation to the employment system and workplace, individual capacity building, employment maintenance skills, and personal and social skills coaching. Preparing young people for employment is an important but not a sufficient response to high unemployment. Young people need jobs. Thus rather than just preparing young people for employment, the project sought to become an employer.

Young people involved in this social venture are receiving paid employment as well as hands-on training, work experience, networks, references and a range of transferable social, interpersonal, practical and job-ready skills. Unlike many other social ventures which focus on manual labour skills such as cleaning and gardening, this project focuses on hospitality and event management skills. The project is not only a new initiative but it has something unique to offer, both as a social venture and as a business. There is nothing else like it in South Australia.

The presentation will discuss how a traditional not-for-profit organisation seeking to respond to high youth unemployment through a social venture leveraged its skills, networks and partnerships to respond to a pressing social issue. Also discussed are the key challenges, outcomes and learnings of the project to date.

Prof Philip Taylor

Research Fellow, Per Capita

Co-author: Mr Warwick Smith, Research Fellow, Per Capita

What's age got to do with it? Towards a new advocacy on ageing and work

Current Australian public policy is inadequate if the nation wishes to make the best use of its ageing workforce. Present approaches to both public policy and advocacy have the potential to be harmful in terms of their response to age barriers in society. A piecemeal set of measures lacking legitimacy have emerged, with objectives that lack a road-map for how they will be achieved.

Drawing on an extensive literature review and analysis of the ABS Social Survey this paper attempts to offer a fresh approach, challenging the basis of the present advocacy on ageing and work. Against a background of apparent age inequality in the Australian labour market affecting both young and old, recent efforts aimed at overcoming barriers affecting older people are considered and critiqued. The paper offers a framework for developing public policy on age and work, proposing principles against which the legitimacy of actions should be tested. The framework has three elements: 1. A need for a life course perspective when considering the issue; 2. A requirement to remove a tendency towards ageism from public policy and age advocacy; and 3. A need for a critical stance on the present public policy emphasis on prolonging working lives.



Ms Michelle Templin

Project Manager - Qld Agriculture Workforce Network, Growcom

Co-author: Leanne Kruss, Agriculture Workforce Officer, Queensland Agriculture Workforce Network

The Queensland Agriculture Workforce Network

The Queensland Agriculture Workforce Network (QAWN) is an industry-led initiative funded by the Queensland Government. Its key focus is to build the capacity of the state's agriculture industry through employment and training support.

It consists of six officers based with agriculture industry organisations across Queensland including:

- Growcom (the peak body for fruit and vegetable growers in Queensland) (servicing SEQ and Southern Qld)
- Bowen Gumlu Growers Association (North Queensland)
- Bundaberg Fruit and Vegetable Growers (Wide Bay Burnett)
- Mackay Canegrowers (Central Queensland)
- Mareeba District Fruit and Vegetable Growers Association (Far North Queensland)

A seventh officer is based with the Department Agriculture and Fisheries in Kingaroy, servicing the inland Burnett region.

The Network was established in early 2016 and built upon a previous project focussed on workforce development for the production horticulture sector in Queensland.

The Network expanded the prior focus of the horticulture project in terms of both geographic coverage and industry sectorial coverage.

There was also a fundamental change in priority ' targeting support for businesses in agriculture and the agribusiness supply chain in terms of employment (eg. sourcing labour) rather than a primary focus on professional development and training.

Nonetheless, professional development and training continues to be a vital component of the work of agriculture workforce officers.

QAWN works closely with a number of stakeholders across the state, including employment and training service providers and departments within federal and state governments, regional councils and industry bodies including the Queensland Rural Jobs and Skills Alliance ' the industry advisory group on workforce requirements.

QAWN has quickly established itself as a go-to for rural and regional agribusinesses, as well as a myriad of employment and training service providers in multiple regional locations.



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QAWN is not in competition with these service providers. In fact it should be viewed as a vital link for those any service providers to agriculture employers - employers who often have little understanding of the diverse sources of labour available and continue to rely on traditional, often dated, recruitment methods.

The objective of the Conference presentation is to raise awareness of how the QAWN officers can assist service providers in better linking with agriculture employers across Queensland.

Mrs Charlotte Thaarup-Owen

Clinical Mindfulness Consultant, The Mindfulness Clinic

Enhancing inclusivity@work through mindfulness

In a world where change is constant, disruption is unpredictable and growth increasingly hard to extract, great leaders who can navigate ambiguity and bring out the best in their people have never been more in demand. The good news is that science and research is now able to provide the formula for how to do this.

As the evidence mounts that teams of diverse talent, perform better, the art of including and valuing people from different cultural backgrounds, genders, educational backgrounds and thinking preferences is becoming a leadership imperative.

Simply put, inclusion is an essential leadership competency for businesses to thrive in the current age. Building great, inclusive leaders is about far more than perfecting skills and techniques ' it's about cultivating who you can become beyond your basic survival nature.

Being inclusive requires us to override our biological predisposition to subtly exclude people who are different, step out of autopilot, avoid conflict and preserve our own self-interest. All of which is amplified by stress.

