



Q.I.T.E.

Creating opportunities.

Delivering jobs.

Annual Report Financial Year 2019-2020



Contents

3	Incorporation Details
4	Results & Highlights
5	Chairman Report
6/7	General Manager Report
8/9	Compliance Manager Report
10	Employment Services Area Manager Report
11/12	Tablelands Site & Harvest Trail Services Manager Report
13/14	Cairns Site Manager Report
15	Innisfail Site Manager Report
16	DES Team Leader Report
17/18	Quality Development Manager Report
19	QT's Early Learning Centre Report
20-22	Finance & Audit Report
23	RAP Working Group Update
24	Q.I.T.E.'s partners

On the 15th of September 2020 our longest serving staff member Marion passed away just short of her 61st birthday.

We celebrated her milestone 25th work anniversary with her in July this year.

Marion was a very private person, but we will miss having her around, her good sense of humour, her helpfulness and her job knowledge accumulated over so many years.

Our thoughts are with her family and friends.



INCORPORATION

Mareeba Shire Job Training Association Inc. Trading As

Q.I.T.E. Quality, Innovation, Training & Employment

Head Office: 126 Byrnes Street, Mareeba QLD 4880

ABN 82 025 334 098

Q.I.T.E. VISION:

Meaningful employment and support for all clients; adding value to the people we serve, their families and communities.

OUR MISSION IN ALL THAT WE DO:

We create and drive inclusive, people-centred employment opportunities, utilising the best available techniques to improve the prosperity and lives of jobseekers, employers & communities.

Q.I.T.E. Board

Chairman: Mr Peter Apel 1997—Present



Vice Chairman: Mr Tito Srhoj 2017—Present



Treasurer: Mr Evan McGrath 2018—2020
Life Member



Secretary: Ms Margie Bestmann 2012—Present



Committee Member: Ms Angela Musumeci 2013—Present



Committee Member: Ms Joann Pyne 2012—Present



Q.I.T.E. is a Public Benevolent Institution, Registered Charity, Not-for-Profit Organisation
& Deductible Gift Recipient



Results & Highlights

We opened a new office in Bowen and Outreach offices in Dimbulah and Ayr

We placed a total of 1442 participants into employment

We are on track with our Innovate RAP Reconciliation Action Plan 2018-2020

499 Harvest Labour Services referrals were made



Q.I.T.E.

Delivering Jobs

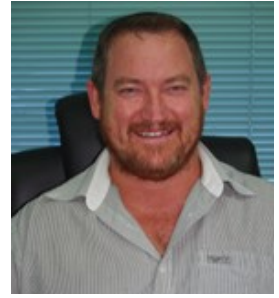
We commenced the new HTS contract on 1st July 2020

Total staff wages paid during 2019/20:
\$4,181,237.19

The Tablelands Team maintained a 5-Star rating for Mareeba and Atherton

Staff numbers as at 30 June 2020:
Q.I.T.E. - 62 | QTs - 19 | Labour Hire - 4

Chairman Report



Twelve months ago no-one could have predicted what the last year has held in store for us.

After a strong finish last calendar year, the pandemic has turned the world upside down, and QITE's business with that.

It is unrealistic to compare this year with any previous years' performance – the removal of mutual obligation requirements for our clients almost brought our employment services to a standstill.

Government intervention in the childcare sector, no matter how well intentioned, severely impacted the efficient delivery of child care services at QT's.

The suspension of work for the dole programs has caused the closure of our community pantries – probably the impact I personally feel the most. The community pantries are a social enterprise which address our core purpose – helping those most disadvantaged and vulnerable in the community. The community pantries though, are not gone – as soon as possible steps will be taken to re-establish this vital community service that we provide.

Whilst the pandemic is far from over, indications are however, that commercially, business is returning to something familiar, though I would not call that normal. It appears that the world is trying to get back to business, and with that, employment and the need for workers will grow and our services will be needed.

As an organisation we have always demonstrated an ability to adapt quickly to change, and these skills will be called upon again over the next 12 months while we adjust to what the market requires of us. Despite all of the impacts of the pandemic over the last 6 months, if you look at our broad statistics, we have still performed well.

As at 30th June this year we have 3,242 clients registered for Job Active. This is a number that has been growing steadily during the pandemic and continues to grow.

In the last financial year we placed 1,442 clients into jobs, including 356 harvest labour positions.

Our star ratings sit at a strong 3 overall, though Mareeba and Atherton deserve special mention for performing at a 5-star level. In the current climate this is a performance of which we can feel justifiably proud.

Our move into the harvest trail services field has now required us to move our horizons further, opening our new office in Bowen. I have great confidence in the future of the harvest labour contract.

QITE continues to provide strong direct financial and indirect assistance to our community. In the last 10 months we have delivered almost \$1 million in wage subsidies for local employers – a necessary and welcome economic boost for our local businesses.

At a time when the media is full of doom and gloom it is easy to become despondent, however, I feel very positive and excited for the coming year. We are entering a time when we have clients on our books genuinely seeking work, and an economy which is beginning re-open and grow which will require workers. I personally feel that we are at the beginning of a strong performance period that may last several years.

