

AAG's management and staff are committed to delivering quality services and programs, such as:

- Employment services
- Accredited and non-accredited training
- Supported Employment Services through a range of social enterprises
- Social Inclusion through a range of NDIS activities

AAG's various customers' needs and expectations are met by a tailored approach, where ongoing review and improvement mark the steps to achieving successful outcomes for employees and employers.

Customer focus is our paramount goal. To achieve this, some of the legislative and regulatory requirements that AAG adheres to are the: National Standards for Disability Services Standards, National Disability Insurance Scheme Practice Standards and Quality Indicators, Child Safe Standards, Australian Charities and Non-for profits Commission's Governance Standards and the Standards for Registered Training Organisations (RTOs) 2015 throughout our operations.

All staff receive training to deliver our quality service and to participate in the continued and regular review of our quality systems.

AAG's commitment to quality and continuous improvement is evidenced in the organisation's strategic planning and measuring of outcomes.

The quality policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets.

Access Australia Group purpose:

'Provide meaningful participation, training and employment pathways for people living with disability or disadvantage'

Access Australia Group Vision:

'Employment for people living with disability or disadvantage'