

YouthwORX NT

2023 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

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).



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

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 NT 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

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

KATHRYN STENSON

Kathryn Stenson has over 20 years in the employment services and VET sector. Kathryn is passionate about creating sustainable training and employment opportunities for our community and believes in the benefits of structured workplace learning. Kathryn has been the CEO of GTNT Group since 2013 and is responsible for the overall management of the organisation and adhering to the company's goals and standards as determined by the company's Board of Directors. GTNT Group is a Not-for-Profit organisation that began in Darwin as a Group Training Organisation in 1989 and has now grown into many different avenues within the employment and training sector including an RTO (ISTA), Training Café (The Meeting Place), Pearson PTE Testing and provides all AASN Services in the Territory. Kathryn is an active board member for the National Apprenticeship Employment Network (NAEN), the National Australian Apprenticeships Association (NAAA), the Apprenticeship Employment Network QLD & NT (AEN QLD/NT) and YouthWorX NT.



Board Member

CARLA KHASAKHALA

Carla has experience in Public Relations with a strong background in communications, digital media, literature, and researching Indigenous policymaking at an academic level. She actively works to promote Tourism and events in the Northern Territory, at a national level. As an NT local, Carla has been affiliated with a number of Sports including (NTFL at state level) and soccer (at an international level) from which she moved into coaching. She is passionate about the Northern Territory's youth and has mentored many throughout her coaching career – including Stella Campbell who was recently selected for Australia's Young Matilda's Squad. She also proudly takes on a manager role for her younger sister Lalwa May. In 2023, Lalwa became the first Indigenous Australian to be selected to represent Australia internationally for equestrian showjumping. Carla is in the final stages of completing her BA of Arts majoring in communications, literature and digital media, and currently works with Access PR.



Board Member **JAMES BURKE**

James grew up in Darwin. He is a Director of a local law firm and practices in diverse areas such as employment law, dispute resolution, commercial law and land rights. James also has an understanding of the VET Qualifications Framework and has previously taught Certificate IV in Training and Assessment. James was elected to the NT Legislative Assembly in 2005 and during his period in office held a variety of positions including Chair of the Public Accounts Committee and membership of the Legal and Constitutional Affairs Committee. James joined the YouthWorx NT board in 2023. He was attracted by the values and work of an organisation committed to assisting young people gain skills relevant to them with support and encouragement.

Board Member **KAILEY COBLE**

While growing up as a young Territorian Kailey had a passion for giving back to the community by being a part of LAUNCH Darwin's program, UN Youth NT and Darwin City Council's Youth Advisory Committee. In 2021, Kailey graduated from CDU with a Bachelor of Laws. Fresh out of uni her first job was working to establish Youth Law Australia's Young Workers Rights Service in the NT that provides free employment law advice to anyone under the age of 25. This work has given Kailey a working knowledge of the legal problems and barriers that young people can face in the workforce. Kailey currently works as a lawyer at Maurice Blackburn. Being a part of the YouthWorX NT Board is another way for Kailey to help shape the NT to be a place that empowers Young People to be provided with opportunities that empower them to be successful.

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.

Board Member **RONAN MACKAY**

Ronan Mackey is the Workforce Development Manager at Chamber of Commerce Northern Territory. Ronan provides NT business with labour mobility options through the Pacific Australia Labour Mobility (PALM) scheme on behalf of the Northern Territory Government. Working closely and within the Northern Territory MigrationNT team, Ronan has a detailed understanding of the challenges employers face in a complex workforce environment, which assists him to identify new opportunities and partner with businesses to develop workforce solutions. Ronan has been providing employment solutions to employers in the Northern Territory for the last 7 years. Ronan is the current President of the NT Irish Association and a member of the Northern Territory Minister's Advisory Council on Multicultural Affairs (MACMA). Ronan's motivation for being on the YouthWorX board is to give back to the people of the Northern Territory for providing the welcome and opportunities he and his family have had, over the last 9 years.



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.



Executive Officer to 8-12-2023

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.



Executive Officer from 8-12-2023

MICHELLE BARTON

Michelle is the Chief Executive Officer of YouthWorX NT, a not-for-profit organisation committed to partnering with young 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. Michelle leads the overall operation, strategic development and corporate health of the organisation. Michelle has extensive experience in the youth, community, disability and social justice sectors across various jurisdictions in Australia and is passionate about supporting teams to empower young people to dream big, set goals and reach their potential.



a year of achievements

CHAIRMAN REPORT

It is with great pleasure that I present the Chairman's report for the past year, marking another period of notable success for NT Industry Training Bureau (NTITB) and YouthWorX NT. The YouthWorX NT brand has continued to uphold its strong reputation for engagement and support within the Northern Territory community. This achievement is a testament to our dedicated team, strategic initiatives, and robust financial management.

