

## The Local Jobs Plan



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National Joblink Launceston have been successful in winning a limited tender through the Local Jobs Program (LJP). The LJP encourages innovation to accelerate reskilling and upskilling of participants to meet labour market needs. NJL have partnered with technology educational company Bitlink to deliver a 13-week program titled **'The Games Fest – Digital Work is Real'** in February 2022. NJL recognise that young people have developed many skills through online gaming, such as teamwork, troubleshooting, decision making, strategic thinking and cyber expertise. These skills translate in many areas of the labour market, but firstly they need to be identified, valued, and marketed. **'The Games Fest – Digital Work is Real'** activity will improve job-readiness by combining blocks of online games industry themed experiential learning and work preparation training. This will encourage participants to use their transferable skills across a range of industries and roles.

The Local Jobs Program is funded by the Australian Government Department of Education, Skills and Employment.

## Culture Connect - Cairns

Nervous excitement was in the air for the Cairns Culture Connect crew as they worked as a team to create and host their 'Food with Friends' evening dinner. NJL is currently training a team of jobseekers from different parts of the world in a Certificate II in Hospitality. The event was an opportunity for the team to share their learnings and signature dishes from their countries. The night started with complementary drinks and a middle eastern traditional welcome of Arabic coffee and dates. This was followed by an acknowledgement to country by a proud Indigenous Culture Connect crew member. The 30 invitees explored flavours from Africa and the Middle East with a local modern twist.



*Season's Greetings from all of us at National Joblink and best wishes for a happy and safe 2022*

## Parents Next Digital Literacy Skills Group

National Joblink's ParentsNext Program commenced our first Digital Skills training this month, with results overwhelmingly positive amongst attending parents. The goal of the Digital Skills training is for participants to develop new and increase existing skills within the Microsoft Office suite of products. This has proven to be a great success with parents around the country gaining valuable insight and hands-on experience using applications such as Word, OneNote and Outlook. Tabatha, a participant from the Northwest of Tasmania has recently completed the workshop and is keen to participate more intermediate level sessions in the future. Tabatha had not used Word or any other Microsoft applications since high school and stated that the Digital Skills training made her feel much more familiar with these applications. She was so inspired that she has even volunteered to assist parents in any future workshops. With National Joblink providing access to laptops and tablets, along with a comfortable and friendly learning environment, the Digital Skills training is the perfect opportunity for ParentsNext participants to start equipping themselves with necessary and relevant tools to help them achieve their educational and employment goals.



## Enterprise Learning Project - Bridgewater, TAS

Employability Skills Training (EST) Block 1 participants in Bridgewater settled on producing necessity/dignity bags for a local food van for the homeless called "Loui's Van". These bags would then be distributed from the van to disadvantaged people. Students created a professional letter explaining who they were and why they were needing donations and began to approach local businesses. Most businesses were happy to donate toothpaste, soap, shampoo, moisturisers, and scarves. Woolworths even gave a \$100 gift card to spend on necessities. The EST participants also made thankyou cards and gave them out to the businesses that helped with donations. All the hard work paid off when Simon from Vinnies came to collect the 10 separate bags the participants had put together. He was very impressed and appreciative of the group's effort. Photos of the group and the bags were put up on the Vinnies 'Donor Appreciation' board. The 10 bags were delivered to 'Loui's Van' ready for distribution to those in need. When this group of EST participants came into NJL on their first day, many of them were desperately shy and timid. Working together as a team, speaking to managers in local businesses and being part of a project that gave back to the community really helped their confidence and gave them a newfound sense of self-esteem.



## Industry Specific – Industrial Cleaning – Adelaide, SA

National Joblink's Employability Skills Training (EST) students in Adelaide recently received an insight into the changing face of Soft Services and cleaning thanks to Service FM's Corporate Service Manager, Tracey Grigg. Service FM is a facility management company with offices across Australia with workers in a variety of fields, from cleaning, infection control and electrical compliance. Tracey provided an in detail overall picture of the industry and how it is rapidly changing thanks to new expectations in cleanliness arising from the pandemic. She highlighted that being a cleaner is not the end of the line with organisations such as Service FM, but rather the start of a new opportunity for workers to grow their skills so they can move into management positions or other roles within the corporate services sector. Following the presentation, Service FM received many resumes that had been updated during the Employability Skills Training program that will be considered for upcoming roles. This is a great outcome for both the company and the students. The company regularly updates job opportunities on its website: <https://servicefm.com.au/careers/>



## Making waves program – Cairns, QLD



NJL Cairns is celebrating the success for our latest Employability Skills Training (EST) Program Making Waves, with 9 employment outcomes so far and more to follow. In 2021 NJL Cairns initiated **Making Waves**, a specialised program working with long term youth targeting industries in Cairns that we know are looking for local based employees - namely the Marine, Tourism & Hospitality Sector. The Marine, Tourism & Hospitality Industry require a selective skill set. Over the course of a 6-week EST Course NJL trainers & mentors worked with 12 Aboriginal and Torres Strait Islander youth aged 15-24 to gain skills & qualifications to seek employment within these 3 industries. The training covered; first aid, RSA (Responsible Service of Alcohol), food handling, introduction to marine based terms & safety requirements, shipboard safety, introduction to barista skills and communication & conflict resolution. There was great enthusiasm and input from local industry employers & opportunity to visit premises or see operations in action, including Fitzroy Island Resort, The Hilton Hotel, Shangri La, Wild Thyme Restaurant, Raging Thunder and The Holiday Inn.



