

# Jetset Tours Pty Ltd

## Case Study

Jetset Tours experienced a difficult period with economic restrictions and a need for economic survival and change management.

### What did they analyse?

- Workplace profile
- Focus groups

### What did their analysis show?

- Specialised workforce in terms of necessary skills.
- Need to increase female representation in senior levels.
- Access to leadership and management training.
- Access to multi-skilling training.

### Training and Development, and Promotion, Transfer & Termination Issues

- Need to modify training hours to enable improvement in employee attendance.
- Need to train potential leaders in leadership and management skills.

#### Actions Taken:

- Implemented *Effective Leadership* training course run over 16 weeks with three hours per week during working hours.
- Introduced policy of promoting from within.

#### Outcomes:

- There were a number of senior roles filled by existing female employees.
- Successful upward migration of female employees alleviated the need for outside recruitment in a difficult financial period.
- *Effective Leadership* training course equipped participants with tools to become successful leaders and managers.

### Work Organisation Issue

Difficulty for mothers returning to work from maternity leave due to childcare restrictions.

#### Actions Taken:

- Trial of home office set-up environments for selected employees on maternity leave.

#### Outcomes:

- The trial proved successful but had limitations extending it to the entire workforce due to cost.
- Identified the need for first-time mothers working from home to gradually increase their working hours.
- The company had a better understanding of how to help employees find the right work/life balance, allowing modification of hours and days to enable more productive working arrangements.

### Quick Facts File

Industry: Predominately Female  
Travel

Number of employees: 240

Male/Female: 73/264

Status:  
Compliant

#### Relevant Employment Matters:

✓ Promotion, Transfer, Termination

✓ Training and Development