

ANNUAL GENERAL MEETING

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Q.I.T.E.

Creating opportunities.
Delivering jobs.

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INCORPORATION

MAREEBA SHIRE JOB TRAINING ASSOCIATION INC.

T/AS

QUALITY, INNOVATION, TRAINING & EMPLOYMENT (Q.I.T.E.)

HEAD OFFICE: 126 BYRNES STREET, MAREEBA QLD 4880

ABN 82 025 334 098



Q.I.T.E. BOARD



Chairman:
Mr Peter Apel
1997—Present



Treasurer:
Mr Wesley Eccles
2020—Present



Committee Member:
Ms Joann Pyne
2012—Present



Vice Chairman:
Mr Tito Srhoj
1995—Present



Secretary:
Ms Angela Musumeci
2013—Present



Life Long Member
Mr Evan McGrath
2018— On going



RESULTS & HIGHLIGHTS



Alone we can do so little, together we can do so much.

HELEN KELLER



2024/25 seen us employ over **70 staff across all our departments**



We had a grand total of **903** Participants placed into employment!



We donated over **\$19K dollars in Community Donations**



We paid over **\$5.3 million in wages throughout the year which is a great contribution to our communities and economy.**

OUR VISION

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

OUR MISSION

"Our Mission: We will create and drive inclusive, people-centred employment opportunities and utilise the best available techniques to improve the prosperity and lives of clients, employers & communities."

OUR SERVICE VISION

"Offering outstanding employment services to our clients, going above and beyond at all times."



CHAIRMAN REPORT

This year has been one of consolidation, refinement and adaptation by the QITE team. On one hand we have not had the distraction of tender writing or dealing with changes in Government. On the other hand, though, we have been dealing with all the challenges weather, clients, and the Department and life generally throws at us.

The wet conditions in the early part of this year did significant damage to part of our Townsville offices, necessitating the opening of a second office- a step well received by our clients. This has been a big disruption for the Townsville team, and they have dealt with it well.

Our other offices in Ayr, Ingham, Charters Towers and Mt Isa have each also faced some unexpected challenges throughout the year, and in each case have dealt with the issues and come through while always looking after our clients- well done.

So, what have we been doing?

- We have succeeded in having our Workforce Australia contract renewed through to 2028
- We have commenced Professional Recruitment services to support farmers following the closure of the Harvest Trail program
- Over the year we have distributed \$342,662.74 in Employer subsidies, and assisted clients from the employment fund with payments exceeding \$304,00.
- QITE Assisted 2938 clients, of which have been placed in meaningful long-term employment –

That is over 900 people (and in many cases – families) whose lives have been changed forever by your efforts and commitment – Thank you and Well Done!

Special mention should also be made of QT's, our Day Care and Kindy Centre in Mareeba. The Centre operates at near capacity all year, delivering affordable quality childcare to our community. QITE is presently investing in an expansion of the Centre to allow more Kindy places in the coming years. In a year when the childcare industry has had a lot of bad press, we are proud to say with confidence that the QT's team have and are always hardworking, ethical and caring in looking after the children in their care- Thank you.

Special mention should also be made of QT's, our Day Care and Kindy Centre in Mareeba. The Centre operates at near capacity all year, delivering affordable quality childcare to our community. QITE is presently investing in an expansion of the Centre to allow more Kindy places in the coming years. In a year when the childcare industry has had a lot of bad press, we are proud to say with confidence that the QT's team have and are always hardworking, ethical and caring in looking after the children in their care- Thank you.

I also express my thanks to our management team, who deal with the issues and challenges that arise day in and day out, and keep the wheels on and the business functioning- a great effort.

Special recognition too to Karla, who is leaving us after spending the large part of her working life on QITE. Karla, a personal thank you from me, you have always been a great support, diligent and paying attention to the details while keeping the sense of humor you need to stay sane in this industry. Your work and contribution is appreciated and you will be missed.

Finally, a thank you to our Board- my role as Chair is made so much easier by the attention, intellect and rigor our Board members put into their role.

From the Chairman - thank you.

Peter Apel





GENERAL MANAGER REPORT

This financial year has seen a period of change and challenges for QITE.

Our focus has been and will remain on supporting clients and strengthening our present in the areas that we operate whilst keeping up with Government changes, compliance, and requirements.

Our work this year created meaningful experiences for individuals and communities and that is something we should all be proud of.

Q.I.T.E. continues its mission to support clients and businesses through a combination of employment services, labour hire, professional recruitment, and QT's Early learning childcare centre.