## Transition to Work, Life Skills Group - Fitzroy

NJL Berserker have been focusing on building the confidence of our young people through our Life Skills Group activities. The success of these groups has been wonderful, with excellent attendance and group engagement. The Life Skills Groups have a strong focus on young people feeling good about Themselves and projecting a positive social media presence. They also learn new skills in cooking with their own favourite or family recipes as well as completing a food hygiene course. The Groups also look at how to access support services through Service Australia, including so workers and rent assistance and linking to their MyGov account to access ATO, Medicare and their Health Care Cards. NJL also supports young people to dress and prepare for success by selecting appropriate interview clothes, learning how to iron and look their best for an interview. It has been amazing to see how engaged our Transition to Work participants are and to see them working towards gaining employment or study.



## GOOD NEWS STORIES

### Brody – Darwin, NT



Brody is our Employability Skills Training (EST) success story this month. We have had this young man in back-to-back training and during the most recent Block 2, Brody really focused on applying for several retail jobs that allowed him to showcase his passion for fashion. He came across a position with RSEA, an Australian workwear and safety equipment company. He created a cover letter that expressed how much he enjoys showing his aesthetics and the thought that even when people must wear work uniforms, they can still be fashionable. The Friday after our training had ended he got called for an interview. The manager of RESA called Brody's NJL Mentor from his EST course and advised that they thought he was perfect for the position and were excited to have him join the team.

### Ryan – Burnie, TAS

Ryan is a participant in the Transition to Work (TTW) Program. Lacking previous employment experience he struggled to recognise his skills and lacked confidence in acknowledging his personal attributes. Ryan worked with TTW throughout the year to improve his employability skills and from this his confidence increased. TTW supported Ryan by paying for his P1 test, although unsuccessful, he didn't give up and gained his P's on his second try. Moving forward, he used reverse marketing with his newfound confidence and approached employers about employment opportunities. Due to his interest in the automotive industry, he advised that he had found a detailing position with Burnie Accident Motor Repair Centre. After discussions between TTW, the participant, and the employer, Ryan commenced an internship. With glowing feedback from the employer it was no surprise when he was offered a paid position. Ryan has since commenced paid employment, showing how valuable Internships can be in a young person's pathway to employment.



## MEET THE TEAM

### Amanda Cox – *Information Systems Administrator – Paralowie, SA*

Hi, I am Amanda. In November 2000 I started working for Heta Incorporated in Adelaide CBD as an Administration Assistant working on a database system recording jobseeker information and support hours as well as relieving Reception at lunchtime. Two years later I became the face of Heta and started working as their receptionist. During this time my duties changed immensely, my confidence grew, and I am no longer the shy, timid person I once used to be. I also saw lots of changes within the organisation – we went from a small team to a much bigger team. In July 2020 I became a permanent NJL employee. I look after the Learner Driver course for SA taking bookings and printing student resources. In September 2020 I was part of the Audit and Risk Committee as the minute taker and assisted the ISMS Team. In May this year I joined the NJL Driving School Team in Cairns which I'm really enjoying. From taking bookings, liaising with Job Actives, recording student information etc. I love assisting people and see them obtain their "L" and "P" Plates and the happiness it brings them! When I am not working, I enjoy spending time with my family, friends, going out, reading, and watching scary movies.



### Alma Mayor – *Parents Next Mentor - Berserker, QLD*

Kia Orana! My name is Alma and I've been a part of the NJL family since 2019. During this time, I have worked in TTW and PN contracts. The culture at NJL is fantastic and I feel lucky to work for NJL, they really are family and friends first. I love to help others work on their barriers and support them to reach their goals and succeed. It's a rewarding feeling and reminds you why you do this, when you support a participant to make a difference to their own lives. I love to empower others. Prior to NJL, my employment history has been varied, with past roles including but not limited to Trainee Teacher, Administration, Case Manager, Team Leader and Business Manager for Job Services and Job Active. Outside of work I teach music and hula dancing to young people from various cultures. I love living in Yeppoon near the sea and make a point to walk most days. I also love spending time with my family and of course with lots of snacks.

### Andrew Jones – *Project Manager – Hobart, TAS*

Hi! I joined NJL nearly 12 months ago – time flies when you're having fun... As Program Manager I support (annoy) the Hobart and Launceston Tassie teams. Much of my working life has been in Human Resource Management but have been in employment services for the last 15 years. NJL has provided me an opportunity to work with a team of people to 'make a difference' to the lives of others. Away from work I'm a bit of a homebody and enjoy spending time with my family. I'm an unashamed sports junky (Go the Richmond Tigers!), but unfortunately I watch rather than participate these days (mind is willing, but body...).

