



**Jobs  
Queensland**

Future **skills**. Future **work**. Future **Queensland**.

# **Jobs Queensland Annual Report 2023-2024**



## **Acknowledgement of First Nations peoples**

The Queensland Government respectfully acknowledges the First Nations peoples in the state of Queensland, and acknowledges the cultural and spiritual connection that Aboriginal and Torres Strait Islander peoples have with the land and sea.

We respectfully acknowledge Aboriginal people and Torres Strait Islander people as two unique and diverse peoples, with their own rich and distinct cultures, resilience and strengths.

We specifically acknowledge the unique history and cultural heritage of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We pay our respects to Elders past and present.

We are dedicated to the inclusion of cultural knowledge and values as critical factors in the development, implementation and evaluation of strategies and actions to support First Nations peoples.

## **Public availability**

This annual report is available on the Jobs Queensland website at <https://jobsqueensland.qld.gov.au/publications/corporate-publications/>. Printed copies can be supplied on request by emailing [info@jobsqueensland.qld.gov.au](mailto:info@jobsqueensland.qld.gov.au) or phoning (07) 3294 4706.

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## More information

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12 September 2024

The Hon Lance McCallum MP  
Minister for Employment and Small Business and  
Minister for Training and Skills Development

Email: [employmentandtraining@ministerial.qld.gov.au](mailto:employmentandtraining@ministerial.qld.gov.au)

Dear Minister,

I am pleased to submit for presentation to the Parliament, the Annual Report 2023-2024 for Jobs Queensland.

This complies with the requirement under section 21 of the *Jobs Queensland Act 2015*, that the Board Chair must prepare and give to the Minister, within 3 months after the end of each financial year, an annual report on the functions performed, and activities carried out, by Jobs Queensland during the financial year.

Should you have any questions or require further clarification please contact Mr Joshua Rayner, Executive Director, Jobs Queensland on 0403 325 827 or email [joshua.rayner@jobsqueensland.qld.gov.au](mailto:joshua.rayner@jobsqueensland.qld.gov.au).

Yours sincerely

A handwritten signature in black ink that reads "James C. N. Varghese".

Jim Varghese AM  
Chair  
Jobs Queensland

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## 01 CHAIR'S MESSAGE

Jobs Queensland (JQ) provides independent, strategic advice on future skills needs, workforce development and planning, and the apprenticeship and traineeship system in Queensland.

Our work is firmly future-focused and informed by strategic consultation. Our research, data and advice help government, industry, regions and community make decisions that shape a better future for all Queenslanders.

On 8 December 2023, I was appointed as Chairman of a new 11-member JQ Board. I thank, and acknowledge the contribution of the outgoing Chair and members of the JQ Board. All members have applied their expertise and connections with industry, regions and community to drive JQ's success in 2023-2024.

Updated annually, our Anticipating Future Skills Series (AFS) combines economic modelling with scenarios to provide Queensland-specific employment projections. In 2023, our AFS projections showed that 2.9 million workers would be employed in Queensland by June 2026. This represents an additional 207,000 workers or 7.6 per cent since 2021-2022.

JQ progressed three actions within the *Good people. Good jobs: Queensland Workforce Strategy 2022-2032*:

- Grow your own (GYO) regional workforce program - \$4.5M to support up to 20 locally led workforce development projects over a three-year period to 30 June 2025
- \$2.275M funding for three years to address workforce challenges in the health care and community services sector, through the Queensland Care Consortium (QCC)
- research on industry demand for higher-level apprenticeships including a partnership with the Australian Industry Group regarding electrical engineering.

Eleven research reports or resources were published during 2023-2024 including:

- *Grow Your Own Workforce - Region and industry environmental scan - Wide Bay region and the forestry industry in partnership with Timber Queensland and Forestworks.*

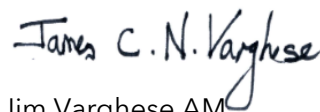
- *Housing and homelessness services environmental scan*
- *The Digital Literacies Imperative for Queensland Businesses: A scan of contemporary Australian literature - featuring industry validations from Business Chamber Queensland*
- *Cairns Region Workforce Development Plan: Aviation Industry, and Maritime and Marine Industry*
- *Grow Your Own Workforce - Region and industry environmental scan - Wide Bay Food and Beverage Manufacturing*
- *Queensland Care Consortium - Health and Community Services Sectors Workforce Forum - Findings Report*
- *Supporting individuals in the transition to future work framework*
- *Anticipating Future Skills Series 4: Five-year Queensland employment projections to June 2026 including region and industry profiles and AFS Series 4 Final Report*
- *Grow Your Own Workforce - Region and industry environmental scan - Cairns region and the maritime and marine industry*

Our Communication and Engagement Strategy 2023-2024 delivered exceptional results. Improvements on last year included:

- hosted events (up 243 per cent)
- attended events (up 167 per cent)
- website downloads (up 88 per cent)
- media coverage (up 85 per cent)
- social media followers (up 33 per cent).