This report outlines the key achievements, financial performance and strategic initiatives undertaken during the year.

Our Workforce Australia contract has continued to grow in all locations, and we decided to open a second Townsville office in April in West End to offer two locations to our Townsville clients and we continue to have offices in Ingham, Ayr, Mount Isa, Charters Towers and Denham Street Townsville.

Our impact within the communities in which we operate and throughout the year continues to grow and QITE facilitated **903** job placements across our Employment Region and over 500 of these job placements were in Townsville.

Q.I.T.E. directly assisted over **2183** clients and paid over **\$350,000** in wage subsidies to assist employers with wages. This represents a significant contribution to reducing unemployment and supporting workforce development in our region.

Our labour hire division has continued to grow, offering tailored staffing solutions to businesses across various sectors. This service has been vital in bridging the gap between employers and clients. We have this year also offered professional recruitment services to assist employers particularly with the Harvest contract finishing.



Our early learning centre which is based in Mareeba has maintained high standards of care and education providing crucial support to working families, the centre plays a key role in the community. We have maintained a strong and steady occupancy throughout the year, with a current rate of 96.87% and 87 children enrolled.

Over the past 12 months, we have welcomed 43 new children and their families into our service. Qt's Early Learning employs 16 staff who are passionate about their roles and committed to building relationships with families. Q.I.T.E. is currently investigating a possible extension to the centre with an additional two rooms to allow for up to 40 extra children which would be exciting for the centre and Mareeba.

Q.I.T.E. has remained in a strong financial position through the year with the total wages and superannuation paid to all staff employed by QITE during the fiscal year amounted to over \$6 million, reflecting our commitment to competitive compensation for our workforce. QITE employed 72 staff members across its various sites and departments, ensuring that our clients receive the highest level of support and expertise.

The 2024/25 fiscal year has seen a lot of change and growth for QITE, whilst maintaining compliance with all funding and contractual obligations. The commitment of our staff and the trust of our clients and employers have been the cornerstone of our success. We are confident that the coming year will bring continued progress and positive outcomes for all stakeholders.

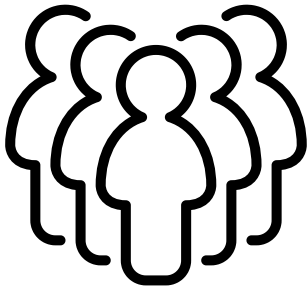
I would like to thank all the Management team and staff for their continued commitment and dedication to their roles and to the company. We were sad to see Julie Marshall leave us in March 2025 after 11 years with the company but wish her all the best in the years ahead.

A big thank you to Alita Jennings and Keely Sievers for their ability to jump in and assist without hesitation, this industry is not easy and without their continued support and ongoing commitment we would not be where we are today. Thank you also to Karla our Resource and Finance team Leader and Dee our payroll officer for all their hard work behind the scenes and thank you to Heidi Brown our Quality Manager who keeps all the policies and procedures up to date.

As we enter the next financial year our priorities include continuing to support our clients and employers and to stay abreast of the government changes as they happen. We will support our staff to deliver a quality service whilst going above and beyond to assist the most vulnerable in our communities.

A huge thank you to the Board of Directors for their ongoing support.

Jillian Trout
General Manager

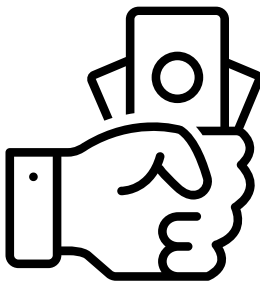


Staff Numbers @ 30th June 2025:

QITE – 50

QTs – 16

Labour Hire – 6



Staff wages paid during 2024/25:

Labour Hire – \$571,705.96 / \$111,069.00 (Super)

QITE – \$3,937,525.14 / \$432,852.27 (Super)

QTs – \$883,707.43 / \$100,595.20 (Super)





COMPLIANCE / IT MANAGER REPORT

A Year of Progress and Achievement

Time certainly flies—another 12 months have passed in our continuous pursuit of excellence and improved performance, Q.I.T.E. is proud to be accredited by several international standards, underscoring our commitment to quality and security.



ISO 27001 Information Security Management



Q.I.T.E. remains steadfast in our commitment to information security, having successfully transitioned our certification to the updated ISO 27001:2022 Information Security Management Standard. This globally recognised achievement affirms our commitment to safeguarding data, strengthening cyber resilience, and ensuring the integrity of our IT systems.



