

## QUALITY OBJECTIVES STATEMENT

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<b>REFERENCE:</b>	TBG.v10   09/2025
<b>OWNERSHIP:</b>	Group Quality
<b>AUTHORISED BY:</b>	The BUSY Group Managing Director
<b>REVIEW:</b>	09/2026

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### SCOPE

The BUSY Group's *Business Management System (BMS)* is a comprehensive framework that integrates all aspects of the organisations management processes. As quality management is embedded within this framework, these objectives apply to all activities, services and programs undertaken by The BUSY Group.

However, at this point the scope of the organisations accreditation with the ISO:9001 standard is limited to the following programs: Australian Apprenticeship Support Services (AASS), Workforce Australia Specialist (WFAS), 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.

### COMMITMENT TO QUALITY

The BUSY Group delivers employment, training and education programs that make a meaningful difference in people's lives. The quality of our services is therefore fundamental to not only our success but that of our customers.

To support this commitment, the BUSY Group has implemented a *Quality Management System (QMS)* and established a set of specific, measurable quality objectives. These objectives are designed to ensure our services consistently meet high standards, support customer expectations and our strategic goals and maintain our position as a market leader in employment and training services.

These objectives guide our continuous improvement efforts and form the foundation of our quality planning, measurement and review processes.

Each objective is aligned with our vision and purpose to deliver impactful services that make skills, education and employment accessible to every person, so they can create their own world of 'unbounded possibilities'.



**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
- ❖ Ensure the effectiveness and resilience of our Quality Management System by proactively considering the relevance and impact of climate change on our operations and stakeholders
- ❖ Deliver more opportunities in our communities
- ❖ Deliver contracts in accordance with all contractual and regulatory obligations
- ❖ Apply a philosophy of continual improvement.

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



**Paul Miles**  
 Managing Director  
 The BUSY Group  
 1/10/2025

Version	Date	Change Summary	Author/Reviewer	Approved by
10	Sept 2025	Change of document title from <i>Quality Policy</i> to <i>Quality Objectives Statement</i>  Addition of new climate change objective approved by QRSC, EGM CS, COO & MD	Group Quality	Managing Director
9	Sept 2024	Updated template, replaced Child Safety Statement with Safeguarding Commitment. Deleted VAFS and NDIS as no longer within scope.	Group Quality	Managing Director