Determination and teamwork pays off on Mornington Island

On remote Mornington Island in the lower Gulf of Carpentaria logistics can be tricky for service providers but coordination and cooperation can make a big difference.

The Learning Workshop training company was on the island just ahead of the licensing mob. Trainer, Ms Dorothy Brown, used the road rules as a study aid for numeracy and literacy training, including the learner's written test. These were keen, serious learners. Some started at 6:30 am. Others, especially young mums, were studying up to 9 pm to learn the rules. Our team of Frank, Norah and David were impressed with Ms Brown's encouragement and support by picking students up and driving them home after training.

Over three days the team issued 25 learner licences including, eventually, two who did not pass the first day but came back the second day, and the third, so determined were they to get a learner licence.

Due to the unpredictability of remote area mail, learners' birth certificates had not arrived. Team manager Frank sends a big "thank you" to Ms Victoria Bell-Locke from the Registry of Births Deaths and Marriages for patiently confirming registrations by telephone. Without her help no learner licences could have been issued.

Another note of appreciation goes to the island police officers for the loan of their camera when the unit one failed.

The results of this cooperation can be summed up by one proud new learner who told the team he just bought a wallet for the first time in his life. He never had use for one before.

Meet the team

Manager Frank Wojcinski

When it comes to customer service, Indigenous Driver Licensing Unit Manager, Frank Wojcinski, describes himself as “passionate” about delivering high standards.

Frank has been with the department for 12 years with more than half of them managing a Customer Service Centre. Before joining the department, he had a long history of people management with large organisations, mainly Telstra, and at various locations around Australia.

Frank started with the Indigenous Driver Licensing Unit in February 2008.

“I like the way the unit operates,” he said. “I like any kind of customer service and working face-to-face with clients but here, I want to make a difference to the Indigenous situation.”

Frank’s proudest moments are when his team is doing well.

“I get embarrassed when I get a compliment when it is my team that does the good work,” he said.

“The downside to my job is all the paperwork that piles up after a road trip. At home, I’d rather be doing the crossword, or playing golf or fishing, or watching Essendon in the AFL, or watching my nephew, David, who plays for Geelong.”

“I’m only as good as my team”