DESE ISMS Scheme



We have maintained our accreditation under the DESE ISMS (Information Security Management System) Scheme, which is tailored to the Australian Government's Information Security Manual and aligned with ISO/IEC 27001 controls. This accreditation underscores our ongoing commitment to safeguarding sensitive information, preventing cyber-attacks, ensuring business continuity, and complying with stringent regulations. Cybersecurity is a crucial component of our operations in today's digital world, and we are continuously enhancing our IT systems to meet these demands.

Project Highlight – SharePoint Modernisation



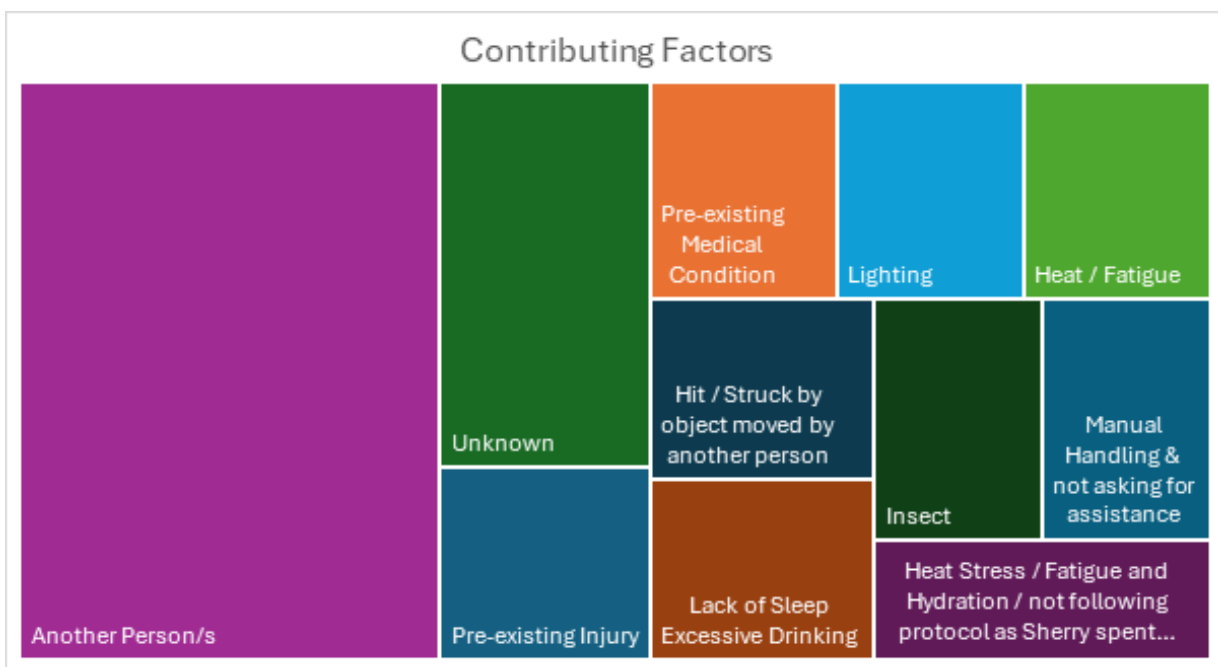
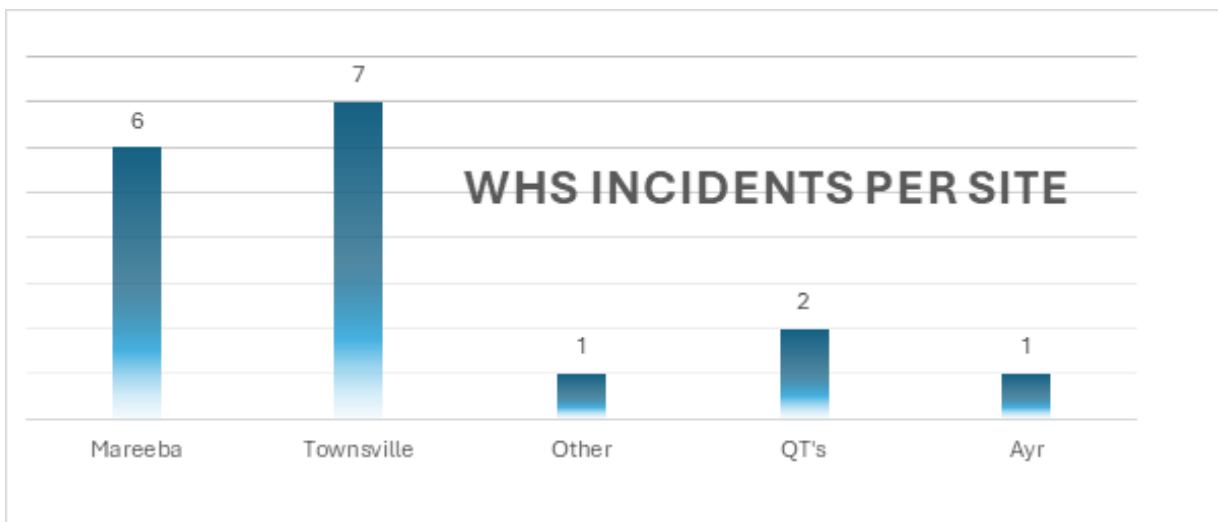
Creating opportunities.
Delivering jobs.

