

QUALITY POLICY

REFERENCE:	TBG.v09 09/2024
OWNERSHIP:	Group Quality
AUTHORISED BY:	The BUSY Group Managing Director
REVIEW:	09/2026

SCOPE

Whilst The BUSY Group's Business Management System applies to the overall quality management of The BUSY Group, in the delivery of programs the scope is limited at this point to the following programs: Australian Apprenticeship Support Services (AASS), WFA Specialist (EXO), Transition to Work (TtW).

SAFEGUARDING COMMITMENT

As an organisation that prioritises the safeguarding of children and all vulnerable people, The BUSY Group is committed to providing a safe environment across all we do by actively adopting strategies that embed a culture of zero tolerance for abuse of any kind.

RESPONSIBILITIES

The BUSY Group is an organisation which provides employment, training and education programs. Our programs and services change people's lives, and the quality of our service is critical to our success and that of our customers.

The BUSY Group has in place a Quality Management System for the purpose of managing the quality of services, better meeting customer expectations and business objectives, and ensuring the organisation remains a market leader in employment and training services.

The Quality Objectives of The BUSY Group are:

- Ensure a high level of **customer satisfaction**, trust and confidence by maintaining service quality
- Achieve high levels of **business performance**
- Create a sustainable business which delivers a **range of integrated programs** through both Government funding and new technology
- Deliver more opportunities in our **communities**
- Deliver contracts in accordance with all **contractual and regulatory obligations**
- Apply a philosophy of **continual improvement**.

Achievement of these objectives is measured using Key Performance Indicators.

The Group's Executive Management Team is fully committed to the achievement of these objectives, and the ongoing maintenance and improvement of the Business Management System.



Paul Miles
 Managing Director
 The BUSY Group
 30/09/2024

Version	Date	Change Summary	Author/Reviewer	Approved by:
9	Sept 2024	Updated template, replaced Child Safety Statement with Safeguarding Commitment. Deleted VAFS and NDIS as no longer within scope.	Group Quality	