

# Nerida Newton

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## Contact Details

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0488 161 800  
Chisholm, Canberra

I'm a creative and logical thinker who balances both sides of the brain and draws on my experiences within the human-services industry to create thoughtful and human-centred solutions.

You can check out my portfolio: [www.jackamine.com](http://www.jackamine.com)

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## Education

### BACHELOR OF UX AND WEB DESIGN

TORRENS UNIVERSITY, 2025

### AGILE BA PRACTITIONER

APMG INTERNATIONAL 2024

### AGILE BA FOUNDATION

APMG INTERNATIONAL 2024

### TOGRAF ENTERPRISE ARCHITECTURE PRACTITIONER

TOGAF OPEN GROUP 2024

### DIPLOMA OF GRAPHIC DESIGN

TORRENS UNIVERSITY 2020

### CERTIFICATE IV CORRECTIONAL PRACTICE

NSW TAFE CSNSW 2015

### BACHELOR OF POLICING

WESTERN SYDNEY UNIVERSITY 2009

## Experience

### ICT BUSINESS ANALYST

April 2025- Present  
Navy Library  
Department of Defence

### IDS BUSINESS ANALYST

September 2022 – present  
Frontline Divisional Services CSNSW  
Corporate Services NSW

### COMMUNITY CORRECTIONS BUSINESS ANALYST

January 2021-September 2022  
Community Corrections  
Corrective Services NSW

### COMMUNITY CORRECTIONS TEAM LEADER

August 2016-January 2021  
Community Corrections  
Corrective Services NSW

### SITUATION OFFICER (SECONDMENT)

August 2020-November 2020  
HNE Covid-19 Response Team Planning Unit

### COMMUNITY CORRECTIONS OFFICER

July 2014-August 2016  
Community Corrections  
Corrective Services NSW

## Skills

Data Analysis

Communicate Effectively

Manage and Develop People

Problem-Solving

Project management

Negotiate and Influence

Deliver results

Report Writing

Workshop Facilitation

Work Collaboratively

User research

Usability testing

Adobe InDesign

Adobe Photoshop

Adobe Illustrator

Figma

HTML/CSS

JavaScript/React

SQL

## DETAIL EXPERIENCE

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### ICT BUSINESS ANALYST

April 2025- Present  
Navy Library  
Department of Defence

I managed and maintained digital information within the Navy Library Holocentric system, ensuring content met publication and digitisation standards.

I led quality assurance and business improvement activities, reviewing objectives for alignment with business needs and identifying opportunities for process improvements.

I provided advice to stakeholders on system improvements and reporting, including assisting with the establishment of a Navy Library Publishing dashboard that provided real-time insights into publishing cycles, track progress, and improve workflow visibility.

I developed Power BI dashboards, including the Navy Library Lesson Dashboard, that presented current and historical lesson data in a clear and practical way for the Navy Lessons unit and other stakeholders.

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### IDS BUSINESS ANALYST

Sept 2022 – present  
Frontline Divisional  
Services CSNSW  
Corporate Services NSW

I acted as a liaison between CSNSW and IT units, translating business needs into technical requirements, and vice versa.

I ensure ethical procurement of technological solutions in compliance with NSW Government policies and standards.

I regularly liaise with IT and business units to identify and implement new technologies that enhance efficiency.

I evaluate external vendors' solutions for IT requests, providing critical feedback and collaborating to find effective alternatives.

I educate business units on compliance with ICT policies and ensured security assessments for proposed solutions.

I oversaw the implementation of a technical and financial solution that enabled the reconciliation of inmate buy up accounts, following identification of a significant financial anomaly in the accounts.

I gathered requirements and explored solutions that would provide an efficient and practical means for inmates to scan items for inmate buy-up processing function without impacting on compliance with ICT security standards. The outcome was increased productivity through changes to the log in functions that reduced user errors.

I participated in the Transgender Inmate OIMs working group with CSNSW stakeholders to gather technical requirements to upgrade the offender management system to comply with new legislation in relation to management of transgender inmates.