The modernisation of Q.I.T.E.'s SharePoint platform has created a centralised, professional, and visually engaging hub for staff. The updated site now provides clear navigation across key business areas such as Activities, Finance, Privacy, WHS, and Training, strengthening accessibility.

Importantly, the new platform reflects Q.I.T.E.'s identity through creative artwork and individualised page designs, making it both functional and visually distinctive. Nicole's contribution as the lead editor was invaluable – her creative input, attention to detail, and extensive work on content design and structure were central to the project's success.



Work Health Safety at Q.I.T.E., the safety and well-being of our employees are paramount. We are committed to maintaining a safe and healthy work environment by adhering to strict WHS standards and practices. Over the past year, we have continued to prioritise the prevention of workplace incidents through regular safety audits, staff training, and proactive risk management. Our focus on WHS not only protects our team but also ensures that Q.I.T.E. remains a responsible and compliant organisation, dedicated to the highest standards of workplace safety.





EMPLOYMENT SERVICES

AREA MANAGER

REPORT

The 2024–2025 financial year has been one of transition, growth, and reflection for Q.I.T.E., as we continued to strengthen our footprint in Workforce Australia service delivery across our newer regions.

A key change occurred in August 2024 when I commenced as Manager of Townsville, PPS, and Labour Hire, relocating to our Townsville office. Staff retention and training became immediate priorities as we focused on building strong, capable teams. In March 2025, I transitioned into the role of Employment Services Area Manager.



Townsville Career Expo



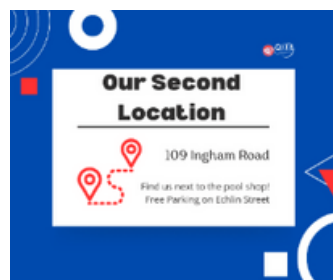
Community Services employer group session



Retail employer session

Following this, Branden Richardson stepped into the role of Townsville Assistant Site Manager. Branden has done a fantastic job leading the site and continues to foster a dedicated, employment-focused team. The Townsville/Ingham region is currently led by Jess, our Team Leader, and supported by two hubs of Employment Brokers—each hub consisting of one Senior EB and two EBs—along with two Recruitment Brokers and three Receptionists. Branden’s leadership has brought stability and ongoing momentum across both locations.

In response to the February 2025 flood events in the Townsville region, we were unable to continue operations on Level 2 of our City office. As a result, in April 2025, we opened a second Townsville location in West End. This additional site has provided clients with greater flexibility and choice in accessing services. Branden also manages this office, supported by Team Leader Jess, one Senior Employment Broker, two Employment Brokers, and a receptionist. The Recruitment Brokers from the main Townsville site continue to provide coverage across both locations, ensuring continuity of service and support.



In Ingham, we welcomed Jessica Walsh as Team Leader in late January/early February. Jess has since stepped up into the role of Assistant Site Manager. She has shown exceptional commitment, particularly in assisting clients who were impacted by the February floods, helping them return to the workforce, retrain, and rebuild confidence in their personal and professional lives. Jess has truly taken ownership of the site, which has resulted in increased placements and progress placements, with performance now tracking well against KPIs and an increase in outcomes of over \$18,000. A sincere thank you to Jess for her drive and leadership.

