

QUALITY POLICY STATEMENT

Employment Directions is committed to being a leading provider of Jobactive (Work for the Dole Coordinator) and Youth Services in Australia. Our first responsibility is to our participants, hosts, customers and personnel (stakeholders) and we are committed to providing the highest level of service and care, meeting or exceeding not only the expectations of participants and customers, but also any applicable regulatory or statutory standards and to ensure that we conform to ISO 9001:20015 standards. In order to achieve this, Employment Directions has created and maintains a QMS.

Employment Directions has a Strategic Plan for the organisation. This plan outlines the organisations business focus, priority areas and short term and medium goals. This strategic plan is used as the basis for developing our Quality system. In addition to this and when developing and/or reviewing our Quality System, we use the following to guide our policy and system to ensure that it:

- Is appropriate to the mission, vision and goals of Employment Directions and the needs of its customers
- Includes a commitment to comply with the requirements and continuous improvement of its products and services
- Maintains current external funding and enhances opportunities for future funding;
- Provides a framework for establishing and reviewing quality goals and action strategies according to Employment Directions strategic plan;
- Is communicated to all employees through a variety of methods including the organisation's strategic plan documents, training manuals, internal staff meetings, internal intranet, and new employee orientation with comprehension of the policy verified through internal audits, and
- Is reviewed for suitability and continuous improvement of the QMS.

To meet these aims we will ensure:

- Our procedures, policies and processes are continually improved to:
 - Maximise efficiency;
 - Minimise cost; and
 - Prevent customer complaints
- Quality and efficiency of services are promoted, monitored and continually improved to enhance customer satisfaction and organisational performance;
- Our Employees are fully trained and assessed against role requirements to ensure quality of program service delivery;
- The most suitable products, resources and suppliers are used in the provision of programs and services;
- Effective, current and relevant communication is maintained internally within the organisation and externally with customers to ensure:
 - Program and service information is communicated; and
 - The customer's requirements are properly understood and met.
- The highest Workplace safety standards are met.

Employment Directions Quality Management System is documented in the organisations Quality Policy Manual, Standard Operating Procedures and associated policies and documentation. These documents describe how the requirements for quality are recognised and how consistent and uniform control of these requirements are established and maintained.

Copies of the quality Policy Manual, Procedures, Policies and documentation are available to all employees. In addition, the organisation will provide instruction and training to ensure that all employees are competent to meet the requirements of the Quality Management System.

The Quality Representative is responsible to the Chief Executive Officer for ensuring these policies are implemented and maintained. This policy statement is reviewed for suitability to the on-going operations of the organisation on an annual basis as part of the Management Review Process.

Approved By CEO:



Date: 3rd March 2017

Approved By QR:



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