Over the past twelve months, NTITB has maintained a solid financial position. This stability can be attributed to our well-managed and successful engagement programs, which have been supported by a passionate team and a skilled board. Our financial health has enabled us to consistently deliver high-quality programs that benefit the youth and the broader community.

However, it is with a mix of pride and sadness that I acknowledge the conclusion of some long-running programs. These initiatives have yielded fantastic results over the years, significantly contributing to the reputation and impact of the YouthWorX NT brand both nationally and within the Territory. The end of these programs marks the conclusion of a successful chapter, and their legacy will continue to influence our future endeavours.

This year also brought significant changes in leadership. We bid farewell to Liz Reid, whose

tremendous efforts in building the capacity and reputation of the YouthWorX NT brand will always be remembered. Liz's dedication laid a solid foundation for the organisation. Her successor, Michelle Barton, who joined the team in October, has seamlessly stepped into the role. Michelle's leadership has proven to be the right fit for YouthWorX NT, and under her guidance, the team has continued to embody the organization's values. Their passion for supporting youth, particularly disadvantaged youth, through various programs and industry engagements is truly inspiring.

At the board level, we experienced changes as well. I extend my heartfelt thanks to the members who have resigned this year. Your support and contributions have been invaluable to the success of NTITB and YouthWorX NT.

To our new board members, welcome. Your expertise in community engagement, finance, risk management, and governance will be instrumental in guiding NTITB towards continued success.

NTITB's financial position remains strong, enabling us to sustain our community engagement programs and explore new opportunities under the highly successful YouthWorX NT brand. Our commitment to making a positive impact on the Northern Territory community is unwavering. Under Michelle Barton's dedicated



leadership, with an engaged and passionate team, and the support of a skilled and experienced board, we are well-equipped to navigate the future.

Looking ahead, we are excited about the potential to expand our reach and enhance our programs. The dedication and passion of our team, combined with the strategic oversight of our board, position us to continue delivering impactful initiatives. Our goal remains to support and empower the youth of the Northern Territory, fostering a community where every young person has the opportunity to thrive.

In conclusion, I would like to express my gratitude to the entire NTITB team, our partners, and the community for their unwavering support. Together, we have achieved remarkable milestones, and I am confident that we will continue to build on this success in the coming year. Thank you.

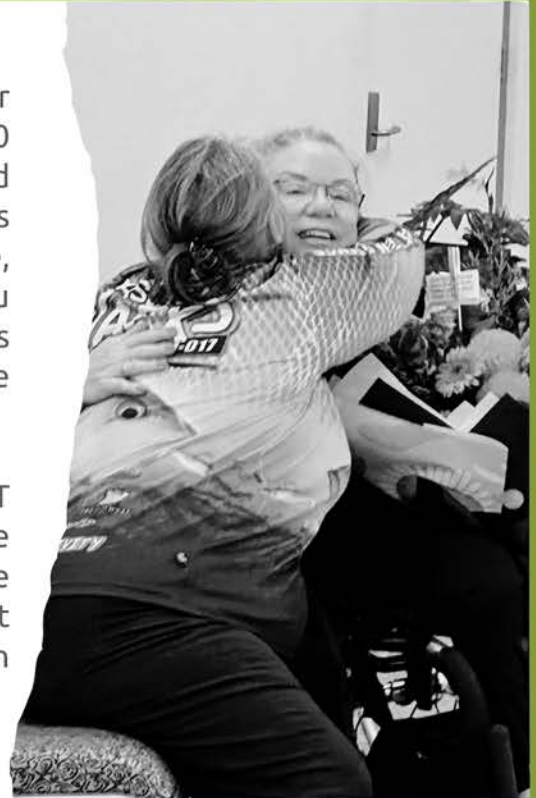
Peter de Jonge
CHAIRPERSON
NT Industry Training Bureau Inc



FAREWELL TO A CEO

Liz Reid AM. What an amazing Chief Executive Officer you have been. You joined YouthWorX NT in May 2010 and each year worked tirelessly to build the success and reputational strength of the YouthWorX NT brand. This is reflected by a talented team of passionate people, working together under your leadership and vision. You are a go-getter, a dynamo, identifying opportunities both external as well as our own internal innovative solutions, improving the lives of many Territorians.

Liz, on behalf of the board, and the YouthWorX NT family, thank you for everything you have done. While we will miss your guidance and presence dearly, we celebrate your achievements and wish you the very best in whatever future endeavour you find yourself in. With deep gratitude, thank you Liz. Enjoy Vietnam!



