

ISO Accreditation

In late 2019 the Department of Education, Skills, and Employment (as it was then known) designed the Right Fit For Risk scheme, with the intended target being providers of contracted private employment services, who DESE engaged with to assist job seekers for preparing and securing jobs. Supplementing the minimum requirements of the ISO 27001 standard, the scheme aims to ensure government owned data, including personal records of participants and other information, is safely held on the provider's IT systems. In 2020 NJL, along with all other providers, received the instruction that we would be required to attain this certification.

Detailed preparation and planning began that same year and the first step was to determine NJL's attack surface. Next came assessing the risks in each area of the business and working out how to address them. This involved developing a library of what has become over 90 policies, processes, procedures, and forms. This also included a strengthening of NJL's cybersecurity posture with a focus on meeting the ACSC 's Essential 8 requirements.

In September of 2021 all of the hard work was put to test via a five-day certification audit with three auditors an external certification body. During the audit NJL was able to successfully demonstrate how we were meeting the core requirements of scheme and ISO 27001 both in practice by way of our governance. The result was a huge success; NJL attained certification with strong compliance in all areas.

NJL applies a continuous improvement approach to managing its Information Security Management System and, to help manage this, the Information Security Team was created after the certification audit. One of the key functions of this team is ensuring that NJL remains on top of the ever-changing requirements of the scheme. To assess this, providers must undergo a surveillance audit each year and NJL completed the most recent one in July 2022. This was again a huge success with a result of strong compliance in all areas recorded.

Sep 2022 In this edition:

- ISO update
- NJL Driving School
- RUOK Day
- AGFEST
- Good News Stories
- Staff profiles

NJL Driving School Cairns

Since May 2022, NJL Driving School Cairns have been busy delivering over 150 driving lessons to the Cairns community. Our Professional Driving instructors help Learner Drivers in developing good habits, safe driving methods and confidence while on the road. When speaking to our Learner drivers, this is what they had to say about their experience with NJL Driving School:

- *'The instructors are super friendly and helpful each lesson was a great learning experience for a first-time driver like myself'.*
- *'I love the way they treat people and what I love they make people feel confident while driving'.*
- *'Excellent lessons, great knowledge, laid back and easy to hold a conversation with, which makes your nerves virtually disappear! It's honestly the best driving school I've been with!'.*
- *'The instructors have outstanding social skill and great knowledge of road rules. They'll provide the feedback that is needed and help you improve'.*

NJL would like to acknowledge and thank our amazing Professional Driving Instructors, and we look forward to continuing to support our local community.



RUOK Day Fitzroy

Thursday 8th of September was national RUOK Day.

Transition to Work (TtW) Fitzroy team hosted a social morning of food, activities, catch ups and discussions, centred around the importance of well-being and looking out for each other. The morning was designed to encourage participants to feel more confident in asking their peers "RUOK"?

In addition, mentors shared tips and information on where to access the right support services, to be able to help when the response is no, they are not ok. Each participant was handed a "Thanks for being here" pack which included a leaflet detailing local and National mental health support services and hotlines.

Across the Fitzroy region NJL TtW had 45 participants attend the morning. Participants engaged in a range of activities such as table tennis, pancake cooking, Lego building competitions, quizzes, painting, and learning how to plant and care for succulents. Participants were shown how to prepare their succulent pots, mix the potting mix, plant the succulent and how to care for it.

In support of RUOK day local employers donated 20x \$5 vouchers, free juice vouchers, plush toys and basketballs that mentors were able to hand out on the day. Following the end of the morning participants shared how they had enjoyed meeting new people and being able to openly discuss mental health in a safe environment.



Volunteer opportunity AGFEST, Launceston



AGFEST is the largest agricultural event held in Tasmania annually which attracts more than 700 exhibitors and 60,000 attendees. The Transition to Work (TtW) team in Launceston identified this event as a great opportunity for TtW participants to undertake volunteer work enabling them to gain valuable workplace skills and showcasing their outstanding talents to 1000's of potential Employers.

TtW Mentors and participants attended the event over two days and volunteered in a food van undertaking food prep and customer service duties for 1000's of customers and performed wonderfully well whilst being under enormous pressure to have food ready for the whole day.



After their shifts had ended, they toured around the site. Attending AGFEST was the first time for all participants and they absolutely loved it. Getting the work car bogged was a bonus thrill thrown in. Everyone was exhausted when they returned but this did not wipe the smiles off their faces, as they all had an amazing day and gained valuable insight to how a busy food environment operates.

One participant has since gained employment in a Retail store and the others are all actively applying for work and undertaking a wide range of group activities with TtW and are very regular faces around the office.

