

# 2018-21 STRATEGIC PLAN

## OUR VISION








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






## OUR MISSION

We drive meaningful employment opportunities utilising the best available techniques to improve the prosperity of jobseekers, employers & communities.





## OUR VALUES

-  **Service Excellence**
-  **Safety**
-  **Integrity**
-  **Sustainability**
-  **Inclusion & Respect**
-  **Commitment**
-  **Innovation**

### SATISFY OUR CLIENTS

-  We will grow market share in our chosen regions.
-  We understand our clients needs and seek feedback to ensure we can meet them.
-  Our brand is recognized and prominent across our region(s)




### QITE IS FINANCIALLY STABLE

-  Our operations are efficient and we optimise our revenue streams.
-  We will continue to grow our Labour Hire revenue.
-  Select partners who can help us grow.
-  Use our charity status to attract donations.

### COMMUNITY BENEFIT FROM USING OUR ASSETS

-  Our people are always busy doing the right work.
-  We maximise the use of our facilities / larger assets
-  Communities are stronger and more capable because of QITE.

### WE RUN AN EFFICIENT OPERATION

-  We continually strive to be more productive & efficient.
-  Our ICT systems are modern & effective.
-  Our team are professionally inducted & trained.

### OUR PEOPLE & CULTURE

-  We will maintain our focus on having a strong safety culture.
-  We always encourage innovation and continuous improvement.
-  We coach and mentor our people so we can continue to improve and retain our talented team.

### WE ARE COMMITTED TO QUALITY

-  We assure compliance & maintain our accreditation(s)
-  Promote a culture of high quality service delivery and community inclusion.
-  Our contracts are managed to ensure compliance and commercial efficiency.