



TLI Connect

The Wisdom of Youth in Leadership



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If you had asked Betina Dickenson three years ago what she wanted to do with her life, it certainly wouldn't have been to oversee the two warehouses at her family's transport business.

'When I was in Year 11 and 12, I was too busy thinking about the formal to consider what I wanted to do in life. I was a checkout chick but I hated it. The opportunity came for a three month temp role and I'm still here three years later.'

Daryl and Tracie, owners of Daryl Dickenson Transport and also Betina's parents, threw her in the deep end early on. 'The warehouse manager left one day and they just threw the keys at me and went on holiday!' But Betina persevered and learnt the ropes of the warehouse supervisor. She now oversees both depots and is responsible for her warehouse staff and all the sub-contractor drivers. 'At the beginning some of the subbies had an issue with a young woman running the place, but once you prove your skills and set clear boundaries, they tend to give you respect.'

When asked what is most appealing to a young person in the transport industry Betina doesn't hesitate; 'Some days you feel so overwhelmed but you just have to take on one task at a time. I like it because at the end of the day you can see how much you've done, what you've achieved. One day we tallied it and figured out we'd moved 500 tonne in a day! On a Friday there's nothing better than looking at all the trailers you've just loaded and feel like you can go home knowing you've done a fair days work.'

Betina also points out some less obvious aspects to the job. 'You have to be pretty damn creative in your thinking sometimes. People don't realise but this is actually a very creative industry. I think of organising a mixed load like playing a giant game of Tetris. It's a constant challenge of balance and load restraint with new problems to solve every day.'

As Betina completes her Certificate III in Warehousing through Strategix Training Group, she is helping other young people

experience the benefits of working in transport and logistics. Daryl Dickenson Transport partnered with Kingston College and Metropolitan South Institute of TAFE this year as part of the hugely successful GenR8 program supported by the Queensland Government. 'We've offered a fulltime role in the company for one of the boys who participated in GenR8 this year. As warehouse manager, I could see Geoffery wanted to learn everything and actively demonstrate his initiative. After one session, he could recite back to me all the load restraint principles I had mentored the group in!'

What's next for Betina? 'I'm going to be reassigned to the wharf to cross-skill in the area my brother currently manages. Then who knows? Even if I chose not to stay with the family business, I've developed a versatile set of skills that could be applied to many industries.'

Betina's mother Tracie, the Queensland Trucking Association's Trucking Industry Woman of the Year, never had any doubts. 'We were confident that she was more than capable of taking on the challenge and succeeding. She's not afraid to ask a question when needed, and she's always happy to get her hands dirty to get the job done.'

Sometimes we underestimate what young people can bring in terms of problem solving and resilience. Betina is a perfect example not only to young people starting out but also to employers that we should explore all opportunities and embrace the next generation as a key to the future.

If you are a transport, logistics and supply chain business interested in planning your future workforce, please contact TLI Connect at tli.connect@tmr.qld.gov.au or on (07) 3066 0785.