TEAM MEMBERS PAST AND PRESENT



a year's overview

EXECUTIVE REPORT

2023 was a year of acknowledging milestones and partnerships for YouthWorX NT as we reflect on what has been achieved.

We celebrated our 25th anniversary, inviting many remarkable individuals and stakeholders who have contributed to our success over the years to commemorate and celebrate with our team and Board.

As we reflect on the past quarter century, it's important to acknowledge we wouldn't be here today without:

- NT Industry Training Bureau Board Members past and present who volunteer their time, energy and expertise to guide our work;
- The passionate and dedicated YouthWorX NT team;
- Our valued community partners, employers, governments locally & federally;
- Most importantly, young people who have joined us on this journey, helped to shape our programs and services and inspired us to keep striving towards our vision.

We experienced significant leadership change at the end of the year, with the departure of long term CEO, Liz Reid, and Programs & Services Manager, Sim O'Callaghan. We are so grateful for the inspiring, strong leadership that they provided to the team and community over a combined tenure of 24 years.

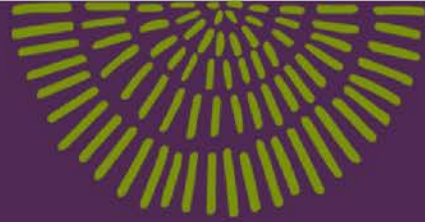
YouthWorX NT continued to develop program offerings for young Territorians, with a focus on neurodiverse young people and those with disability. Our Encompass and Career Launchpad programs, based at the Hub, have been overwhelmed with referrals; our Youth Development Coaches supported many young people into meaningful employment through coaching, workshops, volunteering and work placement opportunities.

We commenced our partnership with Google.org to deliver CareerStart Digital, with young people completing Google IT Professional Certificate courses before engaging in career readiness workshops, industry tours, work experience, and ultimately, employment for over half our participants in the IT industry. As 2023 draws to a close, our second cohort is on their way to achieving similar success.



Our partnership with NTG Office of Disabilities and Deaf Connect has continued to support scholarship recipients to become accredited AUSLAN interpreters within the Northern Territory. At the start of 2024, six dedicated individuals will commence their Diploma of Interpreting over a fifteen month period. Their commitment to this challenge is inspiring and we wish them all the best!

With funding through an Building Employer Confidence ILC grant, YouthWorX NT has partnered with the Australian Human Rights Commission IncludeAbility team to deliver confidence and capacity building training for local employers who want to create meaningful employment opportunities for young people with disability. As part of this project, we partnered with the NT Chamber of Commerce to acknowledge 2023 International Day of People with Disability, inviting employers and community to Dine with Dr Dinesh Palipana OAM at an 'Employing People with Disability makes Good Business Sense' Luncheon. Around 50 local employers attended the luncheon and listened to Dr Dinesh share his inspiring journey to



continued

EXECUTIVE REPORT

becoming a doctor, in addition to local employers share their experiences and wisdom.

Linking all of these projects together is our Community Investment Committee, part of the National Youth Employment Body, enabled by Brotherhood of St Laurence. Our local, place based Committee, led by YouthWorX NT, 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.

We thank our Champion employers and businesses who continue to invest in the future of the Northern Territory, supporting young people to understand and reach their potential.

I am honoured to join the amazing team of YouthWorX NT and am excited to start 2024, building on the strong foundations laid over the last 25 years.

Michelle Barton
CHIEF EXECUTIVE OFFICER
NT Industry Training Bureau Inc

"I am honoured to join the amazing team of YouthworX NT and am excited to start 2024, building on the strong foundations laid over the last 25 years."



2022

TREASURER REPORT

On many fronts this past year has been a challenging one which has seen tightening funding lines impacting revenues whilst many costs and overheads continue to rise. This is the case for many service providers and community organisations across Australia and requires a careful and nuanced approach going forward.

However, we stand well-prepared to mitigate any financial risks associated with our operations. The ingenuity and resilience of our Staff and Board, has steered us through a year of adaptation and continued refinement. NT Industry Training Bureau Inc. continues to navigate changes in major contracts with agility, showcasing our ability to thrive amidst evolving funding landscapes across the range of service sectors that we operate.

Our accounts for the year ending December 31, 2023, have undergone independent auditing by JKY&Co, Certified Practicing Accountants.

This year saw our long standing CEO Liz Reid leave us to pursue new opportunities abroad and we welcomed our new CEO Michelle Barton with positive enthusiasm and warmth to our team. Myself and all the board are looking forward to where this new year of YouthWorX NT and the NTITB takes us. We all sincerely thank Liz for her many years of dedicated service and the amazing organisation that was created under her tenure.