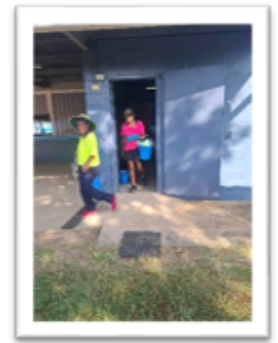
Charters Towers, a part-time site, is led by Team Leader Teghan and supported by one Employment Broker. Teghan has consistently delivered strong performance, with the site regularly meeting its KPIs. In addition to her leadership role, she also contributes to one of our local Work for the Dole (WFD) activities—a sewing project operated out of the site—and steps in to assist as needed. Teghan's dedication, versatility, and commitment have been instrumental to the site's success.

Mount Isa has faced some staffing challenges this year, following the departure of the previous Team Leader, Shana. Despite this, Tiffany Dempsey has truly stepped up in her role as Senior Employment Broker and has done an outstanding job continuing to service our clients. Tiffany has worked tirelessly to address barriers and maintain high-quality support during a period of significant staff fluctuation. Since July 2024, the caseload in Mount Isa has continued to grow, yet the team has consistently exceeded their budget expectations every month. Their ongoing efforts and resilience deserve recognition—well done to Tiffany and the entire Mount Isa team.

Ayr has also experienced considerable staff movement over the past year. However, we're excited to welcome Tia Trindle back into the role of Team Leader, supported by Senior Employment Broker Jane. Between them, Tia and Jane bring years of valuable employment services experience, and their impact has already been evident. Since coming on board, the site has seen strong growth in the right direction. Their combined leadership, knowledge, and passion are reinvigorating the site and setting it up for continued success.

Labour Hire and Professional Recruitment has been a key focus for Q.I.T.E. during the 2024/2025 financial year. We are beginning to see encouraging growth in this space, particularly with a noticeable increase in professional recruitment activity. Our long-standing relationships with employer partners across the Tablelands remain strong, with several returning to Q.I.T.E. this year. Our team is actively working to expand Labour Hire and Professional Recruitment services across additional regional locations, aiming to provide even greater employment opportunities for our clients.

Q.I.T.E. Labour Hire was successfully utilised to provide cleaning staff for the Rotary Field Day, which attracted more than 19,000 attendees. Looking ahead, Q.I.T.E. Labour Hire will also feature at the 2025 Mareeba Rodeo –another key event in the Mareeba region.



Cleaners at FNQ Rotary Field day

Despite all these changes and challenges, Q.I.T.E. continues to maintain a strong presence in the community. From attending local high school career expos to support youth with career planning, to participating in NAIDOC events across all our service areas, our commitment to community engagement remains a core part of what we do. We are proud to support and connect with the communities we serve in meaningful and impactful ways.



Townsville NAIDOC Day



Mount Isa NAIDOC Day

Across all sites, while challenges have been present, the dedication of our teams has ensured we continue to make a meaningful impact in the communities we serve. Thank you to all staff for your hard work and continued support of Q.I.T.E.'s mission.



Team Building



QUALITY MANAGER REPORT

For the 2024–2025 financial year, I'm very pleased to report that Q.I.T.E.'s compliance with standards and accreditation was maintained for all aspects of the organisation.

STANDARDS & ACCREDITATION			
Workforce Australia Quality Assurance Framework (QAF) Quality Principles Certification maintained until 2 March 2026	Department Education, Skills & Employment (DESE) - Information Security Management Systems Re-certification achieved December 2024. Certificate maintained until 22 October 2027	ISO 27001:2022 Information Security Management Systems Certification against version 2022 achieved January 2025. Certification maintained until 8 June 2027	ISO 9001:2015 Quality Management Systems Certification maintained until 17 July 2026
Q.I.T.E. Business Enterprise QT's Early Learning Centre (QT's) maintained compliance with Department of Education and Early Childhood Regulatory Authority.			

In addition to maintaining successful accreditation, Q.I.T.E. (including QT's) undertook 20 internal audits and 48 ad hoc audits during the 2024–2025 financial year under the internal audit program. Of these 68 audits conducted, good compliance was achieved with no moderate or major non-conformances identified.

