



2022 ANNUAL REPORT

NT INDUSTRY TRAINING BUREAU



2020-2025

STRATEGY & VISION

Connecting Territorians with opportunities to realise their dreams, goals and potential.

Vision 1

Service Excellence

We strive for service excellence across all aspects of how we conduct our business

Vision 2

Inclusive Practice

We commit to equity in education, training and employment. We respect others through open and transparent communication. We understand different perspectives and work in empowering ways with our stakeholders.

Vision 3

Future Focused

We learn from the past, assess the present and envision the future to ensure that what we do today results in real and sustainable outcomes.

Vision 4

Innovation

We are passionate about sharing knowledge and harnessing community effort to find new solutions and new ways of providing exceptional services.

Strategic Priorities

- A commitment to ongoing quality improvement and client satisfaction
- Strengthening our engaged and respectful workplace
- Proactive and strong governance
- Building service sustainability through alliances, partnerships and engaging with the community

Who We Are

We are accountable, transparent and serve with integrity.
We are passionate and committed to providing exceptional support with powerful purpose.

Our Mission

We provide Territorians with services and support to connect them with their community, and opportunities to develop and achieve their goals

NTITB BOARD MEMBERS

Chairperson

JUDITH MCKAY

Judith McKay is based in Darwin Northern Territory, engaged as a contractor to develop the capacity of local disability and aged care service providers to operate effectively and expand their work forces. In 2019, Judith's valuable contribution to the vocational education and training sector was awarded at the Australian Training Awards as recipient of the National Achievement Award in recognition of her outstanding leadership and contribution to the Australian VET Sector for up to 25 years.

Throughout her extensive career in VET, Judith has actively sought to promote and deliver awareness of key underpinning LLN skills in education and learning programs by working closely with employers and VET trainers in the design and delivery of targeted programs. Judith holds a strong connection with the human services sector in the Northern Territory with previous employment closely connected to community and health industries that continues to inform her current volunteer role with NTITB.



Deputy Chairperson

TERRY LAWLER

Terry was guided by his mother and developed a passion for helping people to learn and to achieve their goals at an early age. His career journey began with an apprenticeship as a Motor Mechanic enabling him to become skilled and the opportunity to fulfil his dreams of adventure. He enrolled in a Diploma of Education (technical) at the NT University and was awarded the Diploma in 1991. Subsequently he obtained a Certificate IV in Training and Assessment in 1992. Furthering his skills, he completed a Diploma in Corporate Governance and is an active volunteer Director with the GTNT Group and YouthWorX NT.

Terry has spent his working life providing professional information, advice, and support to stakeholders across the NT and National Vocational Education and Training sector. Terry continues to pursue both personal and professional development activities knowing that there is always a better way of doing things and is really interested in finding it.



Treasurer

PETER DE JONGE

Peter has a Diploma of Logistics with thirty four years in the warehousing and distribution industry and is the Operations Manager for Metcash Food Group Darwin. After thirty years in the warehousing and distribution industry, Peter is a Fellow Member of the Chartered Institute of Transport and Logistics Australia (CILTA), which he currently chairs for the Northern Territory Section as well as holding a position on the national council. Formerly holding chair roles for the Transport Engineering Automotive Training Advisory Council and the Transport & Logistics Workforce Advisory Group, Peter is now a board member of the NT Industry Skills Advisory Council (ISACNT).



Board Member

MELANIE BRENTON

For over 20 years, Melanie has held client engagement and partnership roles, working with Territorians to develop the Northern Territory workforce and provide pathways to jobs. Having an appropriately skilled workforce is key to support economic growth of the NT. In her current position as Industry Engagement Officer at Industry Skills Advisory Council, NT, she works with industry, businesses, registered training organisations and schools to gather feedback and provide advice on training and skills development. She considers our most critical challenge is having the skills and agility to take advantage of the opportunities technology changes bring to all jobs.

Board Member

ILANA ELDRIDGE

Ilana, a finalist in the 2016 Telstra Businesswoman of the Year Awards and winner of the Prime Minister's award for her work in Timor Leste, is the former CEO of Larrakia Nation, where she employed up to 90 people in an organisation with a \$7m turnover. From 2010 she provided a consultancy service for major construction companies, Local Government and NGO's. In 2017 she launched NT Solar Futures Developments, which is developing a 50MW solar farm in Livingstone.