Our strength is the genuine commitment and enthusiasm of everyone in the organisation, regardless of their role. QITE is blessed to have a truly great team, and I am proud to be associated with this organisation and its hard workers.

Well done everyone for your performance last year!

Peter Apel



General Manager Report



The last twelve months has been quite extraordinary for QITE as well as the wider community and the world.

Most significantly, the worldwide Pandemic of Covid-19 which impacted all of our servicing of our clients as well as the employment rate and growth in our caseloads.

This event has seen a complete shut down of some businesses and instant unemployment for some people who had never experienced this before which has proven to be challenging for our industries.

Prior to the Pandemic we had seen a contingency period for our clients due to the major bushfires events across Southern Australia which means the servicing of our clients has been impacted since the start of 2020.

The most challenging part of this is that we had not budgeted or planned for these events and we will experience the impact of this event across our region for some time to come with unemployment rates high and some businesses making the decision to not re-open their doors.

Over this time it has also shown how diverse and innovative as a region we can be and throughout this period QITE continued to keep our doors open and service our clients to the best of our ability with COVID safe plans in place.

We were very fortunate to win the new Harvest Trail Services Contract which has seen our region expand to include Dimbulah, Ayr and Bowen areas which was exciting and in June of this year we opened our new Bowen and Dimbulah offices to kick off the new contract in July, all whilst dealing with a pandemic.

To say I am very proud of all the staff involved is an understatement and a big thank you to Julie Marshall and Keely Van Wensveen for their flexibility, assistance and commitment over this period to get the offices opened in a seamless manner.

QITE continues to work with all employers across the region to help them find the right staff using various contracts to assist them which include Disability Services, jobactive and our fee for service Labour hire dept.

We have managed to achieve a huge amount of work in the last 12 months and continue to grow and improve every year whilst streamlining our business as we go.

QITE have placed more than **1460** people across our various contracts into work which is a huge accomplishment and that is the lives of over 1400 families improved.

QT's Early Learning Centre will have its 11th birthday this year and continues to educate little people each and every day. Whilst it has also seen numbers fluctuate due to COVID-19 we have managed to keep our doors open and hope to see our enrolments improve each week as lives return to normal.



General Manager Report - cont.

This financial year has seen us employ the following number of staff and pay out the following amount in wages which is a great accomplishment in the current financial climate–

Staff wages paid:

TOTAL - \$4,181,237.19

Staff Numbers @ 30th June 2020:

QITE – 64

QTs – 19

Labour Hire – 8

Our finance team works hard each week to get all wages and payments made and as a small team of 3 they do go above and beyond daily to meet deadlines. Thank you, ladies.

Whilst there does seem to be a lot of doom and gloom regarding COVID and a looming recession I do believe we must remain positive and think how lucky we are to live in Far North Qld.

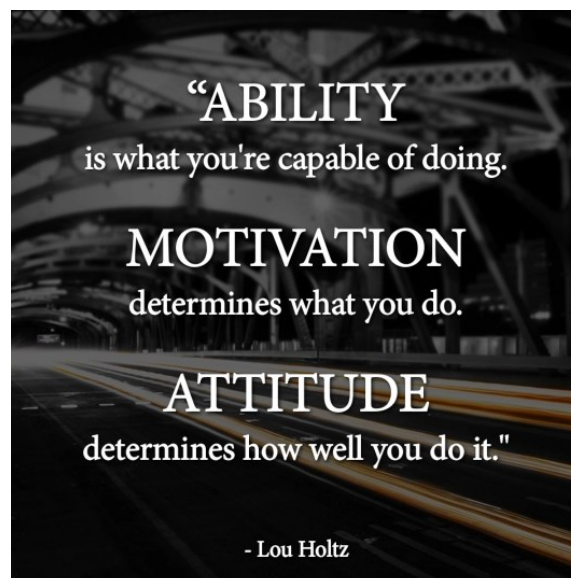
We at QITE will strive to keep placing people into employment at every opportunity as that is how we can continue to cement our place in the Employment industry and in the wider communities and improve the economy in our regions.

We must never lose sight of what we do and why we do it and that is QITE's real point of difference – I have to say a huge thank you to the whole Management as this year I have seen how amazing they really are with their flexibility and can do attitudes to get the job done and to keep turning up to help people less fortunate than themselves. Their commitment is second to none and I am very lucky to lead such an amazing team as it makes my job a lot easier.

Also, a big thank you to the Board of QITE for their support of me and QITE..

I do know we will see QITE achieve amazing results in 2021 and I can't wait to see these as we will continue to thrive in difficult times as we have a shared focus and belief in what we all do.

Jillian Trout



Compliance Manager Report



IT – QITE is progressing with our audit, the newly named **RFFR** Right Fit For Risk, which is a Certification to ISO27001 Information Security Standards. The Standard specifies the requirements for implementing, maintaining, and continually improving Information Security processes. Stage one audit for ISO 27001 will be completed by October 2020. Then we progress to stage two,



which entails ISO 27001, SOA and *Essential Eight* to be completed and finalised within approx. 6 months of stage one. This is part of the process to be tender ready for 2022.

