



*Apprenticeships & Traineeships  
Your Pathway to Success*

# *Community report*

*KGT Skills Centre  
Hospitality pre-employment program*

*November 2015– April 2016*





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# KGT Skills Centre

(Kununurra)

## Getting people 'job ready'

The KGT Skills Centre was opened in November 2014, and forms part of our new premises in Kentia Way, Kununurra. The facilities include two workshops, an industry standard kitchen and a function room.

It allows us to run Kununurra based pre-employment programs, which give students the chance to gain literacy, numeracy and basic employment skills in a work-like environment.

The Skills Centre supplements the services we currently offer as a traineeship and apprenticeship provider and we're able to work with participants to ensure they're 'job ready' when we find a suitable position for them.

**"The aim is to provide a soft entry point into training and employment pathways for people who have been disadvantaged through either attendance in school or their ability to engage with the school system and have suffered with poor education as a consequence"**

- Ian Warrener, CEO

It equips KGT and the local community with the necessary tools to help disadvantaged individuals join mainstream employment and ultimately meet the growing economic demands of the Kimberley region.

Funding for the Skills Centre was secured through Regional Development Australia (RDA) and Lottery West.

## Why run pre-employment programs?

The majority of youth in the Kimberley have the ability to take up an apprenticeship or traineeship, but many aren't ready to enter formal training or mainstream employment because of poor literacy, numeracy and basic employability skills.

We run pre-employment activities to bridge this gap, and give participants the opportunity to develop the basic skills they need to be successful in the workplace.



# Our most recent Hospitality pre-employment program

November 2015 – April 2016

## Why Hospitality?

The Hospitality and tourism sector represents the second largest contributor to the economy of the East Kimberley region of WA. The tourism sector was estimated at upwards of \$393m of the Kimberley's \$2b economy, representing 19.65%. Annual visitation to the region was estimated at in excess of 282,400 by the Shire of Wyndham East Kimberley (SWEK).

Additionally, Australia's hospitality and tourism industry is forecast to need another 12,000 extra workers in the next five years, according to the Australian Tourism Labour report.

## The program

KGT ran a 26-week Hospitality pre-employment program from 16 November 2015 to 29 April 2016.

The program consisted of an employment-focused activity partly funded by East Kimberley Job Pathways (EKJP). Part of the Hospitality training was delivered by North Regional TAFE.

The program included a combination of

Hospitality core skills, work experience and also life-skills. Industry visits, hands-on experience running small functions, and work experience placements were an essential part of the program.

KGT staff provided intensive one-on-one support to participants.

Guaranteed jobs were made available during the activity as well as upon graduation, with KGT being the main employer.

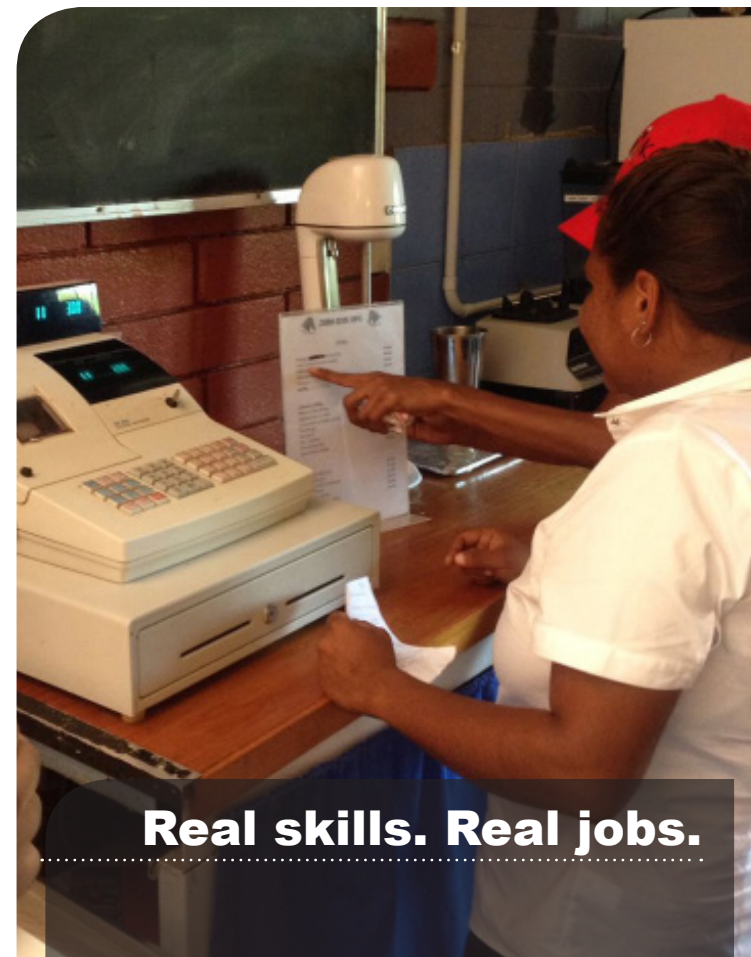
Also, the links between KGT and the Boab Lounge Café enabled students to put their skills into practice with real customers on a regular basis.

