



## QUALITY POLICY STATEMENT

Echo Australia Inc. is a successful and respected not-for-profit community organisation based in Melbourne. ECHO is committed to enriching the community by the provision of superior pre-employment and employment programs.

At ECHO we are committed to achieving our Vision and Mission by controlling our business effectively and measuring our performance against defined criteria.

We will endeavour to do this by:

- Monitoring our critical processes and key performance indicators throughout the business;
- Treating each client as an individual and ensuring their needs are met and, wherever possible, exceed;
- Continuously refining and improving our delivery methodologies; and
- Providing a safe and healthy work environment for our employees and clients.
- Using ISO9001 & National Standards for Disability Services to set up the frame work for our management system and ensuring ongoing compliance with applicable regulatory requirements both at the State and Federal level.

Our Quality Management System has been designed to help us monitor and achieve the above objectives without compromising our moral, ethical or legislative obligations.

Furthermore, we are committed to continually improve the system in all facets of the operation at ECHO. Every ECHO employee, within their capacity, is responsible to contribute towards the achievement of the objectives defined in this Policy Statement.

On behalf of everyone at ECHO,

Michael Locke  
Chief Executive Officer  
16<sup>th</sup> June 2016