



### 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>Marie Stopes Australia – VIC</b>
<b>Org Code :</b>	<b>265189</b>
<b>Date :</b>	<b>19-20 September 2017</b>

### Survey Coordinator's Comments

The MSA Victoria team have worked well to sustain improvements over the past three (3) years and in achieving the accreditation result on this survey occasion in 2017.

Governance systems, reporting and communication systems have been improved along with a solid investment in staff competency development. Initiatives in achieving improved clinical outcomes particularly for women identified 'at risk' are evidenced as leading best practice. Developments derived from increased consumer engagement and consumer-driven initiatives reflect the organisation's strategic focus and operational success in striving towards best patient outcomes.

There is good evidence of MSA Victoria Centres providing a consistently safe, quality service in the selected specialties related to advancing sexual and reproductive health. The clinical leadership and collaborative strengths of the Medical Advisory Committee are acknowledged. Advances in clinical risk management are remarkable.

Leadership and staff are clearly committed to the mission and values of the organisation with a collective focus on quality outcomes. Staff/health team, referrer, patient and carer satisfaction with the service is high. Local Centre and national team relations witnessed by the surveyors are a notable strength. Evidence is advanced and well documented in reflecting an expanding, dynamic organisation with a best practice quality and risk management system and a strong culture of safety and learning; consumer-engaged and highly responsive to local community needs.