Passenger Transport Services PTS is a QITE social enterprise providing transport to those that need assistance to get to work. QITE has two buses in service which are accredited with the QLD Department of Transport and Main Roads.

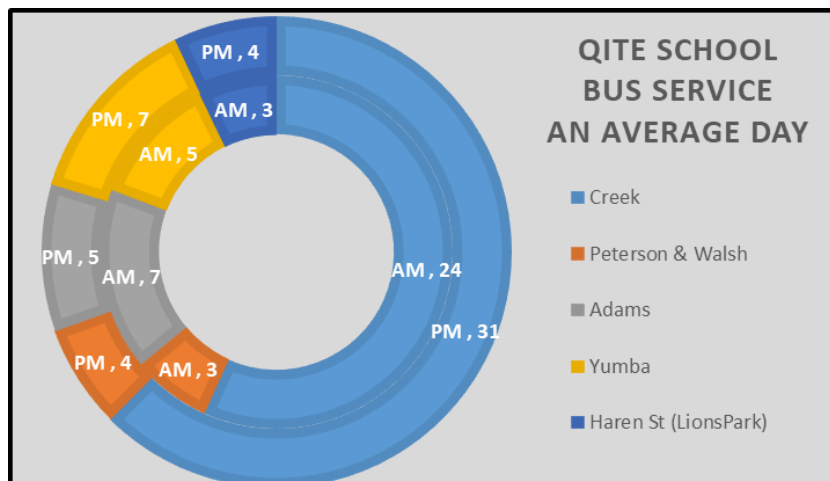
The service was originally created for farmers to help meet their workforce needs for the season (mangoes and avocados). Our PTS now delivers workers to a large number of farms that grow a diverse range of crops, like avocados, bananas, citrus, coffee, longans, lychees, mangoes, potatoes, passionfruit, pumpkins, sugar cane, and watermelons.



PTS Community Services



QITE is funding the operations of a school bus service, each day we pick up and drop of on average 40/50 children from five designated bus stops: Ward Street, Adams Street, Yumba (Courtney Street), Lions Park (Haren Street), and Peterson Street. This service was implemented to improve engagement and school attendance, removing some of the barriers that stop children from going to school. This will be the fourth year that we are running this service due to the success of the program.



Compliance Manager Report - cont.

Passenger Transport Service have been transporting people with a disability to work each day out to the Endeavour Foundation business. Endeavour Foundation offers **supported** employment opportunities for people with an intellectual disability providing an opportunity to gain new skills.



Currently we are transporting 7 awesome members of the Endeavour team to work.



All the services are back up and running. Because of COVID19 we did have to close all the runs due to the school and Endeavour closing while we all went through isolation. Now with the implementation of social distancing and COVID cleaning of the buses we can safely run these services in our community.

Glad to see all the happy faces back on our buses, and looking forward to a healthy and safe remaining 2020.



jobactive & DES – another year into the employment services contracts and what can I say, so many changes with more to come, especially with the IT Security requirements the Departments are implementing.



The last 12 months has been educational as well as challenging, COVID has really tested our abilities to be able to change how we service our participants and the community within such a short timeframe.

Moving forward what will be the new norm, the next 12 months will be a test on how we find innovative and new ways to meet these challenges - fun and exciting times ahead!

Alita Jennings



Employment Services Area Manager Report



The 2019/20 year kicked off well with some great achievements such as the successful tender for Harvest Trail Services and ending the year with some good movements in the stars across majority of sites. The last quarter of the year has been an interesting time with the impact of Covid-19 on the economy.

The jobactive contract maintained its 3-star provider status throughout the year, with some significant movement in the June star ratings with our biggest movement forward as an ESA for some time. This shows our continued commitment and focus on increasing jobs and outcomes.

Competitions continue to be utilised throughout the year to help drive placements and outcomes. These competitions help contribute to a total of 1442 participants placed into employment throughout the 2019/20 financial year. This was a slight decrease from the past year in which the last quarter of the year played a major factor.

Wage subsidies have continued to be promoted throughout the sites and are a great tool in securing ongoing employment. 312 subsidies were approved in the last financial year with \$936,396.41 being claimed from the Employment fund throughout the ESA. There was a slight decrease in the amount of payments this year which can be attributed to the changes to claiming through the Employment Fund and being more strategic in our offerings. We are very fortunate that we sit in a good place with our Employment Fund and are able to continue to offer these subsidies to employers.

Work for the Dole (WFD) operated for majority of the year until the COVID-19 pandemic was prominent in the country at which point it was advised by the Government to Suspend all WFD activities until further notice. During the operational time activities continued to operate well with our Pantry initiative continuing to support a need in all the communities.