GOOD NEWS STORIES

Katie – Gladstone, QLD

Katie commenced with NJL ParentsNext (PN) in December 2021 and was engaged in Cert 3 in Fitness, however, due financial hardship was unsure if she wanted to continue with her stud. Katie was really looking into roles that she felt was meaningful and would help people, similar to a ParentNext Mentor.

NJL supported Katie to obtain a First Aid Certificate and the resources needed to remain in study until she decided what she wanted to do. Our PN mentor coached Katie around the attributes and duties that would be expected in a consultant role and assisted to update Katie's resume as part of the process. Katie applied for a position with APM Employment Services and was successful in gaining an interview for an Employment Consultant role.

PN further supported Katie with appropriate interview clothing. Excitably, Katie got the job and has now commenced full time work and PN was able to continue to support Katie with purchasing some work clothing. Katie's PN mentor was able to see her in action recently at a local Dorie Day – Community Employment Day in Gladstone. NJL wishes to congratulate Katie on her success and wish her the best of luck for her future.



Alicia – Bridgewater, TAS

In Alicia's first appointment with ParentsNext it was recognised that Alicia would like to find work but identified with her mentor a few personal goals she wanted to address first.

ParentsNext had a 5 week, Wellbeing for Parent's workshop coming up and encouraged Alicia to join in. Despite her nerves, Alicia committed to attending. During her time in the workshop, Alicia's confidence grew in each session and she enjoyed learning new strategies to assist with her anxiety.

After the workshop, with her newly found confidence, Alicia wanted to attend our Digital Skills Workshop and our weekly community craft project, during which Alicia decided that she would like to work with children. With support from ParentsNext, she enrolled into Certificate III in Education Support at TAFE. NJL wishes Alicia best of luck with her studies and for the future.

Jessica- Casuarina, NT

Jessica has been working with the ParentsNext program in Northern Territory and identified not having her license was a barrier to achieving her goals. Despite always wanting to learn to drive, Jessica never has the support network to allow this to happen.

To help ease Jessica's nerves about driving, NJL Driving school mentor met with Jessica before her lesson and then started off taking it slow, driving around an empty carpark.

After only 4 lessons, Jessica has gone from not going over 20km/h without interacting with any traffic, to being able to go on main roads and going speeds of up to 70km/h. Jessica is excited about the possibilities that getting her license will give her and the freedom to travel with her children. Stay tuned for updates about Jessica's progress.

MEET THE TEAM

Ashlea Templar -

Senior Placement Specialist (TTW) & Team Leader, Devonport, TAS

I commenced with NJL in July 2019, as a Mentor in the TTW space before moving into the role as Team Leader across TTW, PN, CTA & EST in the Devonport office. I have 18 years employment services experience and have a Certificate III in Employment Services, Diploma in Leadership & Management and currently studying Certificate IV in Human Resources.

Recently I have spent my time assisting with implementing processes, alongside the management team, for the new Workforce Australia Transition to Work contract in my new role as Team leader / Senior Placement Specialist.



Teri Francis – *Youth Trainer & Mentor, Cairns, QLD*

Hi, my name is Teri. I joined NJL in 2017, as a Youth Employment Mentor in Employability Skills Training (EST) in Cairns and Asset Maintenance. Working alongside 2 Aged Care Companies to upskill their employees, while shadowing them on their daily schedule and completing Accredited Training.

Now I am involved in NJL Learner Driving School completing lessons with participants, which is great to see them going from a Level 1 to a level 5 and Test ready is fulfilling.

I also Train in Cleaning Operations and have for many years in QLD and NT, I find it very satisfying to visit communities and engage with participants, seeing them move into employment or upskill in their role in housekeeping. Skills learnt transfer into life skills which they can teach others. I enjoy time with Family and Friends, attending events eating good food.



Denise Smith – *ParentsNext Mentor, Burnie, TAS*

My name is Denise and I work in Parents Next in the Burnie Office and outreach to Ulverstone, Smithton and the sunny West Coast of Tassie. I have been in Employment Services for more 10 years now and with NJL for over 5 years, starting off in the TTW contract and moving into Parents Next when we won the contract originally.

I thoroughly enjoy my role, supporting and assisting our participants and look forward to being able to help develop the program and run more activities in the near future.

On a personal level I am happily married, have 8 children between my hubby of 5 years and myself and I am lucky to be a nanny to 6 beautiful Grandchildren. As you can imagine our household is extremely busy at Xmas time and Birthday Celebrations etc but it's super great and I love it.

I have a 4-month-old British Bulldog puppy named Tank that is like having another child and keeps me on my toes, plus my little furball lapdog named Shadow that used to visit the Burnie Office from time to time, two cats and 1 chook. I live on 6 Acre's, so I am looking forward to adding more animals to my little hobby farm down the track.