Ending my term as treasurer, I'm pleased to report a financially robust NTITB. Moving forward, our organisation remains dedicated to exploring new opportunities, leveraging the talents of the YouthWorX NT team, and leading initiatives to enrich our community and uplift lives.



We extend our heartfelt gratitude to our community partners for their unwavering support, which positions us at YouthWorX NT to achieve the challenges ahead.

Chris Hayward
TREASURER
NT Industry Training Bureau Inc

"we extend our heartfelt gratitude to our community partners for their unwavering support"





with support from



Funded by Google.org, this exciting pre-employment program will upskill and equip young people with IT skills and knowledge to gain employment in the industry, while being mentored and gaining real world work experience skills with local IT employers!

The program runs for 8 months and there will be three rounds offered.

- Round 1 - March 2023
- Round 2 - October 2023
- Round 3 - June 2024

Our first intake of CareerStart Digital was a great success. All positions available were filled and a waiting list for Round 2 made.

Commencing in early March, fourteen young neurodiverse people enrolled in the program, each receiving a training kit: a laptop, mouse, headset and a backpack to store it in, to get them started.

The CareerStart Digital program consists of:

Enrollment in the Google IT Professional Certificate courses:

1. Technical Support Fundamentals
2. The Bits and Bytes of Computer Networking
3. Operating Systems and You: Becoming a Power User
4. System Administration and IT Infrastructure Services
5. IT Security: Defence against the digital dark arts

Workshops:

Workplace Expectations, Customer service, resume and interview skills, effective communication, respectful relationships (Love Bites), young workers' rights (Youth Law), Coaching Young People for Success, Mental health (Head Space) and many more.

Workplace Tours: NEC, Kinetic IT, Emerge IT, New Future IT, Portal Technology

Other Events: Couch Surfing, Augmented Reality (AR) talk, All Abilities Expo, Big Day In Expo, Include Ability, CareerStart – Digital launch, drone expo and The All Youth Conference.

Round 1 saw thirteen young people successfully completed the Program, with eight young people gaining employment, three onto further studies and two moved interstate.

All of the participants pushed themselves out of their comfort zones, worked incredibly hard and have achieved amazing results.

Round 2 intake commenced in October 2023, with fifteen new young people joining the program.

They are continuing with their studies and workplace preparation and we are excited to see their achievements continue in 2024.

We extend our sincere gratitude to our truly valued IT Industry partners whose invaluable mentorship and support have significantly enhanced the program, elevating the experience for all participants involved.



with support from

our successes

EZEKIEL'S STORY

Ezekiel, a young man facing significant challenges in securing housing and employment after graduating high school, has found a new path to success thanks to YouthWorX NT's CareerStart – Digital program. This pre-employment initiative, funded by Google.org, is designed specifically for young people with neurodiversity who are interested in the IT industry.

Initially, Ezekiel joined the program with a simple goal: to receive a laptop upon completion. However, he soon discovered that the program offered much more than just a piece of technology. "I only did the course for the laptop at the end, but after I finished, I got so much more than just a laptop. I made new friends, new skills for work and some qualifications," Ezekiel shared.

During the program, Ezekiel completed Google's IT Support Professional Certificate, participated in a month-long work experience at NEC, and attended various capacity-building workshops. These experiences not only enhanced his technical skills but also helped him overcome the challenges he faced in finding employment.

Today, Ezekiel is employed full-time at NEC, the company where he completed his work experience. He loves every minute of his new job, and his journey through the CareerStart – Digital program has been transformative. In his spare time, Ezekiel enjoys reading, gaming, and running along the Nightcliff foreshore. He is known for his humble, joyous, and outgoing nature, and he has grown immensely over the course of the program.

Ezekiel's motivation in life is to achieve stability and freedom. He expressed his positive outlook by saying, "As long as I have a roof over my head, I don't care where I am" and "I'm here for the ride for wherever the world chooses to take me."

"I only did the course for the laptop at the end, but after I finished, I got so much more than just a laptop. I made new friends, new skills for work and some qualifications,"

Ezekiel's success story is a testament to the impact of YouthWorX NT's CareerStart – Digital program. By providing young people with the skills, experience, and support they need, the program is helping individuals like Ezekiel build brighter futures and achieve their dreams.



YouthWORX

CAREER LAUNCHPAD NT

Career Launchpad is a program that supports young people to transition from school into the world of work. It is a specialised program for young people with a disability who do not have an NDIS Plan.

Career Launchpad offers personalised coaching, accredited life skills training, skills development and access to real-world opportunities that build confidence, independence and work-readiness.