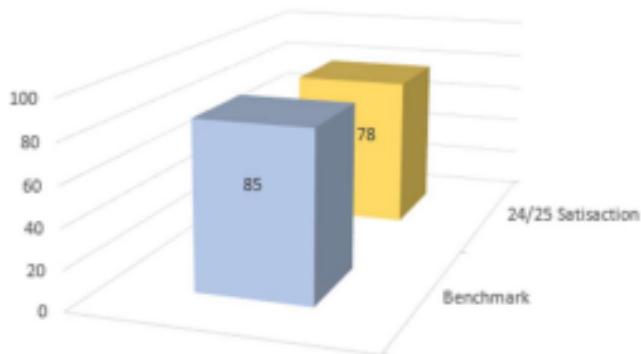


Throughout the financial year, Q.I.T.E. undertook a total of 131 activities of assessment and review in alignment with the quality management system towards maintaining current processes and continuous improvement. These activities ensured that our processes and services were kept in alignment with the most current legislative acts, regulations, standards, codes and guidelines. No new risks were identified and previously identified risks remain well managed and monitored.

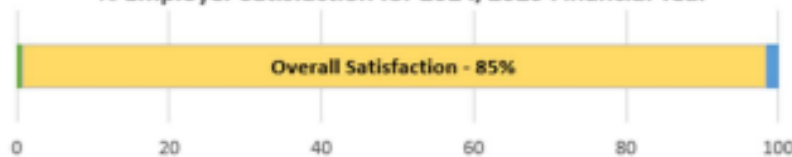
FEEDBACK & SATISFACTION

Key Performance Indicator: Achieve **85%** Client & Job Seeker Satisfaction
Client Feedback – 78% Satisfaction Achieved - Total 1410 surveys received

% Client Satisfaction for 2024/2025 Financial Year



% Employer Satisfaction for 2024/2025 Financial Year



Our Key Objective:
*Satisfy Internal &
 External Client Demand*

Compliments
Over 273
 compliments received
 for excellent service



Complaints

15 complaints received
 ↓ less than previous FY
 No major or unresolved issues

LOOKING FORWARD IN 2025 / 2026

The quality assurance team will continue to maintain the quality management system and foster continuous improvement. I look forward to the year ahead and continuing to work with Senior Management, fellow managers, team leaders and staff to strengthen the quality management system and help maintain the high level of quality services provided in the community.

Heidi Brown
 Quality Manager

Continual improvement
 is an unending journey.

Lloyd Dobyns

© 2024



QT'S EARLY LEARNING CENTRE REPORT

The 2024/2025 financial year has brought significant change and growth for QT's Early Learning Centre. In November 2024, Enola moved on from her role as Director, and I stepped into the position—first in an acting capacity before being appointed permanently. It has been a privilege to lead the service through this period of transition and to continue building on the strong foundations already in place.

Service Operations and Enrolments

We have maintained strong and steady occupancy throughout the year, with a current rate of **96.87%** and **87 children enrolled**. Over the past 12 months, we have also welcomed **43 new children and their families** into our service. Our waitlist continues to grow, particularly for younger age groups, which reflects the ongoing demand for quality early education in our community.

Staffing and Professional Growth

Our educators remain the heart of our service, and a major focus this year has been **professional development and upskilling**. The team has participated in a range of learning opportunities, both within the centre and externally, which have also provided valuable networking experiences. We have also engaged consultants to visit the centre, giving us constructive feedback and practical strategies to further strengthen our practices.

Staff retention has remained stable overall, though, like many services, we continue to face challenges around recruitment in a competitive sector. I am proud of how our team has supported each other through these challenges, always keeping the needs of children and families at the centre of our work.

Inclusion and Community Partnerships

QT's continues to value diversity and inclusion, recognising inclusion as a right for all children. This year we were proud to be awarded our **2025 Inclusion Star**, a recognition of our commitment to ongoing reflection and planning through our Strategic Inclusion Plan. To further support inclusion, we have partnered with **Inclusion Support Queensland, Mareeba Connected Beginnings, and Play Matters Queensland**, ensuring that every child can access the support they need to thrive.

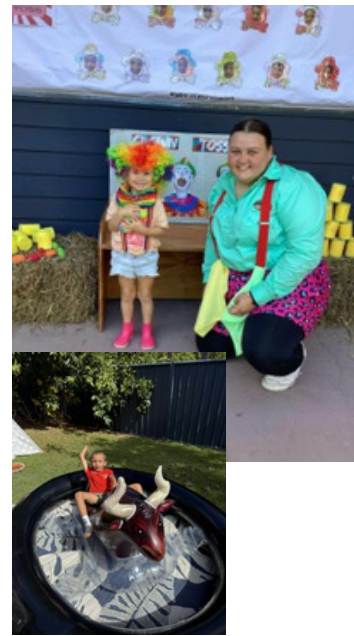
We also joined the **Mareeba Early Years Working Group**, led by the Department of Education, which brings together childcare services, schools, Aboriginal Community Controlled Organisations, and health providers. This collaboration has been invaluable in ensuring families have access to wrap-around support and stronger community connections.