The 2019/2020 Harvest Labour Services (HLS) year was a good year throughout most quarters and ended the year with a very similar number of placements to the last financial year. This was due to the bushfires throughout quarter 2 of this year and the last quarter being impacted by the COVID-19 pandemic. If we did not have these unprecedented events we would have most certainly seen an increase on last year's numbers. During the financial year Q.I.T.E. recorded a total of 156 HLS vacancies with a total of 506 position limits and 150 total positions available with a total of 499 referrals made which is an amazing effort and a great way to end the HLS contract.

Harvest Trail Services commences on the 1st of July, which we are looking forward to as the area has now extended from Cape York down to Bowen. A lot of prep work has been laid for this and the team is looking forward to hitting the ground running with the opening of our Bowen office and newest HTS staff member Danielle James.

Labour Hire has seen a dramatic decrease throughout the financial year. Local Council work continues to be minimal as they continue to be more stringent on their use of Labour hire. We do continue to keep our regular users sporadically throughout the year. Effort has been put into and will continue to be put into tenders and other opportunities with a focus to continue to grow this part of the business throughout the region.

Thank you to all staff for their continued effort throughout the year, we have seen different challenges during the year, and we continue to rise to those challenges. It is a great time to reflect on what we have achieved throughout the year and we have achieved many things. I look forward to seeing everyone continuing the great work into the new financial year.

Julie Marshall



Tablelands Site Manager & HTS Manager Report

The Tablelands jobactive team continues to service Atherton, Mareeba, Mossman and Ravenshoe, working with 930 clients within this area. Our amazing team consists of employment brokers, a post placement support officer, Reception, an Indigenous mentor, a Labour Hire / Recruitment broker, Work for the dole broker/ administrator and a Team Leader.

The phone hub continues to operate from our Mareeba office managing all QITE phone appointments and are doing a great job with referrals, placements, and compliance.



Up until the start of the year the Tablelands continued to have pantries across three of our sites, however due to Covid-19 two of these have had to close. We are still operating the Community pantry along with our Timber workshop in Ravenshoe and the Community Garden in Mareeba with all fruit and vegetables grown donated towards the Ravenshoe pantry and Mareeba Community Centre. The pantries have had a very positive impact in the community, and this can be seen through the many good news stories that come from it.



One of these great stories is regarding our ex client and ex pantry customer Joesiah. Joesiah is now working with indigenous youth in Townsville and when he comes to Mareeba to visit family, he continually donates back to the pantry to pay it forward. The last time he came in, Joesiah donated \$100.00 to assist 10 families as he said the pantry really helped him in his time of need and he would like to do the same for others.

QITE Tablelands community focus remains an integral part of our team and we continue to be heavily involved in local community events. However, due to Covid-19 a lot of our usual events have been postponed. But we still maintain close contact with all community groups and are working with them where we can.

The Tablelands team have continued with their great performance and have maintained a **5-star** rating for both Mareeba and Atherton sites. Both of our outreach sites now are **3 stars** which is a massive achievement for the Tablelands team and something we are all very proud of. Our great team of employment brokers, reception and our indigenous mentor continue to work with our clients to put them in to meaningful ongoing employment and our post placement support team continue to support these clients to remain in employment. Over the last 12 months we have placed 775 locals into employment and from this we have taken 569 outcome claims.

The 2019/2020 year has seen us come to the end of our Harvest Labour Services contract and commence our new Harvest Trail Services contract. The new Harvest Trail Services contract allows us to service Horticultural employers over a larger area, from Cooktown to Bowen. Since the commencement of this contract on the 1/7/20 we have opened a new office in Bowen with an outreach office opened in Ayr and Dimbulah. We have been busy making some new contacts in these areas and this continues to grow each month. We have employed a new Harvest Trail Services Broker in Bowen and the Tablelands team continue to work closely with the Harvest team to get the best results for our clients.



Tablelands Site Manager & HTS Manager Report

- cont.

Bowen Soft Opening with Bowen Growers Association President Carl Walker and Whitsunday Mayor Andrew Wilcox.

The Tablelands team continues to be a tightknit hard-working group who are constantly striving to improve our clients' lives. To celebrate their Star Ratings success, we did a team building afternoon which everyone enjoyed. The afternoon consisted of group activities which centred around communication and flexibility. A great afternoon was had by all and something we will look at doing again.

A huge thank you to our amazing team for continuing to do the remarkable job they do every day. The success we have seen is due to their hard work and diligence and I look forward to another year with this great team.



Cairns Site Manager Report

I have been the Cairns site manager since September 2019. I originally started with QITE in October 2018 as an employment broker. The past year has been a very interesting one since taking on this role as the Site Manager.

2020 has certainly been a challenging time for communities, families, and individuals regarding the Bushfires at the start of 2020 and then the most recent pandemic of COVID 19 in March and the suspension of mutual obligations, study and WFD activities.

This has also opened the door to a "new and different" way of servicing clients by doing phone appointments and very limited face to face contact.

