

SIGNIFICANT CHANGES FOR 2021

ParentsNext (PN)

The NJL ParentsNext contracts have been extended from finishing (and up for tender) in 2021 to now going through to 30th June 2024. In addition to this there will be several changes to the caseloads from July 2021 with intensive and targeted participants now being merged into one (and the Employment Fund being available to everybody) and some changes to eligibility which will mean more referrals after July. In conjunction with this, we are developing a range of training products specifically designed to assist this cohort.

Transition to Work (TTW)

The NJL Transition to Work (TTW) contracts at this stage remain the same in terms of timeframes but as you would all be aware our numbers have been increasing quite rapidly since Covid. Despite the increase in numbers both contracts (Northern Tasmania and Fitzroy) have continued to not just make KPI's but to exceed them! We expect that a decision as to what the government does with TTW will be made by June 2021.

Employability Skills Training (EST)

NJL has just received its Departmental assessment for the year on EST, it was nice to see the formal recognition of the work that has been done in EST. The way in which we transposed our courses into online delivery quicker and more effective than most. It is also pleasing that we lead the way in many of the national KPI's and as of now, NJL is the fourth largest provider of EST services in the country. This is especially impressive when you consider that the 3 providers ahead of us have many more sites and "daylight" is running 5th.

Career Transition Assistance (CTA)

Whilst CTA has had a relatively slow start, recent changes to the funding methodology are going to see a greater uptake by Job Actives. Further to this, the Department is going to be actively encouraging the use of CTA especially when the job keeper arrangements come to an end. Watch this space!

December 2020

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Wild Thyme Restaurant – Cairns, QLD

Good food, community & much more.... NJL's funky little restaurant located in one of Cairns oldest and prettiest streets, is now open for evening trade. It is all about feel good food. Our tasty creations from around the globe are designed to take your taste buds on a mouth-watering journey. We believe our healthy menu promotes wellbeing – using fresh, locally sourced ingredients to support our region's farmers. We are however more than a restaurant - Wild Thyme is a non-for-profit social enterprise which fosters the potential of people in need through training, social inclusion, and employment pathways. We value people over profit and have created a space where people from different walks of life, abilities, cultures, and beliefs are all given an equal opportunity to come together, gain skills and help others. In partnerships with community organisations, Wild Thyme also provides up to 60 free meals a week to those in need.

Merry Christmas



Season Greetings from all of us at National Joblink
and best wishes for a happy and safe 2021

Youth and Hip-Hop Pioneer

The NJL Darwin team have been working closely with Hip-Hop lover Riley looking at different career pathways after he completed a NJL EST Block 2 course. Riley is a father of a one-year-old girl and has a huge passion for youth advocacy. It was evident that Riley wanted to dabble in a combination of Hip-Hop music writing and supporting change within youth diversion programs including men's mental health. Brainstorming led to a workshop that he could present to youth organisations. Riley then took this workshop and concept to the Don Dale Youth Correction centre in Berrimah, NT. It was a big success and after a free trial run Riley was hired within the first week. He has actively been doing 6-10 hours per week running his workshop. His workshop has had a lot of great feedback and has provided the inmates a positive way to get their thoughts, feelings, and creativity out.



EST Online – A Success Story

National Joblink offer Employability Skills Training (EST) courses throughout Australia. During COVID-19 all EST courses are being conducted online. It has been a fantastic medium for participants to learn by as their Information Technology skills have increased greatly.

In Moonah's recent EST course, a participant explained that he was extremely anxious about participating in group video calls as he is very socially anxious. Our trainer explained how common social anxiety is and incorporated group icebreakers to help get everyone involved and to be more comfortable with each other. Fellow participants raised their concerns about social anxiety and working with the public. This gave the whole group more confidence going forward. Our course content was tailored to improve social anxiety by highlighting the benefit of making decisions and taking certain risks to accomplish goals. This resonated with our participant as he had been holding off telephoning a recruiter in fear of rejection. With his newly learned confidence and skills the participant took the plunge and made the telephone call. He has now secured a full-time gardening position and is extremely happy and appreciative of the EST course.

NJL staff have experience and understanding working with participants who have barriers such as anxiety. With these skills, participants can feel welcomed, reassured, and supported in any challenge they may face. We use a flexible and inclusive approach in our programs and spend time with participants in both group and one-on-one settings with the outcome of building their confidence.

Cairns Driving School



We are excited to share that our Driving school has been in great demand with over 20 young people already signed up for lessons with our awesome instructors. As a result, we recently purchased another fleet vehicle and are moments away of having another driving instructor ready to take on some lessons. We have also been hard at work with helping Cairns Safer Streets, SPAYC (Space = Place Activities for Youth in Cairns) Cadets. SPAYC Cadets is a program that cultivates young community leaders and mentors aged 15 to 25 who show an interest or passion in taking on a leadership role within the SPAYC+PLACE program through personal and professional development streams. NJL Driving School recently helped SPAYC Cadets with 6 instructor lessons and 3 mentor lessons.