Neuroscience now shows the ancient tradition of mindfulness improves our cognitive function and helps us shift our mindset to manage our behaviours.

Mindfulness not only supports external coding, so essential for less unconscious 'judging' it also reduces stress and our threat perception it also makes us kinder and it has at its core that it reduces our autopilot functioning.

Mindfulness refers to 'awareness that emerges through paying attention on purpose in the present moment and non judgmentally to the unfolding of experience moment by moment'.

Charlotte Thaarup is a pioneer of Mindfulness in Australia, with extensive experience running Mindfulness training across Government, Corporate, Service and NGO's. These programs involved small and large group facilitation, one on one coaching and Leadership mentoring. Science and research under pins Mindfulness and Charlottes approach to program design. Past participants strongly endorse Charlotte's influential program delivery



Miss Jessica Ziersch

Senior Program Manager, Department of Economic Development, Jobs, Transport and Resources

What is the Jobs Victoria Employment Network?

This abstract is in regards to the Jobs Victoria Employment Network currently being delivered by the Victorian Government through the Department of Economic Development, Jobs, Transport and Resources.

The aim of this presentation would be to inform interested stakeholders of the Jobs Victoria Employment Network model and to share the initial findings of the evaluation into the implementation of the program.

The Jobs Victoria Employment Network is a collaborative approach to delivering an employment services program. It assists disadvantaged Victorian's into sustainable employment of at least 26 weeks. The program is aimed at supporting jobseekers from a range of backgrounds including culturally diverse, Aboriginal, low income, social housing residents, ex-offenders and young people in out of home care.

The program's model is designed to be voluntary, flexible and responsive to address the various barriers that jobseekers experience in their search for employment. Each service model is different depending on the needs of the jobseekers and/or the region in which they are delivering the service.

The presentation would focus on the policy principles of the Jobs Victoria Employment Network model, implementation of the program, findings of the evaluation of the implementation of the program, the need for flexibility and continuous improvement in service delivery, working with employers and progress and achievements to date including case studies of participants and service providers.

The presentation would conclude by highlighting how the program is evolving and will continue to do so, the achievements of the program to date and how it is offering an alternative service delivery model to the Commonwealth's jobactive and Disability Employment Services system.



Workshops

Dr Nerida Joss

Insights and Impact Manager, SuperFriend

Co-author: Ms Emma Dunstan, Program Manager, SuperFriend

Ms Deborah Kennedy, Strategic Collaborations Manager, SuperFriend

Building a mentally healthy workplace through positive promotion - A how-to workshop

Work has an important role in fostering and supporting positive mental health. Growing evidence indicates that a workforce that experiences positive states and positive psychological health contributes to the organisation's bottom line. Positive and high-functioning employees are also more likely to be self-motivated, persist in the face of challenge, go the extra mile in achieving organisational goals, and help their colleagues to achieve.

A recent national survey conducted with 5000 workers across Australia has shown that 36% of respondents believe that workplace mental health is seen as a big problem but it is not being addressed. The same survey indicates that one in three workers believe that employers don't know where to start when it comes to promoting mental health and wellbeing in the workplace.

The aim of this workshop is to increase the knowledge and skills of participants to promote positive mental health in their workplace. The workshop will use evidence based guidelines to promote positive mental health in the workplace to direct the session. These guidelines cover nine key areas:

1. Creating a mental health and wellbeing strategy
2. Developing a work environment that promotes positive mental health
3. Positive leadership style
4. Communication style
5. Designing jobs for positive mental health
6. Recruitment and selection of employees
7. Supporting and developing employees
8. Balancing work and life demands
9. Positive mental health and wellbeing initiatives

The workshop will be conducted as an interactive how-to workshop. The facilitators will provide working examples for each of the areas and solutions to known barriers. Participants will be asked to contribute their own experiences in their workplace.

Participants in the workshop will be given a copy of the guidelines to work through during the workshop and take away with them as a resource.



Ms Meghan Stamps

Director, HR Transformation, Deloitte

Workforce 2030: The future of work

What will the future of work look like? It's a top ten question businesses are asking themselves according to Deloitte's Human Capital Global trends report. Deloitte's approach to addressing this question starts with three pillars ' work, worker, workplace. During our workshop, we will provide an overview of the three pillars and collaborate with participants to unpack key components of each area. Participants will be broken into three groups where they will then leverage an issues-based architecture framework to identify the key challenges of each theme and present their findings.

Work ' What is the work that will be done in the future, and what work will become redundant? We'll tackle this question by exploring leading research and insights from our global clients then facilitate group work to define what this looks like for participants and what associated issues may arise from the oncoming changes.

Worker ' What does the worker of tomorrow look like? What skills will be most valuable and how do we identify them? In 2016, Deloitte Access Economics completed a research study that found Robotic Process Automation is front and centre for organisations looking to improve process efficiency, reduce costs and improve accuracy of repetitive, manual tasks and they suggest that in the next 15 years nearly 50% of employment will be enhanced by automation. Leveraging this research, participants will draw their picture of what the future worker looks like.

