

QITE Innovate Reconciliation Action Plan

July 2025 to June 2027

Our vision for reconciliation

Our vision: Q.I.T.E. is committed with working alongside First Nations families and communities; providing employment and education opportunities to assist with securing long-term employment. Q.I.T.E. recognizes our First Nation's workforce and will provide opportunities for connection, development, and celebration of culture.

Q.I.T.E. values our First Nations people in Australia and will work together with respect and understanding for all First Nations people to feel confident and engaged in their community they walk in.

Our business

Q.I.T.E. is a local not-for-profit organisation and one of the largest providers of employment services in the Far North and North Queensland region. We are also proudly a Public Benevolent Institution and a registered charity. Commencing in 1987, Q.I.T.E. was formed after a group of concerned citizens sought to assist youth with high unemployment and low school retention rates in the Mareeba community through the provision of training, recruitment and employment services working with the most vulnerable clients in our communities. Since this time, Q.I.T.E. has changed immensely and grown, with a current workforce of 70 staff we work in the communities of Mareeba, Ingham, Ayr, Townsville, Mount Isa and Charters Towers which is a total of 7 offices. We offer a diverse set of programs which work towards helping people gain skills to move into employment through a series of accredited and non-accredited training. Q.I.T.E. owns and operates a 70-place long Childcare Centre with an approved Kindy program, which operates with 22% of First Nations children enrolled in our Centre. We have nineteen (19) First Nations children in Centre.

Q.I.T.E. is proud to be recognized as a community asset, and as an organization, we provide a wrap-around service to our clients, and work to contribute to the wider community by campaigning where possible to influence change by being members of the National Employment Service Association, National Workforce Network, Amplify Alliance (formally Jobs Australia), QCOSS and various chambers of commerce across our region. This allows us to be aware of what is happening in our local areas and to provide training for clients, so they are ready for the projects that maybe happening.

Q.I.T.E. has operated continuously in the employment, training & community service industry for over 37 **years** in the **Tablelands** region.

The services we offer includes: -

- Workforce Australia contract which is Federally funded by the Department of Employment and Workplace Relations.
- Professional Recruitment Services and Labour Hire.
- Accredited and non-accredited training.
- Social enterprises of QT's *Early Learning Centre* – QT's child care centre was opened in September 2009 and provides quality day care services for up to 70 children per day (from 6 weeks to 5 years).
- *Passenger Transport Services* – Q.I.T.E. Transport Services is a dedicated service providing transport from Q.I.T.E.'s office to employees' workplaces if they do not own their own vehicle. In a community with limited public transport, especially to remote farms, this service provides benefits to local employers and employees alike.

Q.I.T.E. has a diverse workforce that we are proud of. We currently have eighteen (18) staff who are First Nations people which is 28.5% of our workforce throughout the organisation and are valued members of our ever-growing team which has a variety of roles across the organisation ranging from assistant managers, team leaders, senior employment brokers, and childcare staff.

Our RAP

Within the Q.I.T.E. service area, the number of First Nations population is almost three times the state average. Therefore, we recognised that a Reconciliation Action Plan (RAP) was a necessary and integral part of Q.I.T.E.'s business and service delivery to ensure our organisation would commit to build and support First Australian Peoples in North QLD to gain meaningful employment.

Q.I.T.E. had commenced work on the R.A.P. prior to this in recognition of the communities in which we operate, and the clients whom we support. Q.I.T.E. operated a specific Aboriginal and Torres Strait Islander Job Services Australia contract up to the 30th of June 2015 and continues to remain focussed on improving employment in our region for First Nations peoples through our various contracts.

On the 10th of April 2013, Q.I.T.E.'s R.A.P. Working Group met for the first time to discuss our first R.A.P. and to devise a plan around the organisation's goals for reconciliation. It was recognised that the R.A.P. Working Group could collectively draw on each member's diverse background and experience to agree to a series of goals, which would make a difference to the organisation, our clients, and our stakeholders.

Q.I.T.E. is very proud of the progress we have made. We continue to strive to encourage and assist Aboriginal and or Torres Strait Islander clients with achieving training and licences to improve their chances of employment. Q.I.T.E. has also made over 50 bursary donations to local First Nations students whose schools recognise as achieving well progressing from year's 10 and year's 11 to help with future education costs as they move into senior school.

The R.A.P. Working Group has been re-formed over time as staff members have changed, and we continue to develop with a total of ten (10) members and includes a respected Tablelands Elder (Eddie Hastie). Five (5) members are First Nations people within our RAP Working Group.

QITE's RAP will focus on strengthening the organisation's focus on reconciliation, and building on the achievements already made under our previous RAPs such as a development of a First Nations working group for staff for the purpose of identifying any issues our First Nations staff may face internally, continued cultural awareness training for staff to raise awareness of other cultures and acceptable ways to deal with different cultures and to broaden staff's knowledge, anti-discrimination training is delivered to staff within the first 6 months of commencing with QITE so staff are aware of discrimination and that this can impact on others.

