

Quality People Pty Ltd: Business Profile

COMPANY OVERVIEW

Quality People is an Australian family-owned and operated recruitment and workforce solutions specialist, established in 2002. We are built on a foundation of providing comprehensive workforce development support and solutions that drive economic and human asset growth for our clients, all while Achieving Professional Excellence. As a relationship-first connector, we bridge the gap between Quality Professionals and the complex projects that drive Australia's future. With over 24 years of experience, we act as a strategic partner, managing the complexities of recruitment and contractor management so our clients can focus on their core competencies and secure the Quality, hard-to-get Professionals they need to succeed.

OUR MISSION

Our mission is to seamlessly connect clients with Quality Professionals, efficiently meeting their diverse and distinct resourcing requirements. Simultaneously, we empower our consultants to discover enriching and satisfying roles. We achieve this by bringing the right people together and handling the behind-the-scenes work, enabling our clients to focus on their core competencies.

OUR IMPACT AND EXPERTISE

With a proven track record of successfully placing over 1000 professionals, Quality People has established itself as a trusted partner, delivering comprehensive and specialised workforce solutions tailored to the unique needs of diverse sectors across Australia. With over 24 years of experience, our commitment to "Achieving Professional Excellence" is the cornerstone of our operations, guiding every interaction and placement.

We pride ourselves on our deep understanding of complex project environments and our ability to source and supply Quality, hard-to-get Professionals across a broad spectrum of roles. Our capacity to deliver high-quality Professional Contractor services is highlighted by our successful engagements on numerous current Government panels, including, but not limited to:

- **Whole of Australian Government (WoAG) Professional Contractor Services Panel (Phase 3):**
 - **Communications**
 - **Data Analytics & Management**
 - **Organisational Planning & Development**
 - **Programs and Projects**
- ACT and NSW Governments - SCM0007 - Prequalification Scheme: Contingent Workforce
- BuyICT - DMP2: ICT Labour Hire
- Local Buy – LB334 - Temporary & Labour Hire Services, and LB297 - Permanent Staff
- Municipal Association of Victoria - ES8111-2021 - ICT Professional and Leasing Services
- Northern Territory Government - NTG24-0163 - Provision of ICT Specialist Services
- Queensland Government - GGS0060 - Temporary & contracted workers preferred supplier panel
- Western Australian Local Government Association (WALGA) - PSP011 – Temporary Labour and Recruitment

OUR SERVICES

Our foundational services encompass **Recruitment, Contracting, Consulting, and Vocational Training**. This holistic approach allows us to address a wide spectrum of requirements, ranging from Executive and Program/Project Management to Administration, Business, Finance, ICT, Testing, Computing Services, and Technical & Professional Services. Our well-established network allows us to respond quickly and efficiently, supplying Quality, hard-to-get Professionals to meet the specific needs of our public and private sector clients.

KEY OFFERINGS

1. **Quality People's Empowerment Network:** A core pillar of our service model, this network empowers independent consultants and Subject Matter Experts by promoting their expertise, facilitating access to high-stakes opportunities, and providing a supportive ecosystem.
2. **Global Strategic Advisory:** In partnership with international trade and investment specialists, we facilitate bi-directional growth between Australia and global markets, including the UK, Europe, and NATO-aligned regions. We support inbound international firms with "soft landing" market entry and assist Australian clients with outbound expansion strategies.
3. **Global Healthcare Talent Pipeline:** In partnership with Nexus Recruitment Solutions, we source exceptional, English-speaking doctors, nurses, and allied health professionals from the UK and India. We manage the entire lifecycle, providing a seamless, end-to-end solution for vital regional health services.
4. **Defence & Security Ecosystem:** Through Quality People's Empowerment Network, we provide an integrated support model combining workforce solutions with expert security consultancy and Defence strategic advisory. By leveraging our strategic partnerships with WorkSec, GuardWare, Autocom Solutions, GlofAI, and The Defence Advisory, we ensure the seamless deployment of Quality Professionals across the most complex digital and physical environments.
5. **Security Clearance Sponsorship:** Through our partnership with WorkSec, we facilitate the sponsorship and acquisition of security clearances for qualified professionals, providing a clear pathway for Quality Professionals to enter the security-cleared contracting market.
6. **Quality People ARK (Advice, Retain, Knowledge):** We advocate for veterans transitioning from Defence into civilian careers with purpose, providing dedicated guidance and resources to help them leverage their unique skills and experience.
7. **Quality People ILS (Integrated Logistic Support) Practitioner Course:** Directly addressing the skills shortage in the Defence and associated industries, our comprehensive ILS Practitioner Course is a cornerstone of our service suite.
8. **QP4U Audit:** Our proactive 5-Step Safety and Compliance Plan ensures the highest standards for all candidates we place.

OUR VALUES AND COMMITMENTS

Quality People is built on a foundation of ethical integrity, a deep commitment to inclusiveness, and a dedicated pursuit of professional excellence. Our values guide every connection we make and every project we support:

- **Ethics and Professional Integrity:** We operate with complete transparency and diligence. As a proud member of the Association of Professional Staffing Companies (APSCo), we uphold the highest standards of professional conduct, ensuring fairness in every engagement.
- **Inclusiveness and Empowerment:** We champion diverse and inclusive workforces, recognising that varied perspectives drive innovation. We are dedicated to providing equal opportunity for all, ensuring a level playing field for all Quality Professionals. This includes:
 - **Veteran Advocacy:** We advocate for veterans transitioning from Defence into civilian careers with purpose, providing dedicated guidance and resources to help them leverage their unique skills and experience.
 - **Indigenous Engagement:** We actively foster Indigenous participation through our role as an Industry Certified Ally Member of the NT Indigenous Business Network (NTIBN) and our partnerships with organisations like Cross Cultural Consultants NT and MK PMC.