Board Member

ARCHIE WRIGHT

A long-term Darwin resident of almost 40 years, Archie worked in the Vocational Education and Training (VET) area from 1988 through to 2018. During this time, he progressed from a Training Development Officer to a lengthy position as Executive Officer of the Major Industries Training Advisory Council. He then moved on to be the Regional Executive Director of the Housing Industry Association (HIA) in the Northern Territory.

After identifying a significant need to maintain housing in remote communities, Archie was instrumental in developing the Certificate III in Remote Area Repairs and Maintenance qualification which is so useful to capacity building in remote communities. Archie has since left the HIA and is currently self-employed carrying out consultancies in the VET sector as well as owning and operating the Northern Territory's only recreational dive shop.

Board Member

CHRIS HAYWARD

Chris Hayward is a National Award-winning Workforce Development specialist that has been a driving force behind the design and delivery of some of the most highly innovative workforce development projects in the NT, building sectoral capacity across diverse industry sectors in remote areas of Australia. As a business developer and strategist that specializes in the development of sustainable social enterprises, Chris drove the Indigenous training and employment goals of Government-led initiatives across several program areas for both the Australian Government and the Northern Territory Government including CDP, VTEC, and the RSAS. Chris successfully built several successful indigenous social enterprises during his 10 years at the Arnhem Land Progress Aboriginal Corporation (ALPA) and was a primary driver of ALPA going on to become the largest indigenous business in Australia. Chris now works as an independent consultant providing strategic support across a range of industry sectors including education; community services (NDIS) and health technology.



Board Member

MEG FRIEL

Meg Friel has over 20 years' experience in the post compulsory education sector in the Northern Territory and has worked for public providers including Charles Darwin University, Batchelor Institute, and Correctional Services. Her experience is in both vocational education and training and higher education. Provision of support to students to find the pathways to study and work has been a lifelong passion. Meg has worked as a student counsellor, coordinator of student support services, Head of school, and CEO of a registered training organization. Education and work transform people's lives and I am enjoying being part of Board that facilitates and advocates for access to education and work for young people.

Meg holds a Master of Education, a Bachelor of Jurisprudence, and an Associate Diploma of Social Work. Meg grew up in Darwin and Alice Springs, and although she did not complete year 12 has successfully managed to undertake further studies.



Board Member

GRAEME SAWYER

Graeme is the managing Director of a Darwin based e-Business software development company specializing in the development of web systems, online systems, and multimedia content. Through a diverse range of projects and consultancies he has developed a broad understanding of issues in the NT and business processes and systems.

Graeme has an extensive background in working with technology in the education and business arenas as a consultant and has worked extensively in management and leadership roles, including a four-year term as the Lord Mayor of Darwin. He has travelled extensively through the NT to Schools and remote Aboriginal Schools including Arnhem Land and has worked extensively with aboriginal people on multimedia projects. He also has along involvement with environmental action through several not-for-profit environmental groups especially Frogwatch and the Australian Association for Environmental Education.



Executive Officer

LIZ REID AM

Liz is the Executive Officer of YouthWorX NT. A not-for-profit organisation committed to partnering with Territorians in supporting their lifelong social, economic and career success. Responsible for the management of diverse programs which include life and career coaching, the delivery of services to support employability skills. Liz administers the overall operation, strategic development and corporate health of the organisation including finance and human resources.

Liz has 25+ years' experience in the community, disability, and social justice sectors. Liz has dedicated career in assisting others seek equitable opportunities to participate fully in their communities, reinforced by her passion for seeking demonstrated economic and social outcomes.



a year of achievements

CHAIRMAN REPORT

NTITB is defined by what we believe in – our vision, our values, and our mission.

CURRENT STATUS

Our financial base is strong and the 2022 report shows a very healthy surplus. This will help YouthWorX NT to improve both our operational capabilities and facilitate our capacity to grow.

During 2022, our internal culture and diversity has been improved through continuous improvement initiatives. Our brand is now being recognised beyond our borders both nationally and internationally and we have a strong focus on ethical and best practice governance. This highlights the commitment of our board to our vision and purpose.

We have continued the drive to develop people, solve problems and improve the lives of all Territorians. Over the previous couple of years, the NTITB association, staff, and all those who we are here to serve, have experienced significant, unprecedented, and complex challenges. Our CEO, Ms. Liz Reid, has been instrumental in facilitating the processes needed to meet these challenges. We extend our sincere thanks to Liz for her, experience, collaboration, professional and committed approach to delivering on our shared vision.

