

**Qantas Catering Group** 



Australian WELL Practitioners' Conference

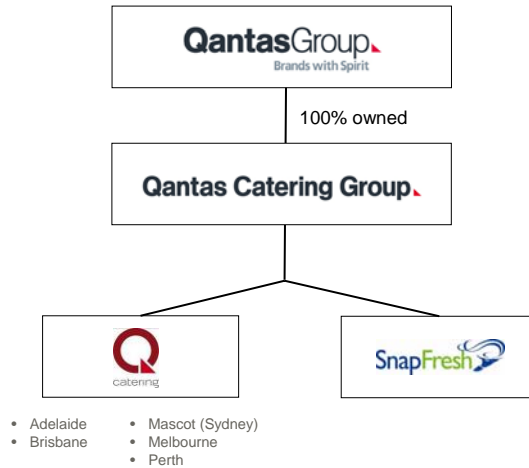
Thursday 8 November 2012  
Brisbane

**Australian WELL Practitioners' Network Conference**

**Realising the potential of  
our diverse workforce**

**Qantas Catering Group** 

## Qantas Catering Group



Qantas Catering Group

## Qantas Catering Group



The Qantas Catering Group is the largest Flight Caterer in the southern hemisphere

- ▶ Operating since 1971
- ▶ Responsible for operating two businesses: Q Catering and Snap Fresh
- ▶ Six catering and food production centres in Australia
- ▶ 74,000m<sup>2</sup> of production space nationally
- ▶ Workforce of over 3,000 FTEs
- ▶ Approximately 40 million meals produced each year
- ▶ Over 273,000 flights serviced per year
- ▶ Over 20 airline customers and non-airline customers

Qantas Catering Group

## Qantas Catering Group

There are 88 nationalities which make up Q Catering and Snap Fresh Centres, we conduct ourselves according to our shared catering values:

- ▶ Safety and Quality
- ▶ Integrity
- ▶ Respect
- ▶ Ownership
- ▶ Courage
- ▶ Innovation



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## Qantas Catering Group

### ▶ Safety and Quality

We consider safety of people and equipment an absolute priority. We share an obsession for quality in everything we do.

### ▶ Integrity

We conduct ourselves with the highest ethical standards. We do what we say and promise, the first time, every time.

### ▶ Respect

We value the diversity of our people, customers and suppliers. We treat others the way we wish to be treated.



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## Qantas Catering Group

### Ownership

We actively take responsibility and accountability for our actions. We see things through to the end with pride and passion.

### Courage

We confront challenges and remove obstacles. We are free to act on ideas for the benefit of the business.

### Innovation

We actively explore and implement new ideas. We approach everything with a continuous improvement mind set.



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## Qantas Catering Group



Qantas Catering Group

## Need for Training

- ▶ Literacy levels, oral and written documentation skills
- ▶ Comprehension
- ▶ Lack of computer skills
- ▶ QAD future computer systems linkage
- ▶ Communication skills
- ▶ Build and develop stronger working relationships and communication in the workplace
- ▶ Perfect fit for incorporating WELL program into Q Catering

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## Working Partnership

- ▶ Developed with TAFE NSW Hunter Institute
- ▶ Focussed collaborative synergy
- ▶ Meet the needs of our staff
- ▶ Support from Transport and Logistics Skills Council
- ▶ Wonderful help, support and guidance from Department of Industry, Innovation, Science, Research and Tertiary Education
- ▶ Organised, methodical and caring approach
- ▶ Identified that in 2012 we would begin with two Centres Melbourne/Perth then continue in late 2013 with Sydney and Brisbane to achieve a national approach and consistency based on the individual needs of the Centres

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## Melbourne

- ▶ Most culturally diverse Centre
- ▶ Approximately 500 assessments to be assessed against the ACSF
- ▶ Identification of those staff with lower level computer literacy skills, so as to begin training workshops
- ▶ 8 stage training program commenced
- ▶ Certificates issued upon completion
- ▶ Used specifically tailored materials
- ▶ Use of learning centre

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## Melbourne

- ▶ Outcomes - confidence, new skills, comprehension, reading of instructions, technical skills, general knowledge and skills able to be transferred to the workplace
- ▶ TAFE NSW excellent support - working collaboratively
- ▶ Solid background and knowledge
- ▶ Competent facilitators with great background and flexibility

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Melbourne



Melbourne



## Melbourne



## Perth

- ▶ Approximately 100 assessments to be assessed against the ACSF
- ▶ Progressing well
- ▶ Just beginning basic computer training
- ▶ Following same Melbourne journey



## Testimonials



*"I never thought I would have this opportunity at work. The teachers have been great, it's been a wonderful experience"*  
Connie Butera  
Food Production  
Q Catering Melbourne

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## Testimonials

*"I now have confidence on the computer. I look forward to spending time at home learning new things - I can even pay my bills online!"*  
George Anid  
Supply Chain  
Q Catering Melbourne



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## Testimonials

*“Being involved in the WELL program has opened up many opportunities. I now have the computer skills to benefit my future”*  
Marie Diamond  
Supply Chain  
Q Catering Melbourne



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## Thankyou

- ▶ DIISRTE
- ▶ TLISC
- ▶ TAFE NSW
- ▶ Q CATERING
- ▶ This is an investment in the potential and capability of our people
- ▶ A successful program
- ▶ Thankyou to all involved

“The future depends on what we do in the present.”

Mahatma Gandhi

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WELL Champions