In 2023, we welcomed 25 participants from a diverse range of schools, backgrounds and disabilities. Through a combination of school referrals, parents directly via radio ads and proactive outreach, we successfully onboarded a cohort of young people average aged 16-19 years who were transitioning out of school and into employment, education or training. They came from all areas across Darwin, Palmerston and Rural. Many of our participants came on board towards the end of the previous year, as they were preparing to finish school, or complete early. One-on-one sessions through this period allowed us to establish rapport with each person, identify their goals and ensure they felt comfortable and supported in our program environment at The Hub.

The Certificate I in Developing Independence formed the basis of the program with the 6 units of competency covering renting and stable accommodation, managing money, self-care, advocacy, knowing your rights and responsibilities in the workplace, positive relationships, cooking skills, effective communication, and identifying individual skills and capabilities among others. Workshops commenced in February with the group split over Wednesday and Thursdays, keeping in mind learning styles, common interests and personalities. The workshops were designed to equip our young people with life and employability skills and knowledge as they move into adulthood.

Offsite activities included industry tours to Mindil Beach Resort, Bunnings, Metcash and McDonalds where we have a hands-on experience having a go at making burgers, soft-serve ice creams, cold drinks and practicing our interview techniques with an employer. The industry tours give the participants an insight into different industries and assists with each young person has their own Youth Development Coach to set personal and employment goals, career exploration, assist with getting a driver's license, Centrelink and anything that assists them to develop their independence and move into mainstream employment or further education and training.

Work Experience plays an important part of the program and participant placements in industries & various

business included hospitality, mechanical, retail, landscaping, childcare, warehousing, veterinary and tattooing. Volunteering is also an integral part of the overall structure of the program with participants making connections with community organisations whilst gaining valuable workplace skills and experiences in a safe and supported environment that can be utilised on their resumes when applying for jobs.

Many of our participants successfully gained employment at businesses including L&S Suspension, Stepping Stones, Brat Pack After School Care, Best & Less, Anaconda, Bunnings, Absolute Coffee, All Craft Cabinet Works, City Beach, Bullseye Trading and Moulden Supermarket.

A number of participants moved into further training and education, completing Certificate I's at Palmerston Youth Skills Centre in Hospitality and Animal Studies, whilst a couple of participants moved into the Career Start Digital program.

Career Launchpad participants with a particular interest in hospitality put their hand up to assist with our Café 4 a Day on both occasions during the year.

The program continues to connect with community organisations, industry partners and other stakeholders as we aim to facilitate additional supports for our participants such as Headspace, Palmerston Youth Skills Centre, CDU, Police, Consumer Affairs to name a few. The final quarter of the year saw a change in the way our new cohort came onboard. Many of our referring schools took the initiative to bring their prospective students in for a tour of The Hub. The current participants hosted them for a morning tea and gave them the opportunity to hear from them what they thought of the program and what it was all about. This in turn, saw the sign up of many new young people for the next year well ahead of time.

This year the Career Launchpad has seen a lot of growth and the value and importance the local community and schools puts on the program, proven by the 2023 cohort numbers prior the year finishing.

Thank you to the young people who trusted us to help guide them in their pathway to employment and independence, it is always a privilege.



our successes

GRACE'S STORY

Grace joined our **Career Launchpad** mid-year intake in July 2023, completing the Certificate I in Developing Independence by the end of the year. She took part in workshops, coaching and volunteering at Paws.

Right from her first meeting with YouthWorX, Grace was clear on what she wanted to do, become a Heavy Diesel Mechanic. Prior to moving back to Darwin from Nhulunbuy, she had done some work experience at a Gove mine site which she loved, and it highlighted her need to improve her skills and knowledge and undertake an apprenticeship.

Towards the end of the year, Grace took part in work experience at local company CJD Equipment at Yarrowonga. She was welcomed there and thoroughly enjoyed the experience and jumped at the opportunity to do an extra week.

CJD Workshop Supervisor, Lloyd Hamilton has overseen Grace's transition into full time employment. "Grace came to us through YouthWorX NT in late 2023 in hope of some work experience. A quiet 17-year-old girl, new to the heavy diesel industry walked into our workshop, very shy but keen to learn."

After completing 2 rounds of work experience placement, Lloyd said, "We could see a lot of potential in Grace and offered her a full-time apprenticeship, which was well deserved. The smile was impossible to wipe of Grace's face." "6 months later, we have a busy, confident young apprentice, who loves a laugh with her team. Grace has proven to be a valuable addition to our team and CJD family and is considered a valuable asset to the business" according to Lloyd.

We are very proud of how far Grace has come from when we first met her, but all the way along she had her eye on a goal and the drive and willpower to make it happen despite her challenges.