There are some other important legacy points of note. Our continued operation and retention of critical skilled staff through COVID-19, and the effective management of the Transition to Work Service and the challenges of change are notable achievements of the YouthWorX NT team and the management experience of our CEO.



GOVERNANCE

The board has continued to maintain a strong focus on good governance and compliance. This includes a Board review, including a self-evaluation and development of a board member skills matrix.

Succession planning and transition arrangements have been given careful consideration with future growth initiatives discussed as a part of our core business plans. An internal review of initiatives was carried out and documentation streamlined to improve operating and compliance effectiveness.

Our constitution has been reviewed for relevance to our vision and mission with minimal amendment required.

continued

CHAIRMAN REPORT

CONTINUOUS IMPROVEMENT

The pandemic exposed multiple layers of deficiencies in the way NTITB, and our stakeholders operated. The expectations of the traditional work model, relatively stable business operating conditions and certainty are no longer valid business operating models.

The challenges are not just related to the workload or even the exemplary contract performance outcomes, but more to the deeper issues of how our board engages with and understands the nuances and dimensions of these changes.

To operate in this new environment the NTITB has had to adapt by using new ways of thinking, develop innovative skill sets and grow our ability to deliver value through investment in change.

Our continued survival has been characterised by our resilience and ability to be agile in our responses in the face of adversity. In addition, the trust invested by our stakeholders has been developed over a long period of time. Trust is an essential need for those we work for and with. Trust provides a sense of safety, strengthens our team, and defines us among all our stakeholders. We continue to maintain our focus on being ethical in all our dealings and operating with integrity.

It is very likely that our future will continue to include remote and hybrid working environments, increasing the demand for

new and higher order skills, raising interesting new and complex challenges for our organisation and our managers. This will also increase the focus on cloud-based software solutions and emerging new technologies. Cyber security risks will require constant vigilance.

Nonetheless NTITB has a key focus on serving others. There is a constant need to strengthen our “soft skills” such as conflict resolution, stakeholder engagement, negotiation, mentoring and training, decision-making, and team building. This is likely to require alignment with (or changes to) the NTITB’s approach to project, program, and portfolio management. These skill sets need to be a key part of our professional development programs.

I would like to thank our outgoing Chair Judith Mackay for her valuable contributions in her various roles and I also thank the other members who donate their valuable time and professional support to the association.

Terry Lawler

ACTING CHAIRPERSON

NT Industry Training Bureau Inc.



a year's overview

EXECUTIVE REPORT

2022 was a year of change for YouthWorX NT (YWNT), on so many levels locally and nationally, with the purpose of linking Territorians with services and supports that connected them to their community and providing them with opportunities to develop and achieve their goals in education, training, and employment.

The most significant change was the loss of the Transition to Work (TtW) service, funded by the Federal Government, that had been in operation since 2016. A youth focused employment service for 15–25-year-olds at risk of long-term unemployment. The Australian Government opened a Request for Tender in August 2021 and results were announced in late February 2022. The result being a significant turnover in providers across all regions nationally, which represents a significant disruption to young people, communities, employers, and industries across the country. We worked collaboratively with the new provider to ensure a seamless transition process for the young people who accessed the service, and to provide support to our valued employers and community partners.

We are incredibly grateful for everyone's support over the years in delivering the TtW service providing more than 3000 young people, with a coaching model founded on a capabilities approach, enabling them to participate in activities to inspire, develop skills and talent, real-world work experience, build networks and achieve employment and accredited education outcomes. Congratulations and accolades to the skilled, talented, and professional team at YWNT as we transitioned to new and exciting opportunities!!

Moving forward we worked hard knowing that we are defined by what we believe in – our values, our vision, and our mission. We know what's important to the community we serve. Advantaged Thinking underlies all that we do because we know the direct positive impact this has on people's futures.



We are committed to the ongoing development of a youth-specific employment response to youth transitions based on place-based collaborative, multi-sectoral effort, and continue to:

- > Practice expertise working with young people to build their capabilities, resources and networks based on their aspirations
- > Harness community effort to ensure young people can develop sustainable livelihoods through employment including intersection with other sectors such as education, housing, mental health, disability, justice and transport solutions.
- > Campaign around place-based responses to youth employment at local and national levels
- > Activate local employers, industry, and community to deliver place-based responses attuned to local economy and labour markets

continued

EXECUTIVE REPORT

- Establish Employment, Education and Training pathways for young people including through pilots and other service systems.
- Inform the design of the Youth Employment System.