Our commitment is further strengthened by the strategic advisory of James Mayo, principal of MK PMC and a key partner within Quality People's Empowerment Network, who assists us in connecting with Indigenous enterprises and communities to drive meaningful engagement.

- **Proactive Safety and Wellbeing:** Safety is paramount. We go beyond standard compliance by utilising our proprietary QP4U Audit 5-Step Safety and Compliance Plan to ensure the highest standards of health and safety for every Quality Professional.
- **AI Governance and Transparency:** We are committed to innovation and efficiency, leveraging AI to augment our workforce solutions. We operate on a strict "Human-in-the-Loop" principle, ensuring all AI-driven outputs are verified by our team. Our use of technology is governed by rigorous data security protocols, ensuring the privacy and integrity of client and candidate information at all times.
- **Relationship-First Partnership:** We are your dedicated strategic partner. Through our Cohesive Relationship Management (CRM) model, we build the trust and collaboration required to deliver shared growth and lasting impact on your projects.

OUR STRENGTHS AND COMPETITIVE ADVANTAGES

Quality People provides Quality Professionals and comprehensive workforce solutions. Our commitment to "Achieving Professional Excellence" assures clients that the resources we provide are of the highest standard, contributing to your own pursuit of excellence in every project. Our core strengths include:

1. **Quality People's Empowerment Network:** This core differentiator empowers independent consultants and Subject Matter Experts by promoting their expertise and facilitating access to high-stakes opportunities. Supported by our Cohesive Relationship Management model, we manage all contractual complexities, enabling our network members to focus exclusively on delivering specialised work.
2. **Specialised Recruitment:** Identifying and securing Quality, hard-to-get Professionals through a deep understanding of niche markets.
3. **Expert Contractor Management:** Minimising HR risks for clients with robust, compliant, and efficient processes.
4. **Cleared Talent Acquisition:** Rapid acquisition and deployment of vetted, security-cleared Quality Professionals for high-stakes Defence, Space, and Cyber environments.
5. **Holistic Service Offerings:** A comprehensive suite of services, including the ILS Practitioner Course, international advisory, and global healthcare sourcing.
6. **Rapid Talent Acquisition:** Leveraging our extensive network for swift and efficient placement of Quality Professionals.
7. **AI-Augmented Efficiency:** We leverage secure, enterprise-grade AI to enhance the speed and accuracy of matching Quality Professionals to project requirements, underpinned by strict human oversight and data security governance.

INDUSTRY SECTORS AND SPECIALISED DOMAINS

Quality People provides workforce solutions across a broad range of sectors, with deep expertise in:

1. **Core Sectors:** ICT (Information & Communications Technology), Defence, Space, Cyber Security, Government, Healthcare & Social Assistance, Banking & Finance, Mining/Resources & Utilities, Engineering & Construction, Manufacturing, Rail & Roads.

2. **Specialised Professional Domains:** Programs & Projects, Data Analytics & Management, Organisational Planning & Development, Communications, Integrated Logistics Support (ILS), Business & Procurement, Management & Corporate Governance, Human Resources, and Technical Services.

NATIONAL PRESENCE AND GLOBAL REACH

Headquartered in Melbourne, Quality People maintains a robust national presence with offices in Darwin, Perth, Brisbane, the Sunshine Coast, and the Gold Coast. This extensive network allows us to provide localised support, deep regional market knowledge, and rapid response times for our clients across local, state, and federal levels throughout Australia.

Beyond our physical locations, Quality People's Empowerment Network acts as our extended operational reach. This borderless ecosystem of independent consultants and Subject Matter Experts enables us to deploy specialised talent to any project site across Australia and internationally.

Complementing our national footprint, our strategic international partnerships including our Global Healthcare Talent Pipeline and International Strategic Advisory, extend our reach into the UK, Europe, and NATO-aligned regions. This global connectivity enables us to bridge international markets with Australian opportunities, ensuring our clients benefit from both local expertise and a world-class global network. Combined with our hybrid operational model, we ensure the right expertise is delivered wherever and whenever it is required.

TRUSTED BY LEADING ORGANISATIONS

Quality People has a proven track record of delivering workforce solutions to an extensive list of established clients. Our partners include, but not limited to:

- **Australian Federal Government:** Department of Defence (DoD), Department of Employment and Workplace Relations (DEWR), Australian Maritime Safety Authority (AMSA), Department of Agriculture, Fisheries and Forestry (DAFF), Digital Transformation Agency (DTA), Australian Electoral Commission (AEC), Australian Tax Office (ATO), Department of Foreign Affairs & Trade (DFAT), and the Bureau of Meteorology.
- **State & Territory Governments:** ACT Government, Queensland Government (including Department of Transport and Main Roads), Northern Territory Government, NSW Government, Western Australian Government, and the Victorian Government, alongside various Government and semi-Government instrumentalities.
- **Local Government:** Various regional and city councils across Australia.

Private Sector & Infrastructure:

- **Resources & Mining:** BHP (Iron Ore & Nickel West), Rio Tinto (Iron Ore), Glencore, Woodside, Unity Mining Limited.
- **Energy & Utilities:** Origin Energy, AGL, Jemena, Energy Australia, AusNet Services, United Energy, Sun Water, Melbourne Water, Water Corporation (WA), Power and Water Corporation (NT).
- **Defence, Engineering & Infrastructure:** Amentum, AECOM, Jacobs, Ventia, Downer, Golder Associates, Beca, Synertec, Logistic Engineering Services, Shoal Group, Textron Systems Australia, Moog Australia, Minerva Engineers, RCR Tomlinson, Jaytex Construction, JLL Group, ASG, Queensland Rail, V/Line Pty Ltd, Bird & Bird, and Bayset.