This is an innovative approach to pre-employment programs, particularly in Kununurra.

## Program rules

Employment-like rules were established: 2 unjustified absences and KGT reserved the right to remove the participant in question from the activity. This seemed to have assisted in filtering those committed to securing a job.

Referrals to the program were provided by East Kimberley Job Pathways.



**Real skills. Real jobs.**

**More than 15 local businesses**  
got involved in the program.

**More than 10 Industry visits**  
took place during the program.



# Some facts and figures



**8 Graduates secured employment**  
3 via direct employment and 5 with KGT



**7 Indigenous people**  
were placed into employment through VTEC



**More than 25 participants**  
engaged in the Hospitality pre-employment program



**11 participants**  
consistently attended the course



# Innovative ways of support



## Linking industry-specific training to employment outcomes

In a bid to strengthen the links between industry-specific training and employment outcomes, KGT signed a five-year lease for the Kununurra Airport cafe with the Shire of Wyndham East Kimberley in December 2015.

Named 'Boab Lounge', the cafe represents KGT's constant search of innovative ways to support people on their pathway to success.

The Boab Lounge aims to empower the local community and lift hospitality standards in Kununurra through training, employment and sharing of skills and knowledge.

All program participants undertake work experience at the Cafe, where they have the opportunity to interact with real customers and build the skills to make a smooth transition into employment in the Hospitality industry.

## Hands-on learning

**All participants** undertake training with real customers at the Boab Lounge.

**Customer Service & Confidence building** participants become the face of the East Kimberley and interact with tourists from all walks of life.



Photos: Participants acquire essential skills in customer service and cash handling at the Boab Lounge

# The week of a KGT Hospitality participant...

Industry visits, experience running small functions, and work experience placements are an essential part of the program.

**Monday 9:00 AM**



Arrive at KGT Skills Centre and learn the ins and outs of barista coffee making. Attend 'toolbox' meeting to find out about positions available in the industry.

**Monday 11:00 am**



Go on an industry visit to local business 'Kimberley Croc Backpackers' to learn the ropes on housekeeping, meet staff, and ask questions.

**Monday 12:30 pm**



Arrive back at KGT. Make lunch in the KGT kitchen and help finalise details for catering at Pink Ribbon Day Breakfast.

**Tuesday**



Gain more skills in the Hospitality industry. Work towards Food handling qualification and Responsible Service of alcohol

**Thursday**



Work experience at a local business. Put what was learnt on Monday and Tuesday into practice.

Get ready for life-skills workshops on Friday!

**Friday**



Attend workshops on interview preparation, career advice, resume writing.  
Drivers' licence training  
Healthy lifestyles & Money Management  
Outdoor activity with mentors: fishing!

**Wednesday**



Work experience at a local business. Put what was learnt on Monday and Tuesday into practice.



# *What the community has to say about the program...*

*“Great to upskill the participants and give them real life work experience”*

Ord Valley Aboriginal Health Services

*“Very helpful, people now know what positive changes are occurring in the community and believe this is great networking and allows businesses to open their doors to new possibilities”.*

Anglicare WA Kununurra

*“It has been a great help to the local businesses, as tourist/travellers and other clientele enjoy seeing local people. Within the community it is great as participants are showing that other people too can do this.”*

Boab Driving School

*“This program is invaluable to the community. There have been great job outcomes and many students have gone into work not only in the hospitality sector but sometimes others as well”.*

North Regional TAFE

# *Some highlights and good news stories*

## **Giving back to the community**

.....

One of the activities as part of this program was for participants to organise and host a fundraising Pink Ribbon Day to raise funds for the Cancer Council.

The idea was for them to put their Hospitality, team work, and communication skills to use while giving back to the community.

The event was a resounding success, with over 25 community members, media coverage and \$500 raised!



