

## Workforce Now - Paul Kahlert Presentation Notes

### **About All Purpose Transport (APT)**

Queensland's only true specialised transport solutions company specialising in:

- Refrigeration
- Heavy transport
- Taxi trucks
- Couriers
- Furniture transport
- Furniture removals
- Warehousing
- Third-Party Logistics (3PL)

### **Brief Background on APT**

- 48 years servicing Queensland
- 300 vehicles – Vans to B-Doubles
- 400+ employees
- 20,000m<sup>2</sup> warehousing
- 2,000 last mile deliveries a day

### **The Challenge**

- In 2012, there was a major struggle with gaining and retaining employees – 8% workforce growth needed.
- Transport is not typically the first-choice career option with school leavers.
- Workers were under-skilled and needed the adequate training before entering the APT workforce.
- The average APT workforce age was 47 years old and continued to grow older each year.

### **The Solution – Project APT**

- Project APT was launched with the goal of all their employees to receive training and to gain a nationally represented qualification.
- First in Queensland to qualify all their employees.
- Engaged with TAFE Queensland to provide courses such as literacy and numeracy with one-on-one training to better connect with the course trainers.

### **The Result**

- The project was a 12-month process however, all 250 drivers and 100 staff received their qualifications.
- Employee's skill gap identified and trained to improve their weaknesses.
- Publish their photo and qualification via APT's private Facebook group and receive a personalised letter from APT.
- APT is Australia's First Fully Qualified Transport Company – *'Best People = Best Business'*
- Numerous employees with migrant and refugee background come through APT.

- 30% of women in the APT workforce. Brought on women with children starting school into the call centres and adjusted their schedule to reflect the school times.

#### **COVID Challenge**

- Unable to work in the office.
- IKEA deliveries increased from 1,000 to 2,000 per week.
- Project APT was well-recognised – more workers wanted to join APT.
- Employees continued to be well-skilled and well-trained from their new qualifications.

#### **Reflection**

- Project APT is voluntary – employees must want to be qualified (Education with equity)

#### **What's Next?**

- Increase engagement with schools – currently working with:
  - Marsden State High School,
  - Woodridge State High School, and
  - Mabel Park State High School
- Currently 6 students are working 4 hours of pallet sorting after school which can act as a pipeline into the APT workforce.