Reemphasising the importance of social distancing and personal hygiene has been key for the QITE staff to ensure that we have still been able to service our participants. The Cairns team has worked hard to ensure we are seeing all the initials that have come onto our caseload during this time and have done extremely well being adaptable to diary changes and servicing changes as the department announces them.

During this time, we have ensured that we have continued to remain focused on getting our participants into work.

The Cairns caseload is currently sitting at 2241 participants with 17 staff members including myself making up the Cairns team.

We have had a turnaround in staff unfortunately but we have managed to acquire a couple of new staff members that have experience in the industry and also have a new Indigenous Mentor who has come onboard with us. During the past 12 months we have been successful in placing 493 participants into paid employment and offered 151 wage subsidies to employers totalling \$437,824.83 payments, resulting 655 outcome claims for Cairns.

Last year we celebrated NAIDOC week (Voice, Treaty, Truth - 2019) from the 7-14 July and took part in the opening walk and had a stall at the esplanade where we had on show the lovely indigenous bags that our Cairns Community Pantry sew as a WFD activity, as well as information and vouchers for the public for our pantry.

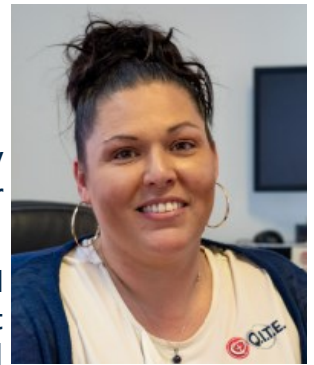
Some of the Cairns team also participated in the NAIDOC Trivia night held at Cairns Brothers Leagues Club. We didn't come away with a win, but we certainly had a lot of fun participating and also learning about the indigenous culture.

Unfortunately, this year's NAIDOC celebrations (Always was, always will be - 2020) were not able to go ahead as planned and has been booked for 8-15 November 2020.

The Cairns Community Pantry had been working with Royal Flying Doctors to provide goods/ products for the remote communities that Royal Flying Doctors service. Cairns pantry participants have sewn blankets, quilts, handmade soft toys, nappy bags and library bags.

Danielle Keen (Head Nurse - pictured left) with Suzanne our WFD supervisor was very appreciative that QITE had come on board assisting their service in this way and helping the remote communities.

The most rewarding part of what we do is seeing our clients gain employment and having them come into the office and telling us how much they enjoy their work and being so thankful to their employment brokers for all of their assistance.



Cairns Site Manager Report - cont.

One client in particular was a Stream B indigenous participant who was sleeping in his car due to not being able to afford accommodation. The indigenous mentor and I spent a fair bit of time trying different avenues for him until the Woolworths Diversity Programme presented itself. Now he is still working and loves his job. The staff and supervisors love having him as an employee and he is no longer sleeping in his car. It was a great outcome for him and a lovely outcome and achievement for the Cairns Team.

The Cairns team are always looking for ways to improve in KPI's and team targets and always welcome the suggestions of the team for different ways we can reach these goals.

I would like to thank the team in Cairns for their effort that has been put in during these difficult and challenging times and for always finding new ways to motivate themselves and each other.

I would also like to thank the other Managers especially Julie and Jillian for their guidance and assistance in helping me take on my new role.

The Cairns office and its team look forward to another year of bigger and better things and an opportunity to progress forward and bring the Cairns office back up to a 5-star site.

Kylie Te'Moananui





Innisfail Site Manager Report

In the last year I have taken over the helm of the Q.I.T.E. Innisfail and Tully sites.

I commenced employment with QITE in Cairns in August 2014 as an Employment Broker and then was successful with obtaining a Senior Employment Broker role, then Team leader role to eventually taking up my current position as Site Manager of Innisfail and Tully in September 2019. It has been a wonderful journey. The past year has been interesting to say the least with Bushfires and then Corona Virus affecting compliance, servicing and both presenting their own challenges for staff and clients alike.

We are providing Jobactive services for the Cassowary Coast Region, our Innisfail and Tully offices servicing clients from Deeral through to Cardwell. Between the two sites we currently service approximately 478 clients. Our Innisfail and Tully sites consist of 4 Permanent Part Time Jobactive staff. Our Innisfail Site currently opens 7 days per fortnight and staff outreach to Tully once per fortnight.

Over the past twelve months the Innisfail and Tully team have placed a total of 179 clients into employment, even with Bushfires and Corona Virus, which is a great effort. We have lodged \$319537.00 in Outcome Claims. The most rewarding part of our job is assisting clients into meaningful employment and helping employers find suitable and willing candidates. The team are also assisting with upskilling of clients by assisting with industry tickets and licenses and other training options.

We have worked with employers to access the jobactive and Back to Work wage subsidy funding, paid work trials and internships to encourage the hiring of jobseekers in our local area. We have recently started Harvest Trail Services as well and have been assisting farms fill these positions.

We ran two Community Pantry's in Innisfail and Tully area for the majority of the year which have had positive community response and regularly provided their communities with dry goods and donations for those in need, with people in need also utilising the washing machines and dryers when needed. There was a lot of positive feedback from clients and customers alike. Unfortunately, the program was affected by COVID due to the Work for the Dole Program being put on hold.

