



**Agreed Performance Statement**

*The ACHS strongly believes in the public availability of appropriate information resulting from accreditation surveys, and is actively encouraging all members to make this information available to interested parties, most notably consumers. As part of our public disclosure initiative the ACHS survey team provides an Agreed Performance Statement (APS) to be placed on the ACHS website. The member organisation may also provide an APS to be placed on the website. The APS should include reference to strengths and/or weaknesses identified during survey.*

<b>Name of member organisation:</b>	<b>Quality Health Care</b>
<b>Org Code</b> :	<b>120051</b>
<b>Date</b> :	<b>9 May 2017</b>

Survey Coordinator's Comments

Quality Health Care is a small but growing private company serving vulnerable young people and adults who have disabilities and mental health problems. Two main service types are offered: accommodation and disability support, and home and community care funded largely by Commonwealth and State programs and brokerage arrangements. It is also an approved provider of National Disability Insurance Scheme (NDIS) services. The organisation provides a well-established person centred model of care for clients receiving residential and community and in-home services. This model of care integrates all facets of therapy and support with an exemplary focus on client choices and decision-making. Highly committed and competent staff support clients to develop personal and living skills and positive behaviours, and to achieve optimum independence and enjoyment of life. Despite the many challenges faced by clients and staff the atmosphere of the whole organisation is bright and forward looking, and client and family/carer satisfaction is high. QHC has embraced the NDIS opportunities and is expanding its range and depth of services and facilities to meet the needs of NDIS clients. The forward-looking and client centred approach of QHC should stand it in good stead for further expansion and maintenance of its reputation for high quality services.