A long way from home...and in a different world

The Emporium Hotel in Fortitude Valley has also employed a school based trainee Ms Shannen Casters from Palm Island. Shannen was a boarder at Stuartholme College has completed her Certificate III in Hospitality in 2014.

Network Champion Fleur Scott presented Shannen’s employment journey to the Indigenous Forum in November last year.

Fleur, HR manager at the Emporium said “Shannen began her working time with us as a very shy young lady who has now grown in confidence and is a valued member of our staff. You can view Shannen’s journey at Emporium at www.qtic.com.au Shannen has just received her university offer from Griffith University and plans to study a Bachelor of Business.

If you are considering employing an Indigenous School Based Trainee or apprentice, please contact Julie Rogan, QTIC Career Pathway Officer or industrydevelopment@qtic.com.au

Mossman Gorge Centre celebrates graduation

In January 2015, Voyages Indigenous Tourism’s Mossman Gorge Centre in Tropical North Queensland celebrated the graduation of 11 trainees who successfully completed their Certificate III Hospitality Traineeship.

The Trainees came from communities as far south as Mildura and as far North as the Torres Strait Islands and participated in a six month enterprise-based traineeship, working in nearby hotels four days a week and completing theory training at the Mossman Gorge Training Centre for one day a week.

The Training Centre is part of Voyages’ eco-tourism development at the Mossman Gorge World Heritage Site, which opened in June 2012.

Upon graduation participants of the program are offered employment with Voyages and seven of this graduating class are travelling to Uluru in January to continue their hospitality careers. The remaining four graduates chose to take up positions at their host hotels in the region.

The training is delivered in partnership with the William Angliss Institute and the program has had excellent support from local hotels including the Pullman Sea Temple Resort, Sheraton Mirage, Silky Oaks Lodge, Rendezvous Reef Resort, QT Resort and Spa and Mantra Group’s Mantra Portsea and Peppers Beach Club Resort who have committed to offering traineeship places for future trainees.

Voyages CEO Andrew Williams said “We are all very proud of the Trainees who have come so far over the past six months. It is rewarding to know that now they all have a career path ahead of them and will strengthen the Tourism and Hospitality Industry through their knowledge and industry experience.

Qantas commits to 250 internships

Qantas Australia has proudly signed a 10 year agreement with Career Trackers to provide a minimum of 250 internships for Aboriginal and Torres Strait Islander university students. This is Qantas’ largest commitment to an Indigenous initiative and will contribute to nurturing and investing in Australia’s best talent. Eighteen Qantas Indigenous interns will complete their summer placements this month and will return to Qantas during the Winter break in July. You can find a short video showcasing this great initiative from intern Barbie-Lee Kirby’s perspective currently working in Finance on the Qantas Youtube channel.
QTIC’s newest staff member

QTIC Welcomes Akayla McQuire, (pictured right) QTIC’s newest member who commenced an Indigenous school based traineeship on 27 August 2014. Akayla, a student of Marsden State High School works one day per week during the school terms and extra days during the holiday breaks in the QTIC offices getting to know the industry. Akayla is completing her Certificate II in Business Administration and has already assisted staff at a number of events and is already proving to be a valued member of staff.

Claire Brown, Office Manager said: “Akayla is just starting out on her working life journey and we look forward to assisting her develop and hone the necessary skills and attributes to assist her reach her goals into the future. She is a keen learner, a pleasure to have around and is a valuable member of our team.”

QTIC welcomes new Champions

Belinda O’Connor, Brisbane Airport Corporation

Belinda O’Connor has been selected to represent Brisbane Airport Corporation (BAC) in supporting Indigenous Australians to gain employment. Belinda is responsible for providing leadership and expertise in the management of recruitment, industrial relations, remuneration and other delegated human resource functions.

Given the diverse nature of BAC’s business operations, the Corporation aims to support the employment of Indigenous Australians in addition to promoting cultural diversity within the business. As part of its commitment, BAC has joined the Australian Employment Covenant.

BAC also partners with the QUT Business School and is one of the sponsors of the Indigenous Student Intern Scholarship Program. Further to providing a broad business for its Scholarship Student to work in, BAC hopes to gain a greater insight into what its needs to do to ensure that its business is ready for the future generation of leaders.

Jane Morgan, Cosmos Centre and Observatory

Jane has been in the tourism industry for over thirty years. Throughout her tourism career Jane has always worked and developed product that has a high level of interpretation. Jane has a strong belief that travellers love the stories, relayed by people to enhance their experience.