These activities not only benefitted our local communities but also gave our clients access to a platform to learn a wide variety of work life skills to help with work readiness and capacity to enter the work force.

Innisfail and Tully staff participate in community events and meetings to ensure they have a thorough understanding of what our community has identified as barriers, and have implemented services to combat these and build our community capacity. These events, services and information are provided to our clients so that they may access them to help assist with improving work readiness.

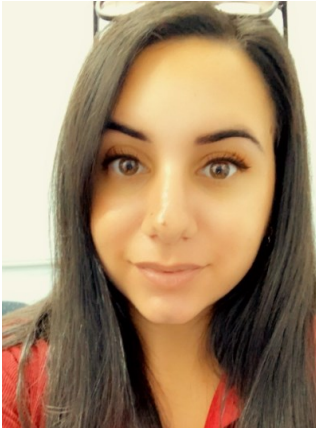
Star ratings have been heading in the right direction in the last 12 months with both Innisfail and Tully sites going from a 2 star to a 3 star Site and we are continuing to work with our most disadvantaged participants to help them become job ready and also to help them gain long term sustainable employment.

Looking back over the past year it is exciting to see the progress that has been made and hurdles that have been overcome. I know the team is excited to see how we can continue to assist our clients, both employers and jobseekers in achieving great outcomes and overall continuing to make a difference and play a positive role in our communities.

Benjamin Holt



DES Team Leader Report



The Disability Employment Services team continues to service all sites and outreach sites working with over 60 participants within this area. Our amazing team consists of our General Manager, Team Leader, an on-call Employment Broker, and a Post Placement Support Officer.

The DES team continue to service clients and are doing a fantastic job with referrals which is allowing our placements to increase since the start of our contact in July 2018. The DES team remains a small close team which strives to improve and support our participants who require a little extra support.

The last financial year has seen the DES caseloads continuously grow in all sites with Innisfail and Cairns being our two largest sites. The DES Team Leader travels to all sites to service participants with the exception of COVID procedures, now giving the option of more phone appointments if necessary.

Within the 19/20 financial year period, we have taken a total of 19 outcomes, a total of \$64,606.17 in outcome fees. \$16,443.02 were DES 26-week full outcomes, \$34,062.30 in 13-week full outcomes and \$7,171.94 in 4-week outcomes.

We have had a total of \$247,331.10 in service fees which is a great result from commencing this contract in 2018 with no clients at all and gradually growing our caseload.

As the DES Team Leader, I attend many meetings to build rapport with local business, stakeholders, employers, and DES Provider Forum meetings. These meetings assist all DES providers to brainstorm ideas around on how we can all work together to better our participants' lives and gives DES Providers the opportunity to voice concerns with the DSS representatives.

The DES team leader and General Manager worked with the Quality Assurance staff in relation to the DES audits which were passed with no non-conformances which is a great result.

We have had participants meet with auditors with a positive response regarding their servicing. DES audits will be completed around June each year to assist with the operation and service delivery systems that complies with the requirements of the National Standards of Disability Services.

The last 6 months have been very trying times with COVID-19 and restrictions regarding Mutual Obligations, however the DES team members work hard together, and we continue to celebrate the small wins when we can.

Even though the DES Team may be small, we strive to deliver a quality service to our participants, and this shows with the growing caseloads and positive DES Client responses.

We look forward to a productive year ahead and will continue to do our best by our clients and our communities.

Lisa Livingston



Quality Development Manager Report



In the later part of 2019-20 QITE participated in three (3) external audits for ISO 9001:2015 Quality Standard (Re-certification), National Standards of Disability Services (NSDS) (maintenance audit) and the Department's Quality Assurance Framework (QAF) (Re-certification). All audits occurred in June, within a 3-week period and all were conducted 'remotely' due to COVID-19. Participating in an audit remotely was a first for the Management Team and we saw first-hand the benefits of doing the audits this way however we all agree nothing beats the face to face personal aspect of auditing.

I am pleased to say that our Certifying Assessment Body (CAB) confirmed conformances against the Quality Standard, the National Standard and the Quality Assurance Framework. An excellent result again for QITE.

Please find below some quality snapshots in the areas of certification, client satisfaction & WHS Incidents for 2019-20

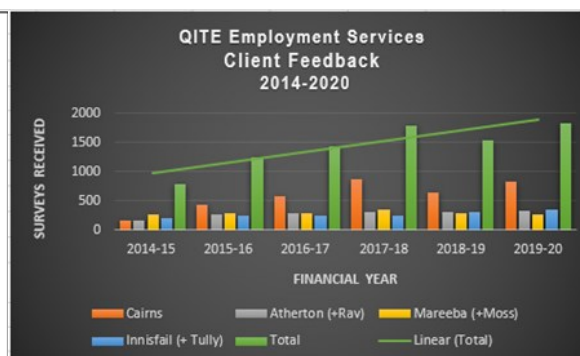
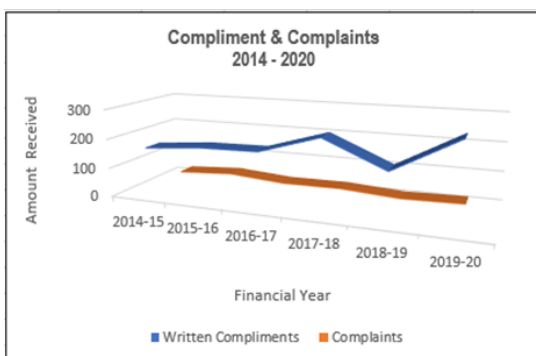
QITE's Quality Snapshot