JQ will remain a leading source of evidence-based, outcomes-driven and forward-looking advice on Queensland's skills and workforce issues at a regional, state and national level.

Key relationships have been carefully cultivated and maintained. The alignment of JQ to these outcomes utilising collective wisdom, positive feedback, listening, and belief in our capability is paramount for our continued success.



Jim Varghese AM  
Jobs Queensland Board Chair

## 02 ABOUT JOBS QUEENSLAND

### LEGISLATION

JQ is a statutory entity, established under the *Jobs Queensland Act 2015* (the Act).

### OUR PURPOSE

JQ provides strategic industry-led advice to government on:

- skills demand
- long-term workforce development and planning
- the apprenticeship and traineeship system in Queensland.

As the trusted authority on Queensland's future skills and workforce needs, JQ helps keep our state one step ahead of a changing economy and labour market.

### JOBS QUEENSLAND BOARD

Section 10 of the Act details the composition of JQ, with all members appointed by the Governor in Council.

The Board met six times throughout 2023-2024.

The Board has a broad mix of skills, experience and capabilities, and comprises employer and employee representatives and members with experience in the education, training or employment sectors.

For more information on the composition of JQ or the JQ Board visit: <https://jobsqueensland.qld.gov.au/about-us>

#### Board as at 30 June 2024

- James (Jim) Varghese AM, Chair
- Danielle Carey, Board Member
- Heidi Cooper, Board Member
- Michael Dart, Board Member

- Professor Michael Drew, Board Member
- Donisha Duff, OAM, Board Member
- Bernie Hogan, Board Member
- Walter Kuhn, Board Member
- Jennifer Thomas, Board Member
- Kate Venables, Board Member
- Trent Young, Board Member.

#### Previous members

Other members of the JQ Board during 2022-23 whose terms were completed on 7 December 2023 were:

- Donna Bonney, Chair
- Tamilyn Brennan, Board Member
- Daniel Gschwind, Board Member
- Peter Henneken AM, Board Member.

Full details about Board remuneration are available in the Department of Employment, Small Business and Training (DESBT) Annual Report. Visit <https://desbt.qld.gov.au/about-us/reports>

### JOBS QUEENSLAND SECRETARIAT

The JQ Secretariat (JQS) has 17 full-time equivalent DESBT staff with expertise in research, workforce planning, labour market analysis, economic modelling, policy, communications and engagement.

DESBT provides centralised budget, financial, human resource and governance support to JQ. Full details are available in the DESBT Annual Report. Visit <https://desbt.qld.gov.au/about-us/reports>

In undertaking its projects and activities, JQ considers the implications of its work and ensures it is compliant with the requirements of the *Human Rights Act 2019*. No human rights complaints were received in 2023-2024.

## 03 JOBS QUEENSLAND'S WORK IN 2023-2024

JQ provided objective, evidence-based research and advice for industry, regional and government decision-making throughout 2023-2024.

### SUPPORTING THE QUEENSLAND WORKFORCE STRATEGY

JQ has carriage of implementing three key deliverables within the Queensland Workforce Strategy:

- Grow your own regional workforce program
- Health and community sector workforce development project - Queensland Care Consortium (QCC)
- Higher-level apprenticeships and traineeships.

#### **Grow your own (GYO) regional workforce program**

Round one of the 'Grow your own regional workforce program' delivered valuable outputs during 2023-2024.

JQ conducted an environmental scan to provide evidence-based analysis of the employment and training data and trends for the Cairns region to support industry consultation activities with the aviation, maritime and marine industries.

This culminated in the *Cairns region workforce development plan: aviation industry, and maritime and marine industry* released in June 2024.

JQ also began to deliver key actions within the plan, including funding composite training for the Cairns aviation, maritime and marine industries.

An environmental scan for the Wide Bay timber and forestry sector set the scene for industry consultation and a workforce plan was endorsed by both industry and the JQ Board in June 2024.

The workforce development plan will be publicly available in the first quarter of 2024-2025.

The Wide Bay food and beverage manufacturing industry was the subject of an environmental scan and two in-region industry consultation engagements.

These set the foundation for a detailed workforce development plan to be released in the first quarter of 2024-2025.

