

Nerida Newton

Contact Details

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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

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

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.

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.

**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.

**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.

**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.

**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.