During her time in Cairns, Jane was involved in a number of high profile tourism ventures, training staff for the first ever Kuranda Rail ‘talking carriages’; work with sales for Quicksilver and Marine Biologist guided tours of the Reef. Jane developed her own interpretative tourism product in Tasmania for the USA not for profit Zoo and Alumni market and was involved in two Regional Tourism organisations in NSW and Queensland. She is currently managing the Charleville Cosmos Observatory and in addition is developing new product for the small outback town of Charleville. Jane believes that the connection of people with stories is vital for the tourism industry and while technology has its place, nothing really replaces a guide that delivers a good story that people can relate to. Over the years Jane has worked to develop products that have a story telling component that is engaging. She believes Tourism is a people industry and always ensures that guides telling their stories are the ‘stuff’ that holiday memories are made of.
The Indigenous Tourism Employment Champions Network continues to work towards increasing the number of Indigenous people in the tourism and hospitality workforce. Speaking at the fourth annual forum in November 2014, Kim Harrington Deputy CEO of QTIC, said QTIC and the Tourism Indigenous Champions Network are committed to increasing the number of Indigenous people employed in the tourism industry. Ms Harrington said “Based on the employment numbers to date, the target of 1000 new faces by 2020 were right on point.”

The annual forum held on 12 November, was attended by industry employers, members of the Champions’ Network and key representatives of Indigenous Business Australia (IBA), Tourism and Events Queensland, Tourism, Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB), Department of the Prime Minister and Cabinet (DPMC) and the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA).

The success of the Indigenous Employment Champions Network continues, as tourism employers across Queensland embrace the benefits of the program. QTIC confirmed 51 positions have been filled as a result of the Champions Network in 2012-13, exceeding the core target set at 45. Overall, QTIC expects more than 220 positions have been filled in Queensland in the past year. The jobs include a variety of vocations, from Housekeepers, Tour guides, Food and Beverage attendants, Front Office and Events. Kim said it was clear employers in the tourism industry were recognising the many benefits of employing Indigenous Australians. You can view the presentations at www.qtic.com.au.

“The industry has embraced the Champions Network and this is reflected in the growth of participation we have seen over the past 12 months,” Ms Harrington said. “Currently we have 20 Champions and 40 supporter groups across Queensland working towards improving strategies and resources to assist operators to provide employment opportunities for Aboriginal and Torres Strait Islander people in the tourism industry.”

NEW APPOINTMENT

Greg Erwin, General Manager, Mossman Gorge Centre has recently been appointed to the role of CEO of Tjapukai Aboriginal Cultural Park. Greg has been with the Centre since its opening in June 2012 and was a significant part in the development of the Centre prior to the opening.

We wish Greg all the very best for the start of a new chapter in his career.

IN OUR NEXT ISSUE

We welcome new members, Samantha Martin, Product Development Manager at Tjapukai Cultural park and Darrell Harris, Executive Officer, UMI Arts Ltd., Cairns.

Look out for their profiles in the next edition of Champions Connect.
PLANNING FOR SUCCESS

PRIORITIES FOR 2015

The Network has prioritised support for the following projects -

- support for employers who are increasing the number of their Indigenous staff;
- implementing an Employer Cultural Awareness program;
- developing employment support tools;
- promote connections to business mentors; and
- supporting Indigenous tourism product.

DESTINATION Q PRIORITIES

An outcome of the DestinationQ Forum held on 17 September 2014 is the commitment to Grow the Industry by “partnering with Aboriginal and Torres Strait Islander people to share their stories and culture with the world”.

The Indigenous Tourism Employment Champions Network is working actively with QTIC to ensure this is achieved.

Upcoming Events 2015

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<tr>
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<tr>
<td>12 March</td>
<td>Indigenous Employment Networking Event—Mercure Harbourside Hotel, Cairns</td>
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<td>26 May</td>
<td>National Sorry Day</td>
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<td>27 May – 3 June</td>
<td>National Reconciliation Week</td>
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<td>26 June</td>
<td>SEQuICC Indigenous Business Networking Event—QTIC hosted</td>
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<td>7.30 - 10.00am</td>
<td>Cliffs Café – Kangaroo Point Cliffs</td>
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<td>5—12 July</td>
<td>NAIIDOC Week Celebrations</td>
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<td>11 November</td>
<td>5th Annual Tourism Indigenous Employment Forum</td>
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