

4/8/2020

Indigenous trainer a first for Outback Stores

Remote retailer Outback Stores continues to improve Indigenous training and employment with Alma Ngalmi recently becoming its first qualified Indigenous retail trainer.

Alma turned the challenge of not being able to travel to communities due to COVID-19 into a positive by using the time to accelerate her study and complete both Certificates IV in Training and Assessment and Retail Management.

With biosecurity restrictions now easing Alma is traveling to communities to build her experience in facilitating Vocational Education and Training. Her style has made a positive impact with trainees.

“I think it’s really important to make people feel comfortable and deliver training in a culturally appropriate way. When trainees learn that I have lived and worked in communities like they do, it breaks down barriers and changes the whole experience. It’s great to share stories and experiences. It definitely makes things much more relatable,” said Alma.

Alma came to Outback Stores in 2017 with five years’ experience working in the Barunga Community Store. She started in a reception and administration role but was promoted into the training team after returning from maternity leave in early 2020.

“I want to show other Aboriginal people in community that if you set goals and work hard to achieve them there are great career opportunities in either in retail or other fields like training,” she said.

Alma has been working closely with Training and Engagement Manager Adam Wells over the past year to build her skills and experience.

“Alma is an important part of the team at Outback Stores. Not only is she leading the way with delivering training in a culturally appropriate and engaging way, she also plays an important role mentoring new Aboriginal staff at our Darwin support office.”

“Navigating the challenges of a new job is much easier in a supportive environment and when you have someone staff feel comfortable talking with,” said Adam.

Outback Stores manages 41 remote stores on behalf communities, with 87% of all staff Aboriginal or Torres Strait Islander. For more information visit outbackstores.com.au

*Photo – Alma Ngalmi (left) working with Fiona Cooper at the Nauiyu Store

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