Diversification has been a constant premise for the organisation, as programs end, new doors open. So many memorable moments in 2022 include the official commencement of Encompass, our NDIS employment offer for young people with a disability. Career Launchpad welcomed twenty new participants to undertake the Certificate I in Developing Independence, tailored workshops and an abundance of volunteering opportunities aligned to their employment and training goals. The inaugural NT Auslan Scholarship a partnership between Deaf Connect, YouthWorX NT (YWNT) and the Northern Territory Government. The scholarship program aims to build on the existing skills and talents of members of the community who possess some Auslan skill to build their competency with language and learn about the ethical and professional standards required to become an Auslan-English interpreter. We have continued with our collaboration with the Brotherhood of St Laurence as the youth specialist provider and lead member of the National Youth Employment Body for the Northern Territory.

The YWNT Community Investment Committee (CIC) gained great momentum with active participation from employers and stakeholders facilitating initiatives like the RYDE (Regional Youth Driver Education) program focusing on supporting young people to gain driving experience in their efforts to obtain a driver's licence. Skilling Young People for Work is a pilot developed by the CIC being co-delivered by YWNT and CDU combining accredited and non-accredited training and supports and will ensure young people receive practical experience, exposure to varied workplaces and contact with

employers, participants will also build their social skills and confidence, and importantly to find and keep a job.

For the year ahead we have forged valuable partnerships with companies such as Google Org, a multinational technology company. YWNT secured a grant to provide a specialist pre-employment training program for young people who are neurodiverse. The training program will equip participants with employability skills and job readiness to be considered for roles in the local digital industry.

As an organisation I'm proud of our exceptional team in a variety of roles dedicated to youth employment, career development and further training for Territorians to be their best self.

Thank you to the committed and dedicated team at YWNT and people who use and value our services. We are appreciative to the many governments, private sector and community partners/supporters and employers who have joined us in achieving our vision.

Liz Reid

CHIEF EXECUTIVE OFFICER

NT Industry Training Bureau Inc.

"I wish to express my gratitude for the significant contribution and wisdom of the NTITB Board, Executive, Senior Management and the YWNT team for their commitment and support over the past year, your thoughtfulness is gratefully appreciated."

2022

TREASURER REPORT

The NT Industry Training Bureau continues to maintain a sound financial position and is a credit to the financial diligence of Liz, the management team and the board.

JKY&CO, Certified Practicing Accounts continued to be engaged as the independent financial auditor of the NT Industry Training Bureau. In the opinion of the auditor, the financial reports present the financial position of NT Industry Training Bureau Incorporated as of 31 December 2022, that the accounts of the Association have been properly prepared and are in accordance with the books of account of the Association and, that there are reasonable grounds to believe the association will be able to pay its debts as and when they fall due.

Throughout previous years, our liquidity ratio's have been very healthy with good cash flow and this position has provided a financial buffer during times of uncertainty when service contracts end and funding discontinued. Looking forward, this position also increases our risk appetite to go out and seek new opportunities that will benefit from the skills of the YouthWorX NT team and to develop further initiatives that will serve our community and improve lives.

Peter De Jonge

TREASURER

NT Industry Training Bureau Inc.



"well done to
everyone on a
fantastic financial
result."

YouthWORX TRANSITION TO WORK

In February 2022 we were advised by the Department of Employment and Workplace Relations that we were unsuccessful in our tender bid for the Transition to Work (TtW) 2022–27 contract. Understandably, this was genuinely unhappy news for the entire team, the young people using the service and all our stakeholders far and wide, however rather than allowing this bad news to lead to instability and disruption, the team pulled together determined to continue to provide an outstanding service right up until the end of the contract.

The transition between service providers for the young people who attended TtW became a new priority. We worked closely with the Brotherhood of St Laurence and members of the TtW Community of Practice to establish strategies to ensure that the young people who remained on our caseload were well prepared to transition over to the new provider. “Care packs” were developed for each participant holding resumes, cover letters and lists of contacts for specialist community service organisations in the local area, and our Youth Development Coaches devoted themselves to help as many young people as possible who were work-ready into employment before the end of the contract.