"We could see a lot of potential in Grace and offered her a full-time apprenticeship, which was well deserved. The smile was impossible to wipe of Grace's face."



YouthWORX

ENCOMPASS NT

Encompass is employment related supports funded under the NDIS.

Encompass is a person-centred service to build your skills, find and keep a job, and/or to engage with other training or education.

Encompass provides you with one-on-one holistic supports in health and wellbeing, further education, community action and connections through positive relationships, all with a focus on employment to help support your individual journey.

2023 saw major growth increasing to 24 participants participating over the 12 months. The young people range in age from 16-24, with disabilities including Autism Spectrum Disorder, ADHD, Vision Impairment, Hearing Impairment, FASD, ABI, Mild Intellectual, Communication Disorders, Anxiety, Depression, Spastic Dysplasia and OCD.

Our young people participated in a range of activities including workshops, one-on-one coaching, volunteering and work experience, or a combination of these depending on their needs. These activities provide participants with the tools, knowledge, confidence and support they need to navigate the challenges of the adult world.

Weekly workshops focused on essential independent living and life skills such as self-care and personal presentation, body language, communication, housing and renting, employment, interviewing skills, cyber security, personal protection, managing money, consumer rights and healthy living.

Industry tours gave our participants valuable insights into various career pathways that they may have not previously considered. These included Novotel Darwin Airport Resort, McDonalds, Museum and the Electoral Commission.

Our commitment to community engagement continued with our participants volunteering at Paws, Foodbank, St Vinnies, Crocodylus Park, Couch Surfing and Darwin Festival, contributing to their personal development and skills building while giving back to the community. Participants attended the All-Abilities Expo, Carnival of Fun and local school expos and career days, ADHD Conference among others.

Some participants gained employment in 2023 in various industries and businesses, these included: The Lunchroom café, Airpower, Bunnings, Metcash, McDonalds, CJD, Camping World, JB Hi Fi, DAP, a pool shop, landscaping and On the Menu catering. These employers have been wonderful to work with and have offered our participants great opportunities.

Our coaches continue to support our participants as they move into employment, liaising with the employer and young person to ensure a smooth transition.

Cafe for a Day, held on Tuesday 11th July 2023, was a major highlight and our first enterprise venture, offering participants real-world experience in a supportive environment. The Hub was transformed into a café with seating indoors and out, taking advantage of the dry season weather. The café opened from 8am to 12noon. Young people were split into sections each assisted by a coach. Taking Orders, Food Preparation, Coffee and Front of House. The café was advertised by email blast, posters and word of mouth. We did not want to go too big and overwhelm our participants, and despite a couple of lineups and the place being very full throughout the morning, they handled the pressure extremely well. We had families, participants, local businesses, PYSC staff, NDIS staff, school staff, School-based Police, Deaf Connect members all come and enjoy a morning tea or takeaway. Thank you to all for your support!

With the success of the first café, we applied for a NT Government grant as part of International Day of Disability and held our second Café on Friday, 24th November. It was another great success in getting some real-life work experience in running a café, what goes into preparing a day like that, understanding the pressures and handling situations and questions on the spot, and creating delicious food to be enjoyed!

As the year drew to a close, we celebrated the achievements of our participants with a festive Christmas Lunch at The Hub with special guests Santa and his Elf, aka Coordinator and CEO. As we reflect on the past 12 months, we are proud and grateful for the achievements of our participants, their personal growth with skills, knowledge and confidence and the unwavering support of our community partners, parents and carers.



our successes

IAN'S STORY

Ian originally started with YouthWorX NT as a Career Launchpad participant after finishing school. When he had completed this program, and successfully gaining an NDIS plan, he joined the Encompass Service to continue his goal to move into mainstream employment.

'When I left school, I really didn't know what job I wanted to do,' Ian said. 'I have autism, so all I knew was I was a hands-on type of guy who liked helping people out.'

Finding it increasingly difficult to engage with people, Ian's confidence was plummeting. 'It's always been difficult for me to talk to people. I know what I wanted to say in my head, but I just can't get the words out. It was easier to avoid conversations,' he said.

With one-on-one coaching sessions, Ian's confidence has grown. This is demonstrated in the way he presents himself socially and at work and this is a real credit to the design of the program.

We talked about what Ian wanted to do, we set some goals, then we put steps in place for Ian to reach those goals.

Along with the programs embedded life and social skills, Ian has gained a First Aid Certificate, Construction White Card and completed a Certificate I in Developing Independence. Ian participated in work experience to explore what type of work he liked. Then these experiences, achievements, and professional relationships were used to build his resume.

