



MULTI-SKILLED STAFF MAKES LIFE EASIER FOR COUNCIL

Feedback from the trainees:

- *Sam said he has been in cleaning for 28 months and still learnt things he has not done before and this opened up opportunities to work in other areas and do new things.*

- *Arrangements were made for Steve to attend training with a sign interpreter and this worked extremely well with colleague Mohammed also translating during training sessions and assisting Steve and the trainer Ian to cover the practical training.*

- *Michelle has been working at Bankstown Council for two and a half years and she enjoyed doing the course as she 'learned heaps of little things' and also learned how to use large equipment which she has never had the opportunity to use before. Michelle says she can definitely use what she has learned in the work place straight away and see the effects immediately.*

- *Cleaning coordinator Sharon Greentree has appreciated the fact that she now has multi skilled employees. This makes it easier to schedule the rosters as 'staff can work in many areas and they are not limited'.*

Nothing stopped the keen cleaning team at Bankstown Council from attending their training sessions! Students attended their training, no matter what! They came in from annual leave, paternity leave and one even with a broken thumb! No one missed a session and great fun was had by all while achieving some formal learning outcomes. The program was well supported by Bankstown Council management and arrangements were made to release staff from duties to attend.

The group (pictured) successfully graduated late last year in Certificate II and III in Asset maintenance (Cleaning Operations) and although some are long term employees, everyone said they learned some new information.

This is the third department in Bankstown Council to successfully implement formalised training. Lennox Institute is planning to roll this success story out to other councils in 2008.