By contract end (30th June 2022), YouthWorX NT had 147 Young People actively placed into employment through the TtW service who remained under YouthWorX NT’s Post Placement Support. They received ongoing support, and continued communication with participants and employers to help with any issues and to maintain their employment. Occasionally assistance was provided to reverse market participants to employers if they fell out of employment. During the period of 1st July 2022 – 31st December, 128 employment outcomes were achieved.

Although our six-year TtW journey is over for now, it gave us a great opportunity to reflect on the amazing work we did and how many young people we helped transition into employment, education and training.

We helped a total of 1190 Young People into employment. Of those:

- 466 Females
- 724 Males
- 627 Identified as Aboriginal or Torres Strait Islander
- 36 Young people with a disability
- 54 Cultural and linguistically diverse
- 152 Homeless
- 6 Refugees
- 52 Ex-offenders

These statistics are a great testament to the passion and commitment of ALL the YouthWorX NT TtW team from commencement to completion of the TtW contract, with a few years of the COVID-19 pandemic thrown in to keep us on our toes. The TtW team continued to collaborate, share best practice information, feedback, and work with other services in our community to deliver coherent service offers for young people despite the contract coming to an end.



our successes

KIM'S STORY

Kim came to YouthWorX NT with one goal, that was to gain employment in the IT industry.

He already had a great deal of knowledge of IT but was looking for help in gaining employment and to develop work readiness skills.

Kim and his Youth Development Coach worked together to develop a co-design plan to help him on his journey. During his time with Transition to Work, Kim participated in a number of activities with YouthWorX NT.

These included:

- > One on one coaching sessions with a dedicated Youth Development Coach.
- > Volunteering at Foodbank to gain valuable teamwork skills and giving back to the community.
- > Mock interview workshops to help him become confident and prepare for an interview.
- > Resume workshops, Kims resume was reviewed by his Youth Development Coach and Kim updated it to ensure he stood out from the crowd.
- > Kim also completed a Certificate IV in Information, Digital Media and Technology at Charles Darwin University during his time with YouthWorX NT and TtW.
- > YouthWorX NT helped Kim get his ochre card and police check needed for his employment in the IT industry.

Kim was now well prepared to enter the workforce and our Employer Engagement Officer started reverse marketing Kim to local ITC employers. Kim was successful in gaining employment on his first interview with New Futures IT as a Level 1 IT Technician.

Kim has now been working with New Futures IT since February 2022, and during that time, he has been promoted to a level 2 Tech and loving it.

Kim's hard work and determination is inspirational!

"I am truly grateful for everything YouthworX NT team has done for me. Your commitment to helping young people find employment is inspiring, and I feel lucky to have been one of the many beneficiaries of your cause. Your dedication to me has made a real difference in my life, and I will always be grateful for your help".



YouthWORX CAREER LAUNCHPAD NT

Twenty participants joined the Career Launchpad program for 2022, being referred from a range of schools across Darwin, Palmerston, and the rural area. The Certificate I in Developing Independence provided the foundation for the program with learnings focused on 6 Life Domains including accommodation, managing money, self-care, knowing your rights and responsibilities in the workplace, positive relationships, effective communication, and career exploration among others. The program helps form the building blocks to gaining and keeping meaningful employment and become independent young adults. The Youth Development Coaches assisted each young person in finding what was important to them, setting goals and exploring options for their

career, be it in employment or further education and training.

The 2022 group was active in the community extending their civic participation by volunteering at Paws, Foodbank, Crocodylus Park, Darwin Festival, and Fred's Pass Rural Show. This important part of the program not only developed skills and their confidence and capacity, participants also learned the importance of being a valuable member of their community and the purpose of "giving back".

They took part in industry tours to local places of employment such as McDonalds, Metcash, Mindil Beach Resort, the Electoral Commission and Parliament House, and also gained their Senior First Aid certificate and participated in various Try-A-Trades at the Palmerston Youth Skills Centre.

We are very appreciative of our friends and partners in the community who attend workshops to share their knowledge in their fields of expertise such as Headspace, Consumer Affairs, Venture Housing and Personal Protection Strategies. By the end of the program in October, 13 participants fully completed the Certificate I, and 11 of them had gained employment. 3 participants completed a Certificate I in Automotive, ElectroComms and Engineering, 2 had relocated interstate during the year, and 3 moved on to other services such as Transition to Work.



our successes

KYNAN'S STORY

Kynan joined the Career Launchpad program at the start of 2022. He was dealing with challenges at school, found it very hard to get motivated, and struggled to find his purpose.