'I spent some time at a cabinet making place 2 days a week. I learnt a lot – how to use different tools for all the different work. I did a bit of painting, sanding, and drilling too,' he said. 'I also did work experience at Coles, at a garden place and I did a course at Woolworths. I volunteered at PAWS, Foodbank, at festivals and at a Crocodile Park. I was supported to try a lot of different things.'

'My coach helped me to prepare. We did some mock interviews then next thing the interview came along. I must have done pretty well because next thing I got a call to say I got a job. I couldn't believe it, but here I am.'

It was on an organised guided industry tour when Ian realised he was keen to work at Bunnings. The Bunnings "tour guide" took our group on a tour of the store and explained how they operated, and what it was like to have a job at Bunnings.

Ian with the support of his coach, sent in a job application and to Ian's surprise, he was called up for an interview. Ian started as a new team member in June 2023 and is loving his new job and has settled in well.

'My coach helped me to prepare. We did some mock interviews then next thing the interview came along. I must have done pretty well because next thing I got a call to say I got a job. I couldn't believe it, but here I am.'

'The best thing about working at Bunnings is going outside and doing stuff. It's an actual job! If I didn't have my school, my NDIS planner and YouthWorX helping me out, I wouldn't have been able to get a job on my own,' he added.

Most recently, Ian has returned to YouthWorX NT to share his journey with other young people, including getting up after the knock backs, interviewing and the difference having a job has made to his life.

We are so proud of you, Ian!



OUR SUCCESSES

EARLY CAREERS IN GOVERNMENT

In 2023, our program delivered essential support to two young individuals navigating workplace challenges. Our committed Youth Development Coach regularly visited their workplaces, utilizing the Coaching Young People for Success framework to mentor them on professional behavior, workplace expectations, effective communication, telephone etiquette, and other office responsibilities.

The Youth Development Coach also collaborated closely with their supervisors to implement necessary accommodations in the workplace and during training sessions, leading to significant improvements in both individuals' confidence, skill acquisition, and successful completion of their training programs.

OUR SUCCESSES

SKILLING YOUNG PEOPLE FOR WORK

The Skilling Young People for Work program caters to individuals aged 15-24, equipping them with the necessary skills for entry-level employment opportunities or further educational pursuits. This comprehensive initiative combines accredited and non-accredited training, work placements, and mentorship support, professional development to give participants the necessary skills to start their careers.

The program saw 20 young individuals, referred from Transition to Work and Workforce Australia, across two successive intakes, each spanning a duration of 10 weeks. YouthWorX NT delivered tailored work readiness workshops, covering a range of essential topics including financial management, workplace norms, self-care practices, career exploration, volunteering, resume and cover letter crafting, interview techniques, as well as practical aspects like handling workplace forms, maintaining healthy lifestyle habits, and personal hygiene. Participants were able to book a haircut at CDU Hairdressing prior to their work placement.

YouthWorX NT assisted participants in obtaining essential certificates such as Volunteer Police Checks and Working with Children cards.

We collaborated with recruitment agencies, including Ironbark and GTNT, to deliver information sessions regarding current employment opportunities, what employers look for, and resume/cover letter tips.

Youth Law in collaboration with Darwin Community Legal Service delivered "Knowing Your Rights in the Workplace" workshop for participants.

The program also coordinated immersive industry tours, providing firsthand exposure to different work environments and industries with global and local organisations Bunnings, Woolworths, AMB Industries and McDonald's. The industry tours proved a great success with a few of the young people gaining career exploration ideas as well as employment. Participants also attended a CDU Casuarina Campus tour – where they gained valuable knowledge of all the different training options available to them.

The integration of online resources such as Coaching Young People for Success encouraged participants to design and track their personal and career goals, whilst receiving individual coaching sessions to increase work readiness and to further explore employment or education focused goals.

The program was extremely successful, with participants gaining increased confidence and communication skills and for some, employment!



our successes

CONNECT DIVERSE ABILITY

YouthWorX NT has partnered with the Australian Human Rights Commission IncludeAbility team to deliver confidence and capacity building training for local employers who want to create meaningful employment opportunities for young people with disability.

A launch for both Connect Diverse Ability and CareerStart Digital was held and had over 70 people attend including Ben Gauntlet, the Commissioner for Disability.

With the support of the Chamber of Commerce NT, the peak body for employers in the NT, interested Employers are participating in this important initiative and have undergone training and mentoring to enable them to confidently offer work experience and ultimately employ a young person with disability.

The AHRC IncludeAbility team visited Darwin and delivered Building Employer Confidence training over 2 days to 40 people including local government, employers and community organisations.