STANDARD	<input checked="" type="checkbox"/> Certified → Working Towards ★ Operating to Standards
ISO 9001:2015 Quality Standards	<input checked="" type="checkbox"/> Certified
National Standards for Disability Services (NSDS)	<input checked="" type="checkbox"/> Certified
Department of Education, Skills and Employment (DESE) Quality Assurance Framework (QAF)	<input checked="" type="checkbox"/> Certified
National Quality Standards for Early Childhood Education and Care and School Aged Care	<input checked="" type="checkbox"/> Accredited
Department of Education, Skills & Employment (DESE) ISO 27001 Information Security Management Systems	→ Working Towards
AS4801 OHS Management Systems	★ Operating to Standards

Client Feedback

Key objective	Key Performance Indicator	Outcome as at 2019-20
Satisfy Internal & External Client Demand	>80% Client & Job Seeker Satisfaction	jobactive 84% & DES 90%

QITE uses a variety of methods to gather feedback and one initiative rolled out in early 2020 was the introduction of small tablets at each site Reception to assist clients to access My Gov & jobactive jobsearch apps and to complete feedback online through survey monkey. Since 2014, the number of client feedback received has grown by 129%.

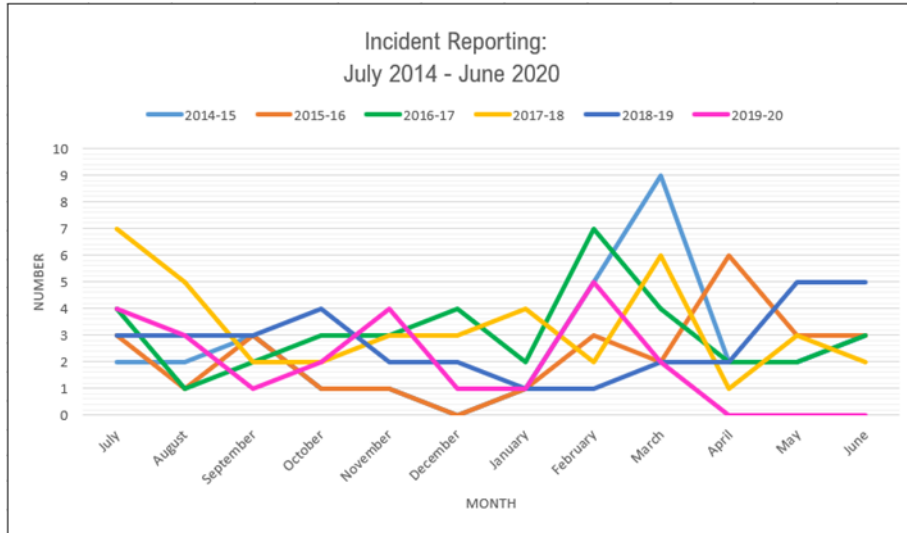


The number of **complaints** made to or about QITE **decreased by 38%** from 2018-19 and the number of **compliments** made about QITE **increased by 70%** for the same period. These figures are certainly trending in the right direction, so this is positive news all round.

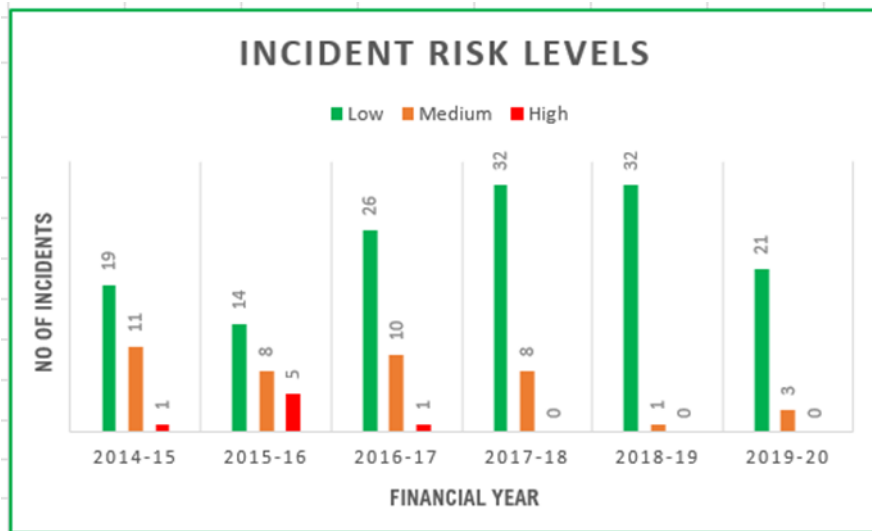
Quality Development Manager Report - cont.