At the beginning of the program, Kynan was very reserved but slowly worked to achieve his goals and became a confident leader within the group. He helped many other participants with their goals and the group built a great bond over the 10 months of the program.

Kynan's attendance was outstanding when it came to workshops and coaching in both attendance and engagement. He really looked forward to coming to YouthWorX NT and socializing with his friends and the staff that he connected with so easily. His enthusiasm for all the activities including volunteering at Foodbank, Crocodylus, and Couch Surfing, injecting fun into everyday!

Kynan had a passion for electrical, so after a couple of Try-A-Trades at Palmerston Youth Skills Centre, he enrolled in a Cert I in ElectroComms which he completed in June. He absolutely loved it and was eager to get an electrical apprenticeship. We found work experience at NT Electrical Group, however on his first day his anxiety kicked back in, and although he made it through the day participating in various jobs, he decided it was a bit too much and had a change of heart when it came to the electrical industry. Back to the drawing board!

Kynan was invited to be the young person guest speaker at our local CIC meeting in October, to



give his perspective of starting out in the workforce. He was then invited to attend the NYEB in Melbourne representing the Territory's youth. This experience really boosted his confidence.

As our resident IT tech in the office, Kynan started to think about a career in this field. We secured work experience at Portal Technology, followed by another placement at New Futures IT. It was at New Futures that he was offered a traineeship, full-time employment, and Certificate III in Information Technology. As part of his job, Kynan was even sent out to the YouthWorX NT office to assist with the set up for our new program CareerStart Digital.

We are so proud of how far you have come Kynan!

YouthWORX ENCOMPASS NT

The Encompass program commenced services with its first participants joining in February and slowly but steadily grew throughout 2022. By mid-year, we had a significant number of young people on board requiring us to create an additional workshop day on a Tuesday. By the end of 2022, we had twelve young people receiving pre-employment services, ranging in age from 16 to 24 years old, with a diagnosed disability and funding from their NDIS plan.

The Encompass Program follows the phases of Guidance & Exploration, Work Preparation, Workplace Opportunities, and Post-Placement Support. These are carried out through weekly workshops, one-on-one-coaching, volunteering, work experience, and support once in employment. A participant can choose to participate in as much or as little as they want to.

Coaching is carried out in a one-on-one capacity between the young person and a Youth Development Coach and includes career exploration; guidance and exploration of strengths and talents; preparing for the workplace; support into further education or training, exploring work opportunities that match goals and skills; with ongoing support for their journey into work. Participants are also provided with access to the Coaching Young

People for Success online modules to further enhance the coaching experience and achieve meaningful outcomes.

The workshops focus on assisting the participants to become familiar and comfortable with working in a group setting, developing independent life skills, encouraging social and recreational participation, attending industry tours, hearing from guest speakers and learning about employability skills to prepare for the world of work. All of these activities directly result in the growth of the young people's confidence, willingness and capacity to socialise and interact with people of different walks of life and step outside their comfort zone.

Several of our participants have participated in work experience this year and two secured casual employment from these opportunities. Work Experience gives the participant a chance to try out a job they've been considering, try new skills, tour the workplace, and see what the job is about. If it doesn't suit them, then we can try something else. It helps find a role that suits the young person's talent and they feel comfortable doing.

Participants have taken part in regular volunteering at Foodbank and Paws, and also group activities at Crocodylus,



Darwin Festival, Fred's Pass Show, and the annual Couch Surfing event held by Anglicare NT. Group volunteering sessions explore how different organisations work in our community and their importance, it's also a way for the young person to gain some confidence and experience, learn new skills, and build up their resume.

An integral part of our service offer is Post-Placement Support or Supports in Employment, which sees a coach be available for the participant and the employer from the commencement of the employment and beyond to ensure everything is running smoothly and issues can be addressed before

they become unmanageable. This support extends for as long as the young person and/or the employer requires it.

Staff have participated in training such as Youth Mental Health First Aid and the Neurodiversity Conference, assisting us to grow our knowledge to strengthen our service office and effectively work with our participants. We have met some amazing young people through the Encompass program in its inaugural year, we have connected with parents and carers, numerous community organisations and schools, and look forward to growing this service offer even more in 2023!



our successes

JAMES'S STORY

James joined Encompass in April 2022 and was one of our first participants in the program. He attends workshops and one-on-one coaching weekly to assist with his personal living and independence skills and employability skills. His major goals were to get his driver's licence and to get a job.