YouthWorX NT in partnership with the Chamber of Commerce presented **Dine with Dr Dinesh** Palipana OAM Employing People with Disability makes Good Business Sense Luncheon.

Around 50 local employers attended the luncheon and listened to Dr. Dinesh share his journey to becoming a doctor.

We also had a panel of employers including Bunnings and NEC speaking about their experience hiring people with disability.

The team have also created a page on the YouthWorX NT website with information and resources for employers wanting to employ young people with disability.

<https://toolkit.youthworxnt.com.au/>



our successes

SOCIAL PRACTICE 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

COMMUNITY INVESTMENT COMMITTEE

Community Investment Committees (CIC) are a core part of the place-based model used by the National Youth Employment Body (NYEB) and Transition to Work Community of Practice. Committees build community-led solutions to youth unemployment, beyond those achieved by programs and agencies working alone.

Each Committee 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.

Committees achieve this by leveraging existing efforts and government investments, drawing on real time data and local expertise to identify barriers and opportunities in youth employment, and developing strategies that benefit both young people and local employers and industry.

From these meetings our CIC is creating and developing:

- An online Youth Employer Toolkit for employers to be able to find information, tips and tools to help onboard and retain young people in the workplace
- Compass Youth Data – A one stop shop for all things data relating to young people in the greater Darwin area
- Advocating to establish public transport to East Arm
- Development of the Skilling Young People for Work program
- Providing Advantage Thinking training to CIC member's

harnessing COMMUNITY INVESTMENT

We would like to extend our deepest gratitude to our organisations funders and supporters for their unwavering support and belief in our mission.

Your generosity and commitment enable us to make lasting impact on the lives of those we serve, and we are truly grateful for the trust you have placed in our organisation.

“At New Future IT, we're passionate about supporting the next generation of tech professionals. By partnering with prestigious organisations like YouthWorX NT, we can create valuable career opportunities for local youth and build a brighter future with technology”.

**Jesse Leal
New Future IT**

Our Partners in Practice:

- Australian Government - Department of Employment and Workplace Relations
- Australian Government - Department of Social Services
- Brotherhood of St Laurence
- Google.org
- Northern Territory Government - Department of Corporate and Digital Development
- Northern Territory Government - Department of Territory Families, Housing and Communities

Absolute Coffee
Adina Vibe
All Abilities Expo
All Craft Cabinet Works
Anaconda
Anglicare Couch Surfing
Arafura Rare Earths Workforce
Development Workshop
Assistive Technology Australia
Australia's Disability Strategy Advisory Council
Australian Federation of Disability Organisations
Autism NT
Best & Less
Better Connections NT
Big Day In – ICT conference
Boosting the Local Care Workforce Program
Boys Step Up
Brat Pack
Bunnings
Camp Australia
Career Educators Association NT
CDC Northern Territory
Charles Darwin University
Coca-Cola Europacific Partners
Coles - Indigenous Engagement Opportunities
Colony 47
Compass Group ESP Information Session
Consumer Affairs
Council of State Parties CRDP, New York:
DSS & DFAT

Danila Dilba Health Services
Darwin Convention Centre - Street-Smart High
Darwin Festival
Darwin Middle School Health Expo
Darwin Youth Local Action Group
DARWWYN
Deaf Connect
Defence Force Recruiting
Defence Force Recruiting
Don Dale Youth Detention Centre
Emerge IT
First Nations Advisory Council (NDIA)
Foodbank NT
Fred's Pass Rural Show
Giraween Nursery
GTNT Group
Headspace Consortium
Inclusion Australia NT local steering Group
Independent Grocers
Industry Skills Advisory Council
Ironbark
Jaytex
Karen Sheldon Training
Kinetic IT
Larrakia Nation
Life Business
McDonalds
Melaleuca Refugee Centre
Metcash
Mindil beach Resort
Mission Australia
Moulden Supermarket

Multicultural Council of the NT
National Disability Insurance Agency
National Disability Services
National Youth Employment Body
NDIA Independent Advisory Council
NEC
New Futures IT
No One Left Behind - All Youth Conference
NT Council of Social Services
NT Disability Advocacy Collective
NT Farmers Agricultural Industry
NT Integrated Disability Action
NT VET Community of Practice
PARYS Network
Palmerston Youth Skills Centre
PAWS Darwin
Portal Technology
Rapid Clean (Ironbark)
Red Appointments
Restorative Journeys
Roya Darwin Hospital
Saltbush Social Enterprises
SEDA College
Sommerville
Taminmin College
Top End Women's Legal Service
Ventia
Wanguri Vet
We Al-li
We Fix IT
Wilson Security
YMCA

