



Revised 09/2017

# TLI Connect

## Hillmans People Power

If people are the biggest asset of a company then Hillmans Transport in Toowoomba are making sure their assets are in great shape. Brothers, Chris (Manager) and Steven (Operations Manager), have embarked on an ambitious workforce development project that's building their business for the future.



*Chris and Steven Hillman*

In 2013, Hillmans saw opportunity in the Coal Seam Gas (CSG) sector and formed relationships with both DHL and Origin Energy. To support growth in this sector, the Department of Education and Training (DET) introduced the company to a range of programs available.

'The process was so smooth I couldn't actually believe it!' says Chris. 'We had a meeting with DET who said if we were interested in investing in our staff's professional development, they would subsidise the costs and support the project. Our application got the green light and we engaged TrainUp as our training provider. We chose them because they were flexible, experienced and willing to train onsite which was a must for our staff.'

'During the twelve week project, our eight management staff worked through a Certificate IV in Logistics every Wednesday. It was especially beneficial to our non-operational staff, such as our accounts and office managers, to give them an insight into the everyday pressures of the industry.'

'Chain of Responsibility (CoR) was our big ticket item for this program and we asked TrainUp to tailor the program with CoR in mind. The CSG industry has strict requirements on how many staff are certified and what systems you have in place to ensure safety. We believe if you want to have a safe company you need to have educated staff. It's no longer good enough to say I wasn't aware or I didn't know.'

'There's also a marketing advantage in taking this approach. If we tender for more work in the future, it's a feather in our cap to have nationally recognised qualifications for all our management staff. But in the end the certificates wouldn't mean anything if there wasn't quality delivery.'

'Again, flexibility has been the key and Chain of Responsibility has been the focus. TrainUp spent time getting familiar with our policies and procedures and they were willing to send industry-experienced trainers out to Longreach and assess our longhaul drivers in-cab. We were never going to get our staff in a classroom on their days off, so this was the only way the program was ever going to work.'

Based on their positive experience, Hillmans are now entering the second phase of their workforce development project, training all their drivers in a Certificate III Driving Operations. They are accessing the government's Certificate 3 Guarantee to subsidise the cost of the training.

If you'd like to find out more please contact us at [TLI.Connect@tmr.qld.gov.au](mailto:TLI.Connect@tmr.qld.gov.au) or on (07) 3066 0785.