Photo: Students took ownership of the event. From designing the event menu to catering, taking orders, and welcoming guests.

## Meet Ella-Tia and Marion

Both born and bred in the Kimberley region, Ella-Tia Yeeda and Marion Petherick are best friends who supported each other through very difficult times.

Ella-Tia is a young lady who is wise beyond her years. Her mother, Marlene, participated in the first KGT Hospitality program run at the KGT Skills Centre and was the first Indigenous person to own and run a catering business in Kununurra. Seeing her mother handle the kitchen with such love and passion, it is no wonder Ella-Tia decided to follow in her mother's footsteps.

Marion also experienced a few events that impacted on her ability to believe in her potential. Being told by some she was not 'educated enough' to get a job, before joining the program she would spend most days at home hoping her life would take a turn for the better.

*'I was tired of going from one program to another without having a job in sight',* said Ella.

They both had nearly 100% attendance during the program and strived to learn as much as they could about the Hospitality industry and also employability skills such as interview preparation.

During one of the industry visits as part of the Hospitality program, Ella and Marion attended an interview with the HR Advisor at El Questro, an exclusive Resort located in the East Kimberley region, and part of the Delaware North group.

Interviewers were very impressed with them and made a job offer. Both ladies were ecstatic to start their Certificate II in Hospitality employed by KGT and hosted at El Questro. KGT looks forward to seeing their journey unfold.

*'Now I know the meaning of the word independence',* said Marion.



**Ella-Tia Yeeda & Marion Petherick**  
Hospitality Trainees

## Adam Lewis follows his dreams

Originally from Southern Cross in WA, Adam travelled all across the state to experience life in the Kimberley region. After a period working as a tractor driver, he wanted a career change.

***“I knew hospitality was the ticket to re-starting my career”***

Adam had 100% attendance and was the first participant to secure a job as part of the Hospitality pre-employment program. He is working as a Hospitality assistant (back of house) in the renowned Kununurra Country Club Resort.

***‘I want to use my Hospitality skills to work and travel around the world’***



## Putting leadership skills to use: Amanda Wilson

Tourists, visitors, and locals alike will feel warmly welcomed by staff member Amanda Wilson when shopping at Coles Kununurra.

A local Indigenous lady, Amanda found it difficult to return to the workforce after she had a break to look after her children. She was one of the first participants to join the Hospitality program and her commitment and dedication saw her secure a customer service role at Coles well before the program was finished.

During the course Amanda also demonstrated natural leadership skills, always guiding and supporting her colleagues in class and industry visits.

***‘I am enjoying my role. Getting a job is the right thing to do. Being in an activity just for the sake of it is not a good thing’.***



## Marrella sets the bar high in the community

If you happen to visit the East Kimberley Airport, chances are your latte will be made and served by a lady with a lovely smile and manner, Marrella Wilson.

An Indigenous lady from Kununurra, Marrella heard about the Hospitality program through her family and jumped at the chance to be a part of it.

***'I wanted to get out of my comfort zone and do something different'***

On her first day into the program, she was fascinated by the opportunity to practice the art of coffee-making using the Barista machine.

Marrella completed two weeks of work experience at the Boab Lounge and her dedication and commitment was such that she was offered a position as a Hospitality assistant. Marrella started her Certificate II in Hospitality traineeship and now has the opportunity to further her skills in one of the busiest airports in Northern Australia.

***'I like dealing with people and try to always get my coffee perfect'***

Recently, Marrella had the opportunity to take her skills to the next level by working as an assistant to Celebrity MasterChef George Calombaris in the acclaimed event 'Kimberley Kitchen'. About her participation in the event, she says:

***'I was on cloud nine. The other day I had just started the course, and now, I have a job and am learning from people like George'***

Marrella's example has been creating a flow-on effect to the aspirations of other community members. Her daughter Shaunikka says ***'I want to work in Hospitality just like mum'***



**Marrella Wilson**  
Hospitality Trainee

## On the road to success: Jacinta Martin

Jacinta was born and grew up in Wyndham, a small town 100km West of Kununurra. Despite any difficulties life's thrown at her, Jacinta tackled life challenges head-on. She decided to move from Wyndham to Kununurra to be able to focus on a career for herself and give her children a better life. When she heard about the Hospitality program, she thought that might be the answer.

