

# Our Information Security and Quality Statement

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At CoAct we believe sustained employment transforms lives.

CoAct aims to:

- provide a quality service to customers and stakeholders
- safeguard the confidentiality, integrity and availability of customer and CoAct information.

We adhere to funder requirements and recognised quality standards, which promote consistent and effective practices to staff through implementation of policies, procedures and systems.

We are committed to the continual improvement of our organisation and encourage feedback.

## Our Quality Objectives

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- › Build Strategic Partner Relationships
- › Investment in Workforce Expertise
- › Growing existing and new markets

## Our Success Factors

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We ensure an exceptional Customer experience by managing feedback complaints, incidents and monitoring customer satisfaction.

We uphold strong compliance practices by ensuring our staff are aware of requirements through provision of necessary training and monitoring.

We ensure our customers have a positive, secure and safe experience by managing risk and maintaining the certifications required.