JQ partnered with Far North Queensland Regional Organisation of Councils (FNQROC) and Queensland Water on a workforce planning project.

With a partnership agreement in place, a project is underway to complete a workforce plan in late 2025.

JQ entered a partnership with University of the Sunshine Coast (UniSC) to develop and deliver a new *Workforce planning for regions* micro-credential based on our *Workforce planning for regions guide*.

The course is scheduled for delivery in October and November 2024 with registrations now open at <https://unisc.edu.au/wpr>.

We invited GYO round two applications and selected five action-based projects for funding.

These projects were identified by industry as essential to preparing each region for the jobs and skills they need in the future and will be implemented in 2024-2025.

**Overarching Impact:** Increased workforce planning capability in key regions across Queensland.

Learn more:

<https://jobsqueensland.qld.gov.au/regional-workforce-planning/grow-your-own-regional-workforce-program/>



## Health and community sector workforce development project - Queensland Care Consortium

The Queensland Care Consortium is a partnership between JQ and peak bodies in the health care and social assistance industry.

Their mandate is to plan, develop and deliver practical workforce solutions driven by industry, for industry.

During 2023-2024, seven initiatives were funded by JQ and overseen by QCC to support workforce attraction, development and retention in the health care and social assistance industry.

A forum with industry stakeholders in November 2023 identified psychosocial wellbeing as the greatest workforce challenge for the health care and social assistance industry.

Over eighty stakeholders attended including QCC project champion group members and industry representatives.

Together they co-designed solutions to cross-sector challenges and supported interagency collaboration to guide the scope and focus of the final funding round.

A report on the key findings was delivered in January 2024.

The Queensland Care Consortium leveraged these insights in their design and delivery of a final funding round focused on psychosocial wellbeing.

Applications were received in April and May 2024 and nine organisations were awarded a share of \$1 million in funding.

These initiatives will be implemented in 2024-2025 to enhance the wellbeing of health care and social assistance workers across Queensland.

**Overarching impact:** Key workforce challenges in the health care and social assistance industry have been identified and practical workforce solutions initiated.

Learn more:

<https://jobsqueensland.qld.gov.au/current-partnerships/queensland-care-consortium/>

## Higher-level apprenticeships and traineeships

JQ provided a research report and letter of advice to the minister on a higher-level apprenticeships and traineeships (HLATs) initiative.

JQ then partnered with Ai Group's Centre for Education and Training (Ai Group CET) to map a higher-level electrical apprenticeship model.

This included a blended program for a Certificate III in Electrotechnology Electrician, and Bachelor of Engineering Science to be gained by an apprentice in six years.

**Overarching impact:** Evidence-based advice supported a deeper understanding of higher-level apprenticeships and associated issues.

## ACTIONABLE INSIGHTS AND STRATEGIC ADVICE

### Supporting individuals in the transitions to future work

In December 2023, JQ published the *Supporting individuals in the transition to future work framework*. This report outlines strategies and interventions to assist priority cohorts to successfully transition to future work.

**Overarching impact:** Increased evidence base to support priority cohorts transition to work were identified.

Learn more:

<https://jobsqueensland.qld.gov.au/wp-content/uploads/2023/12/supporting-individual-transition.pdf>

### Digital skills to respond to changing workplace environments

The COVID-19 pandemic accelerated digital transformation in business, including a rapid rise in distributed and hybrid workforces.

This increased the digital skill shortages of workers across industries and exposed the need for increased digital skills development across Queensland businesses.

JQ partnered with Business Chamber Queensland to deliver updated research and case studies to help small to medium enterprises build their digital capability.

**Overarching impact:** Increased evidence base on digital skills shortages' impacts on small businesses.

Learn more:

[https://jobsqueensland.qld.gov.au/\\_data/assets/pdf\\_file/0017/24155/digital-literacies-imperative-for-queensland-businesses.pdf](https://jobsqueensland.qld.gov.au/_data/assets/pdf_file/0017/24155/digital-literacies-imperative-for-queensland-businesses.pdf)

### **Support actions arising from the Queensland vocational education and training strategy (renamed Queensland Skills Strategy)**

The *Queensland Skills Strategy 2024-2028* was released in May 2024, supported by a comprehensive JQ submission in August 2023.

JQ's future involvement in the strategy will focus on medium to long-term strategic priority areas and will be co-designed with key stakeholders.

**Overarching impact:** JQ has been an active contributor to the *Queensland Skills Strategy 2024-2028* and will continue to provide advice and support.