James loves the cooking side of the workshops and honing his skills with different types of dishes.

James is an avid fisherman, enjoys camping and the outdoors and could see himself working in the retail industry or in a store that was in line with these areas of interest.

During the year he has been applying for jobs, doing resume drops at places he'd like to work such as Mitchells' and Camping World. James, with the support of his coach, approached them to see if they'd be open for weekly work experience.

As a result we are happy to report that James commenced one day a week at Camping World and really enjoyed his time there. We have received very positive feedback from management on his performance.

After completing six weeks of work experience, James was offered casual paid employment. James is now working three days a week and specialises in YETI coolers.

After four years on his learners licence, he managed to overcome his fears and achieve another amazing goal on his list, getting his provisional licence and drive himself to work.

Awesome results James!



our successes

COMMUNITY INVESTMENT COMMITTEE

The YouthWorX NT Community Investment Committee (CIC) has continued to develop to form a strong and collective local voice that brings together key local stakeholders, including employers and industry, youth employment service providers, skills and training, all levels of government, young people and key community organisations, to create and strengthen pathways that support young people into meaningful jobs.

A collective of key stakeholders from multiple sectors work together to develop flexible strategies to address youth unemployment attended five Community Investment Committee (CIC) meetings held in Darwin during 2022, with strong engagement and attendance from members and invested stakeholders, young people and guest speakers. The focus held on our explicit action plan that guides the members intent, the conversations and ultimately the committee's outcomes.

Key outcomes for 2022 include: the development of a program to deliver a generic Skill Set Pathway that stakeholders have identified as being of urgent need. Purpose of the Skill Set is to provide young people with a meaningful entry into the workforce, to provide grassroot skills of employment and enable young people to enter employment sustainably and confidently. This program, called *Skilling Young People for Work*, will be delivered in 2023 with funding from the Local Jobs Program and in partnership with Charles Darwin University.

Another key outcome for 2022 was the response to the Employment White Paper, supported by CIC members, YWNT submitted a standalone response to the paper, in addition to the collective NYEB CoPP response, that explicitly and intently harnessed the voice of young people. A workshop was held at the YWNT Hub on a Saturday morning to specifically gather the voice of our Youth Advisory Group and ensure their input was reflected and front and centre in the YWNT response.

In May, the National Youth Employment Body CIC CoPP hosted the first face to face meeting of CIC members and Lead Partner Organisation representatives. This presented attendees the opportunity to meet, share knowledge, strategise and develop strong connections. YWNT representation included a young person, who had experienced the TtW service, and one of our local employer champions. Additionally, this gave the collective a chance to develop key messages in responding to disruption of employment services, as included in this disruption are many of the Lead Partner Organisations of the NYEB Community Investment Committees. Despite this, the Lead Partner Organisations made a commitment to continue enabling and driving the Committees for the foreseeable future, and are critical to sustaining the model and work, social capital and networks, and a focus on young people and employers during the transitional time and beyond. Overall, it was agreed, at times of disruption, the CICs are key to enabling continuity of local leadership on youth employment, and to maintaining a focus on young people who are at risk of being left behind.

The CIC provides a way to maintain and build on years of local community expertise, learnings and existing ways of working – rather than starting again. The CIC also ensures maintaining strong and established networks, collaboration, and social capital, which are critical for young people and employers at times of disruption. As the youth employment service (TtW) and wider employment services transition, the CICs provided a key support to new providers as they established their services. Together the CICs are building a deeper understanding on the key practice elements and policy asks needed to achieve our ambition and examine the vital role of Community Investment Committees in achieving enduring local governance and wider systems change.



our successes



Learning Hub

Since 2020, YouthWorX NT's Social Practice Learning Hub has been operating in response to a need in the Northern Territory (NT) community services sector for a coordinated approach to providing specialised and best-practice training for professionals.