QITE will continue to work with public high schools in our region to identify First Nation students moving into years 11 and 12 who are eligible of a QITE Bursary to help with the costs of their further education. We have also in the last period worked closely with Cowboys House in Townsville who supports First nation students from remote communities with attending High Schools in Townsville, Q.I.T.E. has supplied the stationery for all students at the start of the school year as we understand the importance of education. With the growth of our footprint, we will continue to look to engage with Traditional Owners and businesses in other locations and hope to build productive working relationships.

The R.A.P will be championed by our General Manager Jillian Trout, and she will advocate for reconciliation internally and in the broader community and will be championed externally by Edward Hastie a respected member of the Aboriginal and Torres Strait Islander community in North QLD. Mr Hastie has been involved in all our RAP Working Group meetings, since day one, and will continue to be involved in all our Working Group meetings.

Since our first RAP launched, our organisation has changed significantly, and our current area has extended to Mount Isa and Townsville due to the Federal Government contract changes. What we have noticed in this journey is that staff that are still with the organisation have all been very supportive of the RAP and have volunteered to attend cultural events such as NAIDOC week and have learnt a lot from the cultural awareness training, they have attended including sorry business and different customs. The rate of First Nations people who are moving into employment has increased and we continue to demonstrate this in good news stories to the Federal Govt. Some of the challenges we continue to face is with the Govt not understanding some of the issues faced in regional communities and the lack of resources available, this is an area we will continue to speak out about so that all Aboriginal and Torres Strait Islander people have accesses to the services they need.

We have created a cultural leave policy for our staff as well as staff have and will continue to undertake cultural awareness training, so they are enabled to be better equipped to assist with First Nation clients in a more culturally appropriate and respectful way.

Q.I.T.E. continues to engage First Nations people to apply for careers within Q.I.T.E. and our percentage of First Nations staff continues to grow each year and this is something that is reported on to the Federal Govt each quarter.

At Q.I.T.E., we believe that reconciliation is a two-way process; therefore, our focus is on building relationships with individuals and communities. We seek to build on our existing network to create partnerships and to share experiences with First Australian organisations, groups and individuals.

Focus Area: *People, Performance and Culture*

Action	Responsibility	Timeline	Target
<ul style="list-style-type: none"> Establish and maintain mutually beneficial relationships with First Nations stakeholders and organisations. 	General Manager	October, December 2025 March, June, September, December 2026	<ul style="list-style-type: none"> Meet with local Aboriginal and Torres Strait Islander including stakeholders and organisations to continue to develop our relationships and review how we can work together. Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.
<ul style="list-style-type: none"> Celebrate National Reconciliation Week (NRW) by providing opportunities for First Nations employees and other employees to build, maintain and strengthen relationships. 	General Manager and RAP team Director QT's	May/June each year	<ul style="list-style-type: none"> Organise at least one internal event each year at each of Q.I.T.E.'s full-time sites as well as our part-time sites. RAP working group members participate in an external NRW event. Circulate Reconciliation Australia NRW resources and reconciliation materials to all staff. QT's Early Learning Centre to celebrate NRW with elders doing story telling for the children.

			<ul style="list-style-type: none"> Identify one NRW activity in each of Q.I.T.E.'s full-time sites and investigate opportunities to partner with the organisers to assist with and participate in the event. Encourage and support staff and senior leaders to participate in at least one external event to recognize and celebrate NRW. Register our NRW event via Reconciliation Australia's NRW website.
<ul style="list-style-type: none"> Promote reconciliation through our sphere of influence working with other organisations in our Region to increase Aboriginal and Torres Strait Islander employment. Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation. 	<p>General Manager</p> <p>General Manager</p> <p>Employment Services Area Manager</p> <p>Site Managers</p>	<p>October 2025</p> <p>December 2025</p> <p>December 2025</p> <p>November 2025</p>	<ul style="list-style-type: none"> Develop and implement strategies to engage staff in reconciliation including increased attendance at NAIDOC events annually. Communicate our commitment to reconciliation publicly. Promote our Labour Hire Services to all First Nations organisations in our region. Promote reconciliation through ongoing active engagement with all stakeholders to raise awareness of the employment and training opportunities available in Far North Qld. Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.

			<ul style="list-style-type: none"> Involve indigenous mentors in our local communities to support ongoing employment targets in our areas.
<ul style="list-style-type: none"> Promote positive race relations through anti-discrimination strategies. 	General Manager	October 2025	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.
	General Manager	November 2025	<ul style="list-style-type: none"> Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.

Q.I.T.E. acknowledges the importance of fostering a culture of respect, and an environment where cultural awareness is encouraged, and practiced. It is our intention to first build on this organisation's culture of First Australian Peoples respect and equality to create a workforce of Reconciliation Champions. We plan to contribute to reconciliation by demonstrating respect to First Nations peoples through increasing our appreciation, understanding and awareness through learning First Australian People's history, cultures, achievements, and perspectives. We will actively promote cultural awareness within all Q.I.T.E. teams. We will also seek to become a mentor for other organisations and businesses to embrace reconciliation.

