



## CAPABILITIES STATEMENT

### COMPANY SNAPSHOT & CONTACT INFORMATION

15a/56 Keys Rd  
Cheltenham Vic 3192  
Web: [www.marriott.org.au](http://www.marriott.org.au)  
Email: [admin@marriott.org.au](mailto:admin@marriott.org.au)

#### Structure:

Company Ltd by Guarantee  
ABN 36094426061

#### Contact:

Linda Vogt, Head of Social  
Enterprise Operations  
Ph: 03 9947 1115

Bill Stott

Business Development Manager  
Ph: 0418 930 695

Registrations: ACNC, ASIC, ATO  
(PBI),

Certifications



Respect

Integrity

Accountability

Safety

### ABOUT US

Fresh Start Facilities Management meets industry demand for a certified social enterprise with 10 years+ proven professional expertise and a reputation for consistency and high-quality facility maintenance and maintenance services.

We manage small to medium size contracts for various levels of state and local government and corporate clients. When you hire Fresh Start you meet social procurement KPI's required under the Victorian Government Social Procurement regulations and demonstrate corporate commitment to authentic inclusion and social equity outcomes.

***We help our customers to achieve effective social impact through the hire of certified social enterprise services that employ and benefit people from a diverse background of disabilities and social disadvantage.***

Fresh Start Facilities Maintenance services comply with Covid-safe protocols and meet the needs of the facility management sector. We offer excellence in customer service, commitment to safe work practices, the environment and a continuous improvement approach.

### CORE COMPETENCIES

Rubbish Removal,  
Garden and grounds  
maintenance

Corrective Maintenance,  
Minor works and  
Contractor Management

### DIFFERENTIATORS

- ✓ Social procurement solution
- ✓ Rigorous 'Safety first' agenda
- ✓ Provides meaningful work, and inclusive employment to a diverse range of people
- ✓ Carved out a reputation of reliable project delivery over last 10 years in facility management cleaning in social housing and commercial offices.

## SOCIAL PROCUREMENT

As a certified social enterprise, Fresh Start can partner with you to create genuine social value which goes beyond the commercial value of the goods and services you procure from us.



**SOCIAL VALUE = financial + impact**

Marriott Fresh Start earns service contracts through robust procurement processes. We meet your social procurement targets by delivering a service more than equal to that provided by a commercial supplier - with the added value of creating employment options for people who are disadvantaged and marginalised.

## TEAMWORK:

Fresh Start teams are trained, briefed and equipped to provide market leading services. Through the integration of supported staff within our teams, individual strengths of workers are embraced and outcomes are designed to meet industry standards and customer specific criteria.

### DELIVERING SERVICES

We operate a "Do it right the first time" philosophy. Through transparent planning with our customers, we can deliver projects that balance short term objectives with a long term viable service cycle approach

### SAFE WORK PRACTICES

Safety of our staff and the community in which they work are paramount. A focus on sustainable work practices which sees everyone having a role in actively seeking safer, smarter and environmentally sensitive solutions

### RISK MANAGEMENT STANDARDS

Risk management is crucial, and having accreditation AS/NZS 4801:2001 for safety forms a significant cornerstone to our operations. We show that it is the commitment to our processes to ensure compliance that upholds our standards of operation

### OUR PEOPLE

Qualified and industry experienced. Staff receive regular L & D to ensure best practice operations. Regular OH&S training, including "Safe Work Practices", and operational and safety updates occur during weekly toolbox meetings