Achievements and Highlights

Alongside our operational focus, the centre has celebrated a number of key events and initiatives, including Book Week, NAIDOC Week, Science Week, and a number of incursions. These experiences have enriched children's learning and strengthened our connections with families and the wider community.

We also welcomed ongoing visits from **Mareeba Connected Beginnings**, who attend weekly to support cultural implementation across the service.

A particular highlight this year was entering the **Mareeba Rodeo Association competition**, where we proudly placed **1st for Best Decorated Large Foyer** and **2nd for Western Style Dress by Staff**. These achievements showcased the creativity, teamwork, and community spirit of our educators and children.



Challenges and Opportunities

Like many in our sector, we continue to navigate challenges such as staff shortages, rising operational costs, and increasing regulatory demands. However, these challenges have also presented opportunities for us to reflect, adapt, and strengthen our systems and practices. Our commitment to quality improvement remains strong, and we are well-positioned for any upcoming Assessment and Rating processes.

Future Focus

Looking ahead to 2025/2026, our goals include:

- Continuing to invest in staff training and development.
- Strengthening community engagement through new partnerships and family involvement initiatives.
- Exploring opportunities for facility improvements to enhance learning environments.
- Building on our inclusive practices and ensuring all children and families feel a sense of belonging.

Acknowledgements

I would like to sincerely thank our dedicated team of educators for their commitment, passion, and resilience throughout the year. I also extend my gratitude to our families for their trust and ongoing support, and to our community partners for working alongside us to deliver the best outcomes for children. Finally, I thank Jillian and the board for their guidance and encouragement as I stepped into the Director role.

Together, we have achieved so much this year, and I look forward to what the next year will bring for QT's Early Learning Centre.

Thank you,
Montana Trout





Reconciliation ACTION PLAN INNOVATE RAP RAP WORKING GROUP REPORT

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

Our vision for Reconciliation is to contribute to reconciliation between First Nations People and other Australians. and to see lasting community change, now and well into the future. We are determined:

- to create lasting change within our organisation to contribute to Reconciliation in Australia;
- to lead by example within our local communities, and throughout our network of influence;
- to be known as an employer of choice for Indigenous and non-Indigenous staff;
- to be regarded as an organisation which acts upon issues affecting the community;
- to act as a champion for Reconciliation;
- to actively contribute to improving our communities, including 'Closing the Gap' on Indigenous disadvantage.

It is our vision to work towards a brighter future for today's children through Reconciliation.

The QITE RAP Working Group has worked successfully and made some great progress against the Reconciliation Action Plan which is now with Reconciliation Australia for approval and endorsement.

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

- Current ATSI percentage for staff at QITE and QT's – **31.25%**
- Next RAP meeting set for January 2026, and we had our last meeting in September 2025.
- New members are invited to join the RAP Working Group (RWG) prior to each meeting, and we currently have a total of twelve members including an external Indigenous elder.

- All new members have the Terms of Reference for the RWG.
- New vision has been agreed upon by the RWG.
- RAP morning tea's will be held in each location in October to discuss our RAP with clients and staff.
- Cultural awareness and anti-discrimination training has been held for staff regularly across all locations.
- Suicide and mental health training being undertaken by members of the group.
- Contacted local schools to assist with bursaries for senior students.
- QITE are working very closely with Cowboys House in Townsville and sponsoring stationery for students at the start of the school year.
- Involvement with community Indigenous outcomes for Mareeba group.
- QITE's Cultural Competence has been added to all position descriptions.
- We are currently in talks with ATSI stakeholders to identify service gaps.
- More Indigenous clients have obtained licences and identification.
- Our new RAP has been finalised and reviewed by all members and is currently with Reconciliation Australia for final approval.

We are happy with our progress and look forward to our further progress we make moving forward in the coming year.

Q.I.T.E. Reconciliation Action Plan Information Sheet

A Very Brief History of Reconciliation Australia

In 1991 the Royal Commission into Aboriginal Deaths in Custody recommended that reconciliation must be achieved if community division, discord and injustice to Indigenous Australians were to be avoided.

The Commonwealth Parliament voted unanimously to establish the Council for Aboriginal Reconciliation.

At the end of the Council's term in 2000 they established Reconciliation Australia. Reconciliation Australia is a non-government, not-for-profit organisation which aims to bring a national focus to reconciliation. Reconciliation Australia developed the Reconciliation Action Plan initiative in 2006, and completed their first Reconciliation Action Plan in 2008.