### **Strategic advice on emerging industries**

JQ continued to support the DESBT Emerging Industries business unit to address workforce and skilling requirements for Queensland's emerging industries including hydrogen, renewable energy and new minerals.

Our activities intersected with and supported their work through the provision of strategic advice.

**Overarching impact:** JQ continues to provide evidence and advice to the Queensland Government on skills for priority areas.

### **Anticipating future skills series**

The fourth series of JQ's Anticipating Future Skills (AFS) was released in August 2023.

It provided detailed employment projections by region, occupation, industry and other factors to help Queenslanders understand the future labour market.

AFS is now widely used for policy and decision making by government, regions, industry, business and community.

**Overarching impact:** Provided evidence-based strategic advice for future workforce policy and decision making.

Discover AFS:

<https://jobsqueensland.qld.gov.au/afs>

### **Hydrogen Industry - Labour force and skills demand analysis**

As an action within the *Hydrogen Industry Workforce Development Roadmap 2022-2032*, Jobs Queensland conducted a labour force and skills demand analysis to understand supply and existing demand for hydrogen-related occupations by region.

The updated industry scan provided a consolidated report to DESBT on the progress of the industry since JQ's Hydrogen Industry Workforce Foundational Scan in November 2021.

## **A STRONG TERTIARY ECOSYSTEM**

### **Future Skills Fund - VET Emerging Industries Strategic Advice**

JQ was a VET Emerging Industries Initiative steering committee member and received quarterly updates on funded projects.

## **BUILDING WORKFORCE CAPABILITY AND RESILIENCE IN INDUSTRIES AND REGIONS**

### **Workforce planning for enterprises**

JQ, in partnership with UniSC, delivered the free Workforce Planning for Business micro-credential in the Cairns and Sunshine Coast regions.

It supported over 200 small to medium enterprises to develop a workforce plan. Past students explained:

*"I would recommend it to other businesses, everyone from a startup stage or even a business three or five years down the track. It really brings an opportunity to think strategically, set that time aside, and really work together and deliver that message."*

- Shauna Fjaagesund  
Health Hub Morayfield

*"I've really enjoyed the course... It was great to go in person, get feedback from people who have genuine experience in running a successful business, and what I was most surprised by is how genuinely invested they are in your success, not only in the course, but in your own business."*

- Amanda Smyth  
Wild Horse Turf

JQ also delivered three webinars for Queensland Small Business Month to build business ecosystems and upskill enterprises in workforce planning processes.

We continued to support the Industry Workforce Advisor network through mentoring and provision of free Workforce Planning Connect resources.

Workforce Planning Connect tools and resources, and recordings of the Workforce Planning for Business micro-credential were also translated into Mandarin and Vietnamese.

### **Workforce planning for regions**

JQ established a partnership with the Local Government Association of Queensland which aims to:

- anticipate future skills needs in Queensland regions
- build workforce planning capability of businesses in regions
- support regions to build their workforce planning capability.

We hosted six bespoke workforce planning capability webinars to build capability for Regional Jobs Committees with the aim of supporting them to develop labour market profiles for their regions.

JQ developed templates based on the *Workforce planning for regions guide* to support the Workforce Planning for Regions micro-credential scheduled for late 2024.

JQ supported DESBT regions and other agencies (including the Department of Premier and Cabinet's Office for Rural and Regional Queensland) through keynote speaking engagements and sharing labour market data across the regions.

### **Workforce planning for industry**

JQ developed an environmental scan of the housing and homelessness sector to understand the current labour market challenges, skills shortages, and opportunities to address future workforce needs.

This was complemented by a tailored flyer and two webinars co-hosted with industry partners which promoted free workforce planning resources available to this sector.

Learn more:

<https://jobsqueensland.qld.gov.au/resource/files/pdf/housing-and-homelessness-escan.pdf>

JQ also drafted a workforce plan for the resources industries for consideration and progression by DESBT.

Support for industry partners to undertake workforce planning through mentoring arrangements continued in 2023-2024. This included a partnership with the Active Queensland Industry Alliance.

**Overarching impact:** Increased workforce planning capability for industry.

### **Hospitality on the Horizon**

In partnership with the Queensland Hotels Association, JQ commenced the development of an Environmental Scan (e-Scan), for delivery in early 2024-2025.

### **Enhancing workforce participation and diversity for SMEs (Phase 2)**

Under Phase 1, JQ undertook an impact analysis which projects that improving diversity and inclusion in small to medium sized enterprises (SMEs) could significantly benefit the Queensland economy.

To explore ways to harness this benefit, JQ worked with Business Chamber Queensland to develop industry validated Diversity and Inclusion Framework

This work identified eight key pillars and strategies that businesses can undertake to grow a more diverse workforce.

