


# Strategic Plan 2025-2029

Our Vision



Grow our economy, enrich communities, skill Queenslanders and change lives

Our Purpose



Strengthen economic opportunities for individuals, industry and communities through a skilled workforce; industry engagement; and trade

Our Principles



**We listen**  
To our stakeholders and our customers; to the data and research



**We get the big picture**  
We are economically driven, socially motivated and we think ahead



**We are ambitious**  
We aim high, embrace risk and collaborate for success



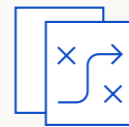
**We back our people**  
We stand tall, challenge ourselves and support each other

Our Objectives

**Drive**  
the best outcomes for Queensland and Queenslanders



**Prepare**  
Queensland's workforce for current and future demands



**Connect**  
people to quality training and skills; and industries to opportunities



**Foster**  
a contemporary organisation that celebrates diversity and performance



Our contribution to the Queensland Government's Objectives for the Community

- Safety where you live**  
We will work across government to help young people disengaged from education to find another pathway into training and employment.
- A better lifestyle through a stronger economy**  
We will secure a pipeline of skilled workers to power our industries now and into the future.

**Health services when you need them**  
We will support training for the health and community services sector to deliver skilled workers across Queensland.

**A plan for Queensland's future**  
We will provide lifelong training opportunities for Queenslanders to prepare them for their first job, a better job or to change careers.

Our Strategies

- Maximise workforce participation
- Position Queensland's skilled workforce as a driver of productivity, prosperity and investment
- Provide thought leadership on trade and skilled migration policy
- Lift the profile and perception of training and skilled careers
- Elevate our industry leadership, national profile and enhance Queensland's policy influence
- Support and strengthen the sustainability of Queensland's public training providers
- Identify and respond to emerging issues and opportunities
- Close the Gap on training to drive job creation

- Grow a quality training workforce and ensure the continued quality of delivery and assessment
- Support workforce adaptation to high-growth and emerging industries
- Strengthen collaboration across industry, vocational students, apprentices, trainees, employers, stakeholders, universities and government
- Support the diverse needs of Queensland's regions
- Invest in priority skills where they are needed, including pathways to higher level skills and jobs
- Focus on workforce attraction, retention, growth and investment

- Focus on economic priorities, local needs and student outcomes
- Partner with the Commonwealth Government and deliver national skills and training priorities
- Better understand our customers and improve customer experiences
- Make it easier for Queenslanders to get help from us

- Put our people first
- Prioritise the professional growth and wellbeing of our workforce
- Align our efforts and resources with our strategic purpose and objectives
- Encourage robust and thoughtful advice
- Grow our business agility and enhance customer experiences
- We value and respect Aboriginal and Torres Strait Islander cultures by strengthening cultural capability and collaboration
- Ensure integrity, professional conduct and ethical business practices underpin all that we do
- We respect, protect and promote human rights in our decision-making and actions

Our Challenges

- **Digital security** to maintain the integrity and security of our information systems
- **Future-proofed** investment that also responds to sectors' needs, pressures and challenges
- **Geographic expanse** and dispersed population of our state
- **Organisational agility** to best respond to and optimise changing economic context
- **Reimagine our investment**, services and effort in line with our strategies and audiences

Our Opportunities

- **Our people** have the passion, knowledge and capability
- **Our regions** in building partnerships for enhanced service delivery
- **Leverage technologies** to increase our impact, streamline our efforts and advance our work
- **Customer experience:** elevate, tailor and streamline our engagement
- **Strengthen partnerships** and collaboration across communities, industry and government

Measuring Success

1. Proportion of Queenslanders with higher qualifications
2. Improve progress in meeting Closing the Gap targets in employment and training

1. Training system is flexible in responding to region-specific training needs
2. Total number of qualification completions by Australian Qualifications Framework level

1. Proportion of vocational and education training (VET) graduates in employment or further study
2. Proportion of graduates satisfied with the overall quality of their training

1. Working for Queensland results continue to improve
2. Our workforce reflects and is responsive to the communities we serve