



OUR QUALITY POLICY

Youth Projects is an independent, not-for-profit organisation first established in 1984 to respond to rising youth unemployment and entrenched disadvantage in the north of Melbourne.

Youth Projects provides health, outreach, community and employment, education and training services to individuals experiencing disadvantage, unemployment, homelessness and alcohol and other drug issues.

**VISION, MISSION and VALUES:**

**Our Vision is:**

Life changing opportunities for every young person

**Our Mission is:**

High Impact Support. Without Judgement. Full Stop.

**Our Values are:**

Social Justice ~ Inclusion ~ Empowerment ~ Integrity ~ Respect ~ Courage ~ Commitment

Youth Projects Board of Directors, Senior Management, Leadership Group and staff achieve the organisation’s mission through commitment to:

- ❖ Complying with requirements and continually improving the effectiveness of the quality management system:
- ❖ Continually reviewing and monitoring the organisation’s performance and service delivery against performance and quality objectives:
- ❖ Delivery of well coordinated, timely and streamlined services meeting client and stakeholder expectations; and
- ❖ Adding value to our clients and sector by taking an educative, facilitative and supportive role to improve service outcomes.

**Our staff are committed to this policy and are focused on continuous improvement, best practice and working as a team towards the common goal of excellence in quality service delivery.**

Melanie Raymond  
Chair Board of Directors

Ben Vasiliou  
Chief Executive Officer