The Framework and case study exemplars have been finalised and will be released later in 2024.

This work supports the Workforce Participation focus areas of the *Good people. Good jobs: Queensland Workforce Strategy 2022-2032*.

## **ELEVATED STRATEGIC PROFILE AND POSITION AS A TRUSTED ADVISOR**

JQ continually improved its strategic approach to communication and stakeholder engagement throughout 2023-2024.

The strategy led to strong results, with JQ website growth exceeding our annual target by 7 per cent and the previous year's result by 20 per cent.

Website engagement exceeded our target, achieving 18,906 downloads of our reports/resources. This exceeded our target by 35 per cent and last year's result by 88 per cent.

Our flagship products, Anticipating Future Skills and Workforce Planning Connect, continued to be the most sought-after and downloaded resources.

96 events were hosted to boost awareness of the new JQ Board, consult with stakeholders, and promote the impact of our work. This was a 243 per cent increase on the 28 events hosted last year.

We also presented at a further 112 events - 167 per cent more than in 2023-2024.

Media coverage increased by 85 per cent on last year, with 96 positive media mentions achieved.

Social media followers increased by 33 per cent on last year's result.

### **Jobs Queensland Board**

In August 2023, JQ implemented a statewide expression of interest process in 2023 to attract skilled, passionate and committed Queenslanders to join the JQ Board.

A new, 11-member, JQ Board was appointed on 8 December 2024, including the appointment of James (Jim) Varghese AM as Chairman.

Six board meetings were held during 2023-2024 including major regional activations in Cairns and the Ipswich region.

JQ Board members used their expertise and connections with industry, regions and community to guide JQ's performance in 2023-2024.

## 04 LOOKING AHEAD

JQ has an extensive program of work scheduled for 2024-2025. This includes ongoing multi-year projects aligned to the *Good people. Good jobs. Queensland Workforce Strategy 2022-2023*, as well as new initiatives developed to meet the priorities set by the JQ Board and the Minister.

Activities will remain focussed on JQ's core functions:

- undertaking research on the skills that will be needed into the future
- supporting workforce planning and skills development activities across the state
- informing VET investment in Queensland

### SUPPORT THE QUEENSLAND WORKFORCE STRATEGY

In 2024-2025, JQ will support the delivery of projects funded under GYO round one and two, including:

- a local skills development program for games developers on the Sunshine Coast
- a micro-credential to upskill and accredit security officers in Cairns and Townsville
- new employment pathways for people from culturally and linguistically diverse backgrounds working in agriculture in Toowoomba
- a pre-apprenticeship and upskilling training program for transport and logistics in Townsville
- a digital skills development program for small businesses in the greater Whitsunday region.

We will also commence a third round of funding projects involving locally focussed workforce planning, a mentored approach to workforce planning, or action-based projects.

JQ will continue to support the health care and social assistance sectors through QCC Round 1 and 2 projects. A third phase of activity will also be explored as industry identifies the need for engagement and/or research to inform sector-wide solutions to workforce challenges.

JQ will explore partnerships where industry demand for higher-level apprenticeships is identified and explore industry interest in clean energy.

### FUTURE SKILLS AND LABOUR MARKET ADVICE

JQ will deliver the *Anticipating Future Skills Series 5* employment projections to 2027-2028. The refreshed data will reflect changes in economic and labour market shifts and provide an evidence base for decision makers in across Government, industry, regions and community.

### A STRONG TERTIARY ECOSYSTEM

JQ will undertake initial scoping and program logic to identify research needs to support the Queensland Skills Strategy and its vision to support economic outcomes and social opportunity. Ongoing strategic advice to support VET investment in Queensland will continue to be provided.

### BUILD WORKFORCE CAPABILITY AND RESILIENCE IN INDUSTRIES AND REGIONS

In 2024-2025, JQ will support the Queensland workforce through provision of evidence-based strategic advice relating to skills and labour market challenges.

We will support Regional Jobs Committees through skills and capability development including webinars, a Workforce Planning for Regions micro-credential, mentored development of labour market profiles, and communication and engagement support.

### ELEVATED STRATEGIC PROFILE AND POSITION AS A TRUSTED ADVISOR

JQ will deliver increased connections at local, state and national levels. It will fulfil our legislative obligation to promote awareness of JQ functions and support achievement of the JQ vision, mission and strategic objectives.

The strategy will position us to maximise opportunities presented by the refreshed JQ Board and will leverage partnerships to reach our stakeholders throughout Queensland.