I managed the trial of a mobile version of CSNSW offender management software within a correctional centre. Involved

ongoing engagement with end users (custodial officers), feedback review, technical support and closure report. The trial has opened opportunities to expand the use of mobile technology within NSW Correctional Centres.

I developed interactive Tableau dashboards for CSNSW Initiatives (including financial year funding, prioritisation of items, funding status, detail description of initiatives) for CSNSW Executives to use for planning and reviewing current ICT initiatives.

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**COMMUNITY  
CORRECTIONS  
BUSINESS ANALYST**

Jan 2021-Sept 2022  
Community Corrections  
Corrective Services NSW

I developed and implemented an automated system that exported large data sets from CSNSW offender management systems and inserted them into operational reports utilising Excel VBA and SQL scripts. My work significantly reduced the time and resources required to produce regular operational reports within my team.

I developed SQL scripts that provided accurate information for executive data requests and reviews within a tight time frame.

I analysed and reviewed CSNSW operational data to support best practice frameworks for managing offenders within the community. CSNSW operational data sits in a highly complex data structure and involves millions of new records generated each year.

I facilitated workshops, forums and one-on-one support with CSNSW frontline staff on effective use of operational reports.

I used my knowledge of business practice and feedback from the field and from management to make enhancements to reports that assisted staff in doing their jobs more effectively.

I regularly reviewed Community Corrections operational data to assist in identifying inappropriate practices by offices. I would raise issues with local management and then work with the office to resolve the issue.

I conducted qualitative and quantitative research to support business change and innovation.

I built and maintained key relationships with users and stakeholders to collaboratively resolve issues.

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**COMMUNITY  
CORRECTIONS TEAM  
LEADER**

Aug 2016-Jan 2021  
Community Corrections  
Corrective Services NSW

I managed and developed a team of up to 40 staff.

I ensured access to diverse experiences and knowledge, and encouraged professional growth through developmental roles, training, and conferences.

I designed and implemented changes in staff management at Newcastle Community Corrections that resulted in significant improvements in office performance and continue to be used today.

I maintained composure and managed risks while dealing with difficult or aggressive clients in complex situations.

I made difficult decisions in managing risky behaviour, balancing competing interests, and seeking feedback from my team to improve problem-solving approaches

I reported inappropriate relationships between staff and clients to Professional Standards, upholding integrity and ethical conduct.

I managed remote teams using MS Teams and SharePoint during the COVID-19 pandemic. I took proactive steps, such as regular check ins, to ensure team cohesion and productivity through this time.

I collaborated with various CSNSW areas and NSW Government departments on shared client case management and program development. I did this in relation to inmates being released from prison, as well as clients being managed in the community. I worked with agencies such as prisons, Courts, Police, Child Protection, Health, Housing, and a wide range of non-government agencies.

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**SITUATION OFFICER  
(SECONDMENT)**

Aug 2020-Nov 2020  
HNE Covid-19 Response  
Team Planning Unit

I reviewed COVID-19 cases with a customer-centric approach, identifying needs and overcoming barriers to provide essential support.

I demonstrated a strong commitment to supporting individuals affected by COVID-19 by ensuring accurate information for effective response and assistance.

I provided operational advice to case management and data analyst teams to determine the best course of action for individual COVID-19 cases.

I updated and reviewed real-time data to ensure all divisions (data analysts, case managers, health advisors) have access to accurate information regardless of location or time.

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**COMMUNITY  
CORRECTIONS OFFICER**

Jul 2014-Aug 2016  
Community Corrections  
Corrective Services NSW

I prepared inmates for release, liaising with their families, employers, other support agencies, Police and others to manage risks associated with release.

I provided formal advice to courts and releasing authorities.

I worked with clients who were often resistant or aggressive to try and change behaviour and reduce risks to the client and the community.

I wrote assessment reports to courts advising of suitability for community sentences and for releasing authorities recommending for or against release.

I undertook risk assessments of the offender's likelihood of offending.

I developed management plans in custody and in the community to reduce the risk offending.

I managed offenders on different orders such as parole, community corrections orders and electronic monitoring and ensure the legislation around these orders was complied with.