*"I did not want to waste my time doing activities that would not help me get a job or things that I don't enjoy doing. Some of my friends had already got jobs with KGT so I knew that could be something in there for me".*

Jacinta had nearly 100% attendance during her time in the program and successfully obtained her Responsible Service of Alcohol (RSA) and food handling qualification. To put the icing on the cake, she recently had the opportunity to help Celebrity MasterChef George Calombaris in the acclaimed event Kimberley Kitchen. She thoroughly enjoyed her participation in the event and says: *'It was amazing working alongside George and his staff and learning new things'*

3 weeks before the end of the Hospitality course Jacinta was offered a customer service position in retail, however thought the role did not suit her personality. Following that, she was offered a Certificate II in Hospitality traineeship at the Boab Lounge.

*"I hope that my experience at the Café will be a stepping stone for me to achieve my goal of doing a traineeship at the Hotel services department of the Kununurra Hospital."*



## Other participants and their achievements

**Kemara Bin Saaban** commenced a Certificate II in Business traineeship employed by KGT.

**Maxine Ningella** continues to strive towards her goal of becoming an employee for a local Bed & Breakfast business in Kununurra. She was offered the opportunity to continue work experience for this business, initially by means of a host placement arrangement.

**Sherika Clyden** is undertaking a Certificate II in Business at North Regional TAFE.

**Jazzlyn Hall** decided to gain further qualifications by commencing a Certificate IV in Mental Health.

**Tiianna Gerrard** decided to gain further skills in a business/reception environment and is doing so by means of a host placement at a training organisation.



L-R: Program participants Indigo, Tiianna, Jacinta, and Ella-Tia

# An industry visit to remember: Argyle Diamond Mine

Feedback from program participants was unanimous. All found industry visits an excellent way to learn how things are done in real life and ask questions to industry experts.

A typical industry visit as part of the program covers

**Employers** talk to the students about the history of their business and talk about what they do. Talk about challenges and opportunities in the Hospitality industry.

**Employers** talk about what type of skills they look for in an employee.

**Tour** around the facilities and operations

**Demonstration of tasks** carried out on a daily basis is conducted. More often than not students would not only observe but also join in!

**“It was my first time at a minesite. This place is huge! I enjoyed learning more about how things work at the Argyle Mine”**

Ella-Tia Yeeda



**Argyle Mine Industry visit**  
29 March 2016



## Indigo shines at WA mine site

Indigo is a bright young lady who always wished to become a role model to her family, especially her younger sisters. She says that ***“I would only be able to do that if I got a job”***.

She dropped out of school in year 11 and wanted to enter the workforce, but did not know how. All she needed was an opportunity so she could be supported and acquire the right employability skills. Indigo tried her hand at different career pathways and dabbled in childcare before starting the Hospitality program. ***‘I was getting a bit tired of hopping around from activity to activity. I just wanted a job that suited me’***.

She had nearly 100% attendance during the program and honed her natural leadership skills, having become a strong leader amongst her colleagues. Feedback from her Hospitality Trainer, Darragh Cribbin, indicates that ***“Indigo is a great girl. She is not afraid to tackle a challenge and do what she’s asked”***.

An industry talk by Morris Corp followed by an industry visit to the Argyle Diamond Mine Corp was a game-changer for Indigo. After visiting the Argyle Mine Site and being taken on a guided tour by catering company Morris Corp, Indigo was so blown away by the experience that she set herself a goal to start a career ‘at the Mines’, as she says.

Indigo started working hard to achieve this goal. She obtained her Responsible Service of Alcohol and Food handling qualification. She made sure her safety values were of the highest standards and that her health and fitness were suitable to join in the mine site. All the hard work paid off. Indigo has secured a role as a ‘Utility Officer’ working with Morris Corp at the Argyle Diamond Mine site, just as she wanted.

To put the icing on the cake, Indigo recently put her Hospitality skills to use by assisting in the running of acclaimed event ‘Kimberley Moon Experience’. She had the chance of mingling with TV hosts such as Simon Reeve, Angela Cox, and Andrew O’Keefe. ‘It was surreal. They were such nice people’.

***“I am so happy that I now have this job. I want to buy a car and go places, own my own home. But at the moment the most important thing is that I have my job”***.

KGT looks forward to seeing Indigo's journey unfold.





# Local media coverage

## Airport cafe to offer experience to trainees

Cally Dupe - The Kimberley Echo on December 29, 2015, 3:30 pm

Kununurra Airport's Lizard Lounge cafe will be staffed by hospitality trainees from January when Kimberley Group Training officially takes on the lease. The cafe will have similar opening hours and refreshments but a large portion of its staff will be the training organisation's top performers.