NJL Driving School is driven in breaking barriers and building confidence within Cairns Learner drivers and are excited for what 2021 brings. Further information about Cairns Safer Streets and SPAYC Cadets can be found at: <https://cairnssafestreeets.com.au/about-spayc%2Bplace>

GOOD NEWS STORIES

Diversity Dimensions Group – Fitzroy, QLD

This October, NJL worked closely with Diversity Dimensions in partnership with the Woolworths Group to successfully place all three of our Indigenous Parents into paid employment with Woolworths.

This is the first time that Diversity Dimensions has taken on ParentsNext participants in the Fitzroy area. Our ParentsNext Mentor assisted Lisa, Carlie-Anne, and Keisha to undertake an extensive work readiness assessment to qualify, which also included a full day online virtual induction workshop prior to commencing their work experience component.

Our participants all said they were so excited for this opportunity, this was clearly demonstrated through the employer feedback we received on how well prepared all three participants were, saying they were all on time if not early, ready to work, helpful to other team members, positive about this opportunity and asked some great questions. They have all been given 30 hours per fortnight with additional hours being offered. All three participants are looking forward to continuing to learn new skills and are very positive about their futures.



Jesse – Yeppoon, QLD

Jesse has been unemployed since August 2019 and referred into NJL's EST Block 2 in Yeppoon. NJL trainer, Lee, identified that Jesse was focused on continuing his career in the Hospitality industry and during career discussion sessions about understanding the hidden job market, other participants shared a job opportunity with him at a local hotel. Lee assisted Jesse by updating his old resume and tailoring it towards the industry that he was seeking work in. When Jesse saw his new resume, he told Lee how proud he was that it looked so professional and used it to approach employers. He visited the STRAND hotel in Yeppoon and was asked to do a work trial that night, he was offered a position the next day. Jesse can now up skill in several sections of the hotel and he has spoken with Lee about further qualifications to eventually move into a hospitality management position.



Rebecca – Gladstone, QLD

Rebecca has been with the ParentsNext program since December 2018. At the beginning of this year Rebecca really wanted to focus on obtaining employment in the mechanical/ industrial field. She had been actively sending out resumes, however, was not receiving any responses from employers. Our amazing Gladstone ParentsNext Mentor Tess worked with Rebecca to update her resume, cover letter and regularly practiced interview techniques along with personal development activities to build her confidence. Some of the assistance was simple changes to ensure her resume accurately reflected her many skills and abilities. The outcome being Rebecca gained employment this November, successfully obtaining a 2-year traineeship with Queensland Alumina Limited (QAL) as a process tech and has her sights set on a mechanical apprenticeship after successful completion of her traineeship.



MEET THE TEAM

Bianca Clayton – *Youth Employment Mentor, Burnie, TAS*

Hi, my name is Bianca and I have been part of the NJL team in Burnie for almost 3 years. I commenced as Youth Support quickly learning the NJL ways and the role itself as I had never previously worked in employment services. I am now a Youth Mentor and am trained with the basics of all 4 contracts however, Transition to Work is my main contract. Prior to working for NJL I worked part time as a Bakery Assistant and an Education Support, which is what led me to applying with NJL. I love the challenges that have presented to me and working through these with the team. My partner and I are getting married in March 2021 which is very exciting. I have 2 fur babies, Skylah a German Shepherd and Lunar a Border Collie, who are beyond spoilt. When I am not at work, I enjoy playing netball, going on adventures, and exploring around but will soon be busy building a new house (well my partner will be) and I will attempt to be the



Lorraine Webb – *Project Officer, Paralowie, SA*

Hi, I am Lorraine. After being out of the workforce for a considerable time caring for my invalid parent, I needed to return but did not know if I had the skills. In 2011 I decided to do a Certificate III in Business which included a 1 day a week work experience with Heta. In 2012 I started working as a relief receptionist for Heta. I also worked casually as a Support Worker and did volunteer work at the Salisbury Neighborhood Centre. In January 2013 I commenced working permanent part-time in Heta's Training Division doing administration support for the NEIS Program. Since 2016 my duties have changed immensely, I became involved in the PaTH EST Program, not only in the administration side but doing Training for the early Block 2 courses. Then in March this year I joined the EST Compliance Team and since July I am now a permanent NJL employee. When I am not working I enjoy reading, catching up with family, friends, and Mr Jaxx my sister's German Shepherd dog.



Carrise Tekii – *Youth Employment Mentor, Berserker, QLD*

Hi, my name is Carrise and I have been a part of the NJL Fitzroy team for eleven months. I joined the team as an Administrative Assistant for the Berserker office then moved into the role of a TTW (Transition to Work) mentor in July. I have been an Administrative Officer for many years but prior to working at NJL I also gained experience as a Mental Health Support Worker. It was during this time that I discovered a passion for helping others. This is what I enjoy most about my role at NJL; being able to combine both my knowledge of Admin and my passion for helping others in the one role while also continuing to build and develop myself professionally within the industry. Mentoring is a rewarding role and I love that I get to celebrate growth, breaking of barriers and the big and little wins. I have also nearly completed my Cert III Driver Training and look forward to supporting youth gain their required driving hours. Outside of work I am mummy to two wonderful boys, run a candle business and love spending time with family.

