

Quality of Service Policy

Policy Summary

We are committed to:

- Providing consistent and high-quality recruitment services, supported by practical, externally certified management systems
- A culture of constant improvement
- Meeting the requirements of our StaffSure accreditation.

In doing this, we will always pursue our Mission and Vision and apply our Values.

Policy Details

Cox Purtell Staffing Services is an Australian-owned agency specialising the recruitment of high quality temporary and permanent staff for our clients.

Our Mission:

- We're passionate about people, that's why we do recruitment better.

Our Vision:

- The most trusted and referred recruitment partner. Always evolving, always striving, always caring.

Our Values:

- Above all, respect
- Be accountable, proactive and authentic
- Excellence Matters
- Consistent & Collaborative Relationships with all
- Thrive on innovating and learning
- Be optimistic

Other Guidelines:

- Be trusted advisors to our clients and candidates by working consultatively to build relationships based on accountability and quality outcomes.
- Provide a recruitment experience supported by certified processes and procedures, delivered by industry specialists committed to ongoing training and development
- Provide a personalised, professional and friendly service underpinned by our Mission, Vision and Values in everything we do.
- Give honest feedback and continually monitor customer satisfaction including the use of external surveys, so we can better meet our customers needs



- Provide a safe, healthy and environmentally sustainable workplace for our employees
- Drive future growth by assessing our performance frequently, using suitable data including results of internal and external audits

Through successfully achieving our Mission, Vision and Values, we will demonstrate the integrity of our consultants, leaders and overall business.

James Purtell – Managing Director
Last Updated: 5th March 2026