Workplace Incidents

In 2019-20 QITE recorded the lowest amount of workplace incidents since 2014. QITE recorded no incidents for the months of April, May and June. A contributing factor to the decrease was the *Department of Education, Skills and Employment (DESE)* COVID-19 contingencies where work-for-the-dole activities were suspended from 23/3/20.



QITE incident risk level remains **LOW** which is good to see and we hope the trend remains this way into the future. In 2014, we commenced tracking our incident data to enable informed decision making and the following graphs shows the incident risk levels over this period.



QITE continues to have a strong safety culture supported by our staff and management. The Board actively monitors our WHS performance and I am invited to attend bi-annual Board meetings to provide an overview on QITE's WHS performance including any foreseeable issues / risks.

In closing, a big shout out to the QA admin team for their continued support over the past year. Huge thanks to the team's Senior Manager – Alita Jennings who is always there when we need her! Finally, I want to send out a big bubble of gratitude to our frontline and back of house staff, the management team and our General Manager who strongly embrace quality as part of everyday practice !

Sincerely

Toni-Ann Shannon



QT's Early Learning Centre Report

It has been a significant time of change for the Early Learning Industry as Covid-19 spread through our country and the world. We have had to change the way we do everyday tasks, create new policies, participated in staff training, and educated our families and children around these changes. At first this seemed like an impossible task, however it all became our new normal quickly. I believe the moment I realised this was now our new normal was when I witnessed one of our Kindy children sneeze into the inside of their elbow, ever so casually. I knew if the little people could embrace change so well, then so could the big people.

Financially it was tough times due to numbers of children that were leaving the Centre because of fear of contracting Covid-19. The Governments Early Learning and Care Support package did bring back most children however it did come at a financial cost for the service.

We have had some wonderful learning experiences happening throughout the Centre with children's interests being nurtured by educators all with the help of Story Park. Story Park is our new online documentation that was introduced to families and educators during the financial year. We have received a lot of positive feedback from families and educators around this and one of the main positives I have heard is now we have consistency around our documentation of children's development and learning.



We have had Siale away on Parental leave for the last half of the financial year with me taking over for that period since December 2019.

It has been a challenge learning a new job whilst dealing with Covid-19 however I believe that with the wonderful support of QITE and our QT's Team and wider community we have succeeded in the face of adversity and I look forward to a more positive time ahead.

Cassi Stein- Acting Director

Finance Audit Report



Finance Audit Report - cont.



Finance Audit Report - cont.



RAP Working Group Report

Q.I.T.E. Innovate Reconciliation Action Plan 2018-2020 | RAP Working Group Report

Our vision for reconciliation: "Q.I.T.E. is committed to reconciliation, and through strong relationships we foster a culture of respect for all individuals. We aim to enhance our service delivery to support Aboriginal and Torres Strait Islander peoples in providing better engagement that will further contribute to their lives and families and the communities in which they live through education and employment".

The QITE RAP Working Group has worked successfully and made some great progress against the Reconciliation Action Plan 2018-2020

Following is a list of the items that have been achieved and completed so far:

- Working on our new RAP to be endorsed by Reconciliation Australia by the end of year
- Next Rap meeting set for October and new members were invited to join the RAP working group – we now have a total of eleven including an external indigenous elder
- All new members have the terms of reference for the RWG
- Cultural awareness training and Anti-Discrimination training has been held for staff
- Review job descriptions to reflect percentage of ATSI staff working at QITE and include culture competence
- Contacted local schools to help out with bursaries for senior students
- Employed 1 new indigenous trainee
- Employed 1 new indigenous broker to assist our clients stay in employment
- Involvement with Community Indigenous Outcomes for Mareeba group
- QITE's Cultural Competence has been added to all position descriptions
- Awareness of self and other people's cultural background and practices
- Developing our workforce to effectively communicate, interact and service people from different cultural backgrounds
- Awareness of National, Regional and local community views in order to understand local cultural sensitivities for appropriate servicing
- Develop and maintain positive attitudes towards people from different cultural backgrounds
- 18% of QITE and QT's staff are identified as Aboriginal or Torres Strait Islander currently
- We are currently in talks with ATSI stakeholders to identify service gaps
- Continuation of School Bus Service – extending service area
- A foundation skills course at TAFE for indigenous clients has been run and has been successful
- More indigenous clients have obtained licences and identification
- Some pantries remain open and operating

We are happy with our progress so far and look forward to our further progress.

Thank you.

Jillian Trout





In 2019/20 we were proud to
work with:



Quality
ISO 9001



Work
for the
Dole

An Australian Government Initiative



AN AUSTRALIAN GOVERNMENT INITIATIVE



NATIONAL
WORKFORCE
NETWORK