Focus Area: *Service Delivery and People, Performance and Culture*

Action	Responsibility	Timeline	Target
<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. More than 85% of Q.I.T.E. staff will undertake cultural training. 	General Manager	October 2025	<ul style="list-style-type: none"> Provide opportunities for all staff, HR managers and other key leadership staff to participate in formal and structured cultural learning both online and face-to-face.

	General Manager	March 2026	<ul style="list-style-type: none"> Implement, review and update our cultural learning strategy' to ensure the strategy aligns with existing cultural learning needs within the organisation. Undertake a staff survey to understand current levels of cultural safety within the workplace to understand the needs and experiences of First Nations team members and to inform changes.
<ul style="list-style-type: none"> Demonstrate respect to First Nations peoples by observing cultural protocols. 	General Manager	October 2025, 2026	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement to Country and Welcome to Country protocols. Include an Acknowledgement of Country or other appropriate protocols at the commencement of important events. Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events. Review, update and communicate cultural protocol document to include broader cultural protocols for local first Nations peoples/communities within in the Far North QLD region.
	General Manager	October 2025	
	General Manager	November 2026	
	General Manager	February 2026	

<ul style="list-style-type: none"> Build respect for First Nations cultures and histories by celebrating NAIDOC Week. 	General Manager	July 2025, 2026	<ul style="list-style-type: none"> Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC events. Promote and encourage participation in external NAIDOC events for all staff. RAP Working Group to participate in an external NAIDOC Week event. Identify local community NAIDOC events which Q.I.T.E. could contribute to by organizing a Q.I.T.E. stall or other agreed contribution to assist with the celebrations. Recognise Aboriginal and Torres Strait Islander dates of significance.
	Compliance IT Manager	July 2025, 2026	

At Q.I.T.E., our aim is to create sustainable employment opportunities through various services for individuals in Far North Queensland with a focus on closing the employment gap between First Nations people and other Australians in the region.

Focus Area: *People, Performance and Culture.*

Action	Responsibility	Timeline	Target
<ul style="list-style-type: none"> Improve employment outcomes by increasing First Nations people recruitment, retention and professional development. 	General Manager and Board General Manager	November 2025	<ul style="list-style-type: none"> Build understanding of current First Nations staffing to inform future employment and professional development opportunities.

	General Manager	November 2025	<ul style="list-style-type: none"> Work with the Board on a leadership development program.
	General Manager	September 2025	<ul style="list-style-type: none"> Continue to enhance and review the Q.I.T.E. recruitment, retention, and professional development strategy.
	General Manager	October 2025	<ul style="list-style-type: none"> Continue to increase the percentage of First Nations staff employed in our workforce.
	General Manager	December 2025	<ul style="list-style-type: none"> Advertise all job vacancies to effectively reach First Nations stakeholders.
	RAP Working Group	March 2026	<ul style="list-style-type: none"> Aid and development programs to help close the gap with employment and education including learners licence training.
<ul style="list-style-type: none"> Increase First Nations supplier diversity to support improved economic and social outcomes. 	General Manager	October 2025	<ul style="list-style-type: none"> Implement, review and update any First Nations procurement policy.
	General Manager	December 2025	<ul style="list-style-type: none"> Develop and communicate opportunities for procurement of goods and services from First Nations businesses to staff.
	General Manager	November 2025	<ul style="list-style-type: none"> Develop commercial relationships with Aboriginal and Torres Strait Islander businesses.
<ul style="list-style-type: none"> Improve Aboriginal and Torres Strait Islander employment outcomes for early school leavers. 	Assistant Managers / Team Leaders	September 2025, 2026	<ul style="list-style-type: none"> Offer bursaries to senior high school students at the recommendation of the school to continue further studies.

Governance			
Action	Responsibility	Timeline	Target
<ul style="list-style-type: none"> Establish and maintain an effective RAP Working Group to drive governance of the RAP. 	RAP Champion and General Manager RAP Champion and General Manager	February, May, August, November 2025, 2026, 2027 September 2025, 2026, 2027	<ul style="list-style-type: none"> Maintain First Nations representation on the RAP Working Group. Maintain and update Terms of Reference for the RAP Working Group. Meet at least four (4) times per year to drive and monitor RAP implementation.
<ul style="list-style-type: none"> Provide appropriate support for effective implementation of RAP commitments. 	General Manager General Manager	April 2026 September 2025, 2026	<ul style="list-style-type: none"> Define resource needs for RAP implementation. Appoint and maintain an internal RAP Champion from senior management.

	General Manager	September 2025, 2026	<ul style="list-style-type: none"> Define and maintain appropriate systems to track, measure and report on RAP commitments via the AGM report.
<ul style="list-style-type: none"> Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally. 	General Manager	September 2025, 2026	<ul style="list-style-type: none"> Report RAP progress to all staff and senior leaders annually.
	General Manager	September 2025, 2026	<ul style="list-style-type: none"> Publicly report our RAP achievements, challenges and learning annually.
<ul style="list-style-type: none"> Continue our reconciliation journey by developing our next RAP. 	General Manager	August 2025	<ul style="list-style-type: none"> Send draft to Reconciliation Australia for formal feedback and endorsement.

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