Reconciliation Australia's vision is for a just, equitable and reconciled Australia.

For more information, visit: www.reconciliation.org.au

Why develop a Reconciliation Plan?

Formalising a Reconciliation Action Plan helps organisations to turn good intentions into actions.

Recommendation

Reconciliation Australia recommends that the initial Reconciliation Action Plan covers a one year period, and should focus on building the right foundation for sustainable change within our organisation. The plan should be straightforward and achievable.

The Q.I.T.E. Vision for Reconciliation

Our vision for Reconciliation is to contribute to reconciliation between First Nations People and other Australians, and to see lasting community change, now and well into the future. We are determined:

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Reconciliation Action Plan Minimum Requirements

1. Establish RAP Working Group
2. Utilise RAP Template provided by Reconciliation Australia
3. Your organisation's unique vision for reconciliation
4. Minimum actions for relationships, respect and opportunities with a focus on mutual benefits
5. Timelines, responsibility and targets for action
6. A commitment to annual progress reporting

Reconciliation Action Plan Resources

Reconciliation Australia provides resources and support to assist organisations in the journey towards reconciliation.

The four RAP types

Reflect, Innovate, Stretch and Elevate - allow organisations to continuously develop their reconciliation commitments.

Reconciliation Australia's RAP Framework provides organisations with a structured approval to advance reconciliation

The framework of relationships, respect and opportunities enables organisations to turn their good intentions into action and to support the national reconciliation movement.

Each type of RAP is designed to suit an organisation at different stages of their reconciliation journey.





The simple act of recognizing diversity in corporate life helps us to connect the great variety of gifts that people bring to the work and service of the corporation.



Our year in a Snapshot



TESTIMONIALS



I just want to say a huge thank you to everyone for the care you provide to Noah, he is absolutely thriving at daycare and at home ,he has developed so much since being in your care and I can't thank you enough for the love you pour into my baby ,I'm so grateful that I can go to work and feel at ease knowing my pride and joy is in safe hands

Have a wonderful day

Kind regards

Amber Maree



The team at Q.I.T.E. have really helped us screen and recruit suitable candidates to fill our roles. They assist with the pre employment checks, medicals, organising interviews and ensuring the candidates know the requirements of the role and are prepared to commence. Q.I.T.E. are willing to go above and beyond to get the best outcome for their employers and clients.

Kevin Alley, Indigenous Participation Manager (Cater Care)



GOOD NEWS STORIES



When Daniel first came to QITE, he had only just been released from a long period of incarceration and had endured over 20 years of substance abuse. Daniel had no job seeking skills and his confidence was low. Daniel expressed the desire to get his life back and staff felt that obtaining employment would be the start of doing this. One-on-one sessions with assisting Daniel with boosting confidence, improving job seeking skills and reverse marketing him to employers

finally gained him full-time employment. The first time in 20 years.

Staff assisted Daniel with funding for PPE and work-related items to get him started and to maintain new employment. He was also assisted with how to navigate the WFA app, declare his earning correctly and add his employment hours in order to meet his requirements. Daniel has been in long term sustainable employment for over 12 weeks now.

“I have turned my life around but I would have never been able to do this without Jane’s constant support and encouragement. Thank you!” (Daniel)

‘Daniel is a reliable and extremely hardworking employee who I value’ (Employer)



Peter lost his mother at age 15 and has expressed that he spiralled shortly after that, leaving him to be the sole carer for his father who developed a severe alcohol dependency due to grief. Peter then became homeless and 6 months ago, was living in the park.

QITE have been working intensely with Peter to support him and have assisted him with finding stable housing.

Peter had no employment history and had never even had a job interview.

Peter started coming to his Work for the Dole activity at the QITE Ayr Office and has been attending one-on-one job club sessions which allowed staff to further assist him with building confidence.

Peter was taken by staff to his first job interview and is starting his very first job tomorrow!

“I have been struggling with my confidence, motivation and have had nobody in my life to help me. Jane and Tia have gone above and beyond for me, supported me, helped me with getting my RSA and RSG, enrolled me into Certificate III study, make me a resume and have even taken me to two job interviews getting me my first job starting tomorrow! I felt lost and hopeless before now I feel ready to work.” (Peter)

IN 2024/25 WE WERE PROUD TO WORK WITH:



Workforce
Australia



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