Workplace ' The 'megatrends' that will be explored in our workshop can tell us a story about work and worker, but also the impact on the workplace. From these trends and challenges, we see opportunity emerging. The challenge is to unleash the value of workers' global and diverse networks and experiences to create workplaces that are focused on being an iWorkplace and not a one-size-fits-no-one.

Mr Daniel Valiente Riedl

General Manager, JobAccess, WorkFocus Australia

Making the most of JobAccess to drive disability employment

BACKGROUND

One in five Australians lives with disability, representing a significant percentage of the population. However, when it comes to employment, this vast pool of talent remains largely untapped.

From an employer perspective, some may feel they lack the skills or experience to employ a person with disability, be concerned about potential costs, or just simply aren't aware of the huge potential of disability employment.

This is where JobAccess comes in.

Delivered by WorkFocus Australia on behalf of the Australian Government, JobAccess is the award-winning national hub for workplace and employment information for people with disability, employers and service providers.



Recognised internationally for its innovative approach to disability employment, JobAccess brings together a wide range of resources including a comprehensive website, dedicated advice service, the Employment Assistance Fund for workplace modifications and training, and the Employer Engagement team providing free and practical support to employers to become disability confident.

In this interactive workshop, attendees will learn about the many benefits of employing people with disability and how JobAccess works in partnership with employers on tailored disability employment strategies. They will participate in an introductory disability awareness training session involving case studies and practical exercises designed to increase disability confidence and competence, and explore how to make small but important changes in the workplace towards becoming disability confident.

WHO SHOULD ATTEND

Anyone involved with the hiring / management of employees including managers, HR / recruiters, diversity officers.

STRUCTURE OF WORKSHOP

30 minute presentation on disability employment and JobAccess, including questions.

1 hour disability awareness training, including practical exercises and case studies.

INTENDED OUTCOMES

Raise awareness of the significant potential that disability employment offers employers.

Educate employers about the free support and innovative services available to them via JobAccess.

Increase disability confidence and equip employers with practical skills to take back to their organisation.



QUALIFICATION



PERFORMANCE



SEARCH

Poster Presentations

Ms Jenny Gleeson

Director, Lifeworx

Engaging young people through their personalities

LIFEWORX4ME, is based on several motivational and behavioural tools including Myers Briggs Type Indicators, DISC, Emotional Intelligence, Workplace Motivators, PRINT and Personality Dimensions.

LIFEWORX4ME focuses on assisting young people discover how they like to communicate, learn and work, as well as gain a greater awareness of and appreciation work ethics and the changing face of work and the workplace. These workshops can be used to leverage leadership development, team building, learning resilience, career development and relationship building. During this workshop, participants will be taken through the initial 1.5 hour LIFEWORX4ME workshop and take home a summary of their preferred style. Participants in the LIFEWORX4ME workshop will learn about how the LIFEWORX4ME series of workshops came into being and will include an overview of the activities young people do as a part of the series.

Attendees will gain knowledge of how personality profiling, especially the LIFEWORX4ME series benefits the young person to understanding self and others more effectively as well as gaining a clearer understanding of possible careers that may match their personality type.

By young people understanding themselves and others, they will be more focused and engaged in the learning process and career development process, understanding their unique styles and preferences, and be more aware of what motivates them and inspires them, preparing them for further study and employment.

The benefits to potential employers in understanding the LIFEWORX4ME process includes; understanding the young person's preferred communication style, understanding the young person's learning style, mediating young people's disagreements, and assisting young people take ownership over their personal development and learning goals. LIFEWORX4ME is about preferences not labels, about similarities and differences between personality types, and about improving interpersonal communication and enhancing self-esteem. It is also about the self-discovery process and career development.



Mrs Patricia Marks

Managing Director, Somerset Business Agency CIC

Small and Medium Enterprises may hold the key to reducing Long Term Unemployment

SME's are traditionally and habitually acknowledged as generating a substantial amount (between 50 '70%) of the job creation in most of the Organisation for Economic Co-operation and Development (OECD) member countries yet SME engagement with public services tasked with getting people back to work is sporadic, challenging and inconsistent.

This research paper examines the UK Department of Work and Pensions (DWP) desire to understand the perception from SME's of the Job Centre Plus (JCP) service, the client groups they represent, the barriers that routinely stop SME employers using its services and how these challenges can be overcome. Understanding the motivation and methodology of the SME sector recruitment practices could be transformational in tackling Long Term Unemployment.

Direct field research was carried out with a survey devised to address the specific questions of the role of the JCP and the engagement with a local (South West UK) SME business community. 150 completed surveys, 12 business networking sessions, 4 focus groups convened and 2 in-depth case studies completed.

No SME employer considered using the JCP as a recruitment style service even though this is a publicised fully funded service and they have a direct route to market and offer support to employers both fiscally and with additional recruitment. The SME sector recruitment practices are inconsistent, lack formality and often fail first time. The sector wants human resource support at a low cost but don't use the JCP service which is fully funded.

There is no such thing as typical SME making a 'one size fits all approach' outmoded. JCP needs to become more like recruitment brokers ' getting to know the employers and supporting their direct needs. It is imperative it moves with the times in terms of communication channels. The provision of face to face advisors is mission critical.