YouthWorX NT's Social Practice Learning Hub objectives are to:

- Provide efficiency and effectiveness for NT Government agencies and local community organisations in the procurement and delivery of specialised training for their staff;
- Ensure that training procured from other regions in Australia is contextualised to the NT and Aboriginal Territorians through the involvement of YouthWorX NT in feedback and evaluation processes; and
- Improve the standard and quality of training delivered to professionals in the NT community services sector, which in turn will improve the quality of services provision for the most marginalised and disadvantaged members of the community.



our successes

LEADERSHIP ACADEMY REFLECTION (POST TtW)

I'm often asked how I knew I wanted to work in the community sector, and honestly, I didn't know. The truth is, I kind of stumbled my way into community services, and I started my stumble back in 2018 with a group known as the Leadership Academy. Five years ago was a very different time in my life. I was living at home after recently moving back from interstate. I was being rejected from job after job and I had a long-term goal of entering into a career in communications. After having been unemployed for too long I reached out for assistance to a logo on a fidget spinner I had collected from a careers expo a few years previous, YouthWorX NT.

YouthWorX NT had a commitment to put young people at the core of their services. To achieve this, they assembled a group of youth ambassadors passionate about driving the service from a youth centred approach and having impact on their community. This was to be the Leadership Academy. I did not know how foundational the Leadership Academy would be in my life when I applied, or when I was selected. Acting as a youth ambassador highlighted for me how passionate I was, and am, about my community and youth voice. It changed the way I looked at my career goals. And the opportunities the Leadership Academy presented me have been invaluable in memories and the experiences it afforded me.

As a member of the Leadership Academy, I've engaged in mentoring and taken part in professional development that have included workshops in restorative practices, project planning and mental health. I've project led YWNT's involvement in Darwin Pride's Family Night Out. I've met youth representatives from across the world while facilitating a workshop for young people participating in the Ship for World Youth. A program funded by the Government of Japan that invests in young people across the world to engage in becoming global leaders. I've been in conversations with government members and community representatives. On a number of occasions, I have been invited to travel interstate to talk on panels and be involved in talks as a youth voice on youth matters. I've networked with people from across Australia, and the world, from all different walks of life.

Back in 2018 when I joined in the Leadership Academy I didn't expect to find my career passion, or people to invest so readily in me. The Leadership Academy gave me experiences that nothing else could of at that stage in my life and set me up for where I am today. Loving my work, stable and happy in life.

Caitlin Brynes
LEADERSHIP ACADEMY



harnessing COMMUNITY INVESTMENT

Thank you to all who supported YouthWorX NT in 2022 to connect Territorians with opportunities to realise their dreams, goals, and potential.

Our Partners in Practice:

- Adina Vibe
- Australian Federation of Disability Organisations
- Boosting the Local Care Workforce Brotherhood of St Laurence
- Career Educators Association of the Northern Territory
- CDC Northern Territory
- CEOs Forums
- Charles Darwin University
- City of Darwin Access and Inclusion Committee
- Coca-Cola Europacific Partners
- Danila Dilba Health Services
- Darwin Working with Youth Network (DARWWYN)
- Deaf Connect
- Foodbank NT
- Google.org
- GTNT Group
- Headspace Consortium
- Independent Grocers
- Ironbark
- Industry Skills Advisory Council
- Jaytex
- NT Integrated Disability Action Inc.
- Karen Sheldon Training
- Larrakia Nation
- Life Business
- McDonalds
- Melaleuca Refugee Centre -Refugee Migrant Support Network
- National Disability Insurance Agency, Independent Advisory Council
- National Disability Insurance Scheme
- National Disability Services
- National Disability Strategy Reform Steering Group

"Dynamic and rewarding tech sector jobs should be available to every Australian. Not only that, but tech workplaces will be richer and more inclusive places where people can bring their full range of unique abilities to work. We're incredibly proud to support YouthWorX NT, which is pioneering new approaches to job readiness for young Australians living with disability."

Lucinda Longcroft
Google Australia's Director of Government Affairs and Public Policy

- National Transition to Work Community of Practice
- National Youth Employment Body
- NDIS Stakeholder Community Forum
- New Futures IT
- No One Left Behind
- NT Council of Social Services
- Developing Independence Community of Practice (NTG)
- NT Disability Advocacy Collective
- Palmerston and Rural Youth
- Palmerston Youth Skills Centre
- PAWS Darwin
- Red Appointments
- Restorative Journeys
- Saltbush Social Enterprises
- Services Network (PARYS)
- Sommerville
- Top End Women's Legal Service Vocational Education & Training
- (VET) Community of Practice NT
- We Al-li
- Wilson Security
- Workforce Australia
- YMCA