



Quality Policy

Brite Services and Victorian Vocational Rehabilitation Association (Brite) has committed to this Quality Policy, committing the organisation and its people to quality performance.

It is Brite’s mission to empower people by creating person-centred training and employment opportunities through innovative social enterprise and driving change for an inclusive society.

We engage in purposeful partnerships within the community and are committed to delivering high-quality products and services to all stakeholders. To meet this commitment, we focus on instilling a quality first focus across all areas of the organisation, both in the provision of supports to our internal participants as well as the goods and services we provide to our commercial customers.

The Quality Policy, developed and endorsed by Brite’s Executive Management Team, outlines how the organisation applies the ISO9001:2015 Quality Management System Standard. It defines Brite’s commitment to quality outcomes and provides a framework for the development of organisational quality objectives.

Brite’s Quality Management System (QMS) has been established to describe the mechanisms by which we will meet the needs of our customers, while maintaining compliance with all relevant statutory and regulatory requirements.

It is the responsibility of the Executive Management Team to ensure that the policies and procedures of the QMS are documented and communicated appropriately to all interested parties.

Brite monitors the effectiveness of the Quality Management System, by reviewing performance against policies and procedures as well as operational standards and regulatory requirements. The Executive Management Team is responsible for reporting the results of performance evaluation through QMS reviews, and providing resources required to achieve quality objectives.

Brite fosters a continuous improvement culture by placing value in the identification of risks and opportunities at all levels and implements process improvements as necessary.

The implementation of Brite’s Quality Management System ensures that all parties are empowered to actively contribute to a quality first focus and support the delivery of positive outcomes for all stakeholders.

Robert Hannaford
Chief Executive Officer

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