The not-for-profit organisation assists with apprenticeships and traineeships in the Kimberley and signed a five-year lease for the cafe with the Shire of Wyndham East Kimberley earlier this month.

KGT skills centre co-ordinator Caroline Constant said the cafe would help trainees take their skills to the next level.

"We try to simulate the kitchen environment for the trainees to practise in," she said.

We have a barista machine and we have recently leased the airport cafe for them to go out and practise in.

"We thought it would be a great link for what we already have here."

Ms Constant said KGT was looking for a person "with a lot of experience" to run the cafe and for the trainees to "learn the ropes" from.

Shire president Jane Parker said the venture would give trainees an understanding of not only hospitality, but tourism.

"The Shire thought it was a wonderful opportunity for young people working in hospitality to get some training," she said.

"Staff will meet a lot of people coming off planes — it is an opportunity to have a look at tourism and work out whether tourism is a field they might like to work in."

The trainees last week raised about \$500 for breast cancer putting their skills to the test by hosting a morning tea.

## The West Australian

[thewest.com.au](http://thewest.com.au)



L-R: Program participants Tamarah Cox, Joelene Wilkes and Amanda Wilson.

# Local media coverage

## The West Australian

 thewest.com.au



L-R: Graduates Ella-Tia, Belinda, Indigo, TAFE Trainer Darragh, Tiianna, Marion, Marrella

### Hospitality graduates toast jobs success

Cally Dupe - The Kimberley Echo on May 9, 2016, 6:52 pm

More than half the recent hospitality graduates from Kimberley Group Training's pre-employment program have landed paid positions in the East Kimberley.

The program began in November and aims to equip trainees with the skills needed to work in cafes, restaurants and bars — an industry where qualified staff are in high demand.

Of the 11 graduates, seven are now employed at workplaces including Boab Lounge at Kununurra Airport, El Questro, Kununurra Country Club, Home Valley Station, Boab Health and Coles Kununurra.

KGT field officer Landi Bradshaw said there was strong demand for local, non-transient hospitality workers in the Kimberley.

"Locals learnt the ins and outs of the hospitality industry so as to be ready to fill

positions in local businesses as things get busy in the dry season," she said.

"Graduates have been able to work as food and beverage attendants with their RSA as waitresses or waiters, back of house, housekeeping and tourism administration."

Australia's hospitality and tourism industry is forecast to need an additional 12,000 extra workers in the next five years, according to the Australian Tourism Labour Force Report.

In December, employers told The Kimberley Echo finding staff was one of the greatest challenges faced by regional hospitality providers.

KGT skills centre co-ordinator Caroline Constant said the organisation wanted to "be accountable to the local community", which had thrown its support behind the program by taking on and supporting trainees.



*We would like to thank the following organisations for their support of the Hospitality pre-employment program – 1st cycle 2016.*



**Australian Government**

Department of the Prime Minister and Cabinet  
Department of Employment  
Department of Industry, Innovation and Science



**Government of Western Australia**  
**North Regional TAFE**

#### **Local businesses and community organisations**

Kununurra District High School (KDHS)	Diamond Beauty Services
St Joseph's Catholic School	Kununurra Lakeside resort
Wunan House Bed and Breakfast	Wunan Transitional Housing
Kimberley Croc Lodge	Zebra Rock Gallery
Wunan Foundation	Chamber of Commerce and Industry WA
Workforce Development Centre (WDC)	Hotel Kununurra
Kimberley Croc Backpackers	El Questro Wilderness Park
Subway Kununurra	Save the Children
Kununurra Country Club	Waringarri Aboriginal Arts
Kimberley Café	Waringarri Radio 693 AM
Home Valley Station	Aboriginal Legal Services
Shire of Wyndham East Kimberley	Kimberley Land Council
The Kimberley Grande	Boab Lounge
Ibis Hotels	The Job Shop
Wunan Money Management	Coles Kununurra
Many Rivers microfinance	Top Locks
Boab Driving School	Freshwater apartments
Peak Fitness	Morris Corp & Argyle Diamond Mine
Boab Health	Kununurra District Hospital
Wild Mango	North Regional TAFE
Aboriginal Family Law Services	Ord Valley Aboriginal Health Services (OVAHS)
	Garnduwa



East Kimberley Job Pathways

**KGT is always looking for new partners and feedback from businesses and community organisations.**

**For more information, please contact Caroline Constant, Skills Centre Coordinator, on 9168 3808 or [carolinec@kgt.org.au](mailto:carolinec@kgt.org.au)**



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