



Agreed Performance Statement

From 1st July 2007, the ACHS Terms and Conditions includes the introduction of a policy regarding compulsory public disclosure of an individual organisation's accreditation results.

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.

Name of member organisation:	HCF Dental Centres
Org Code :	12 00 03
Date :	17 – 20 May 2011

Organisation's Comments

The HCF Dental Centre Network aims to be the service of choice for HCF members in the Sydney metropolitan area. It maintains 93 surgeries in seven Dental Centres which are staffed by credentialled dentists and dental specialists. Since the ACHS Organisation-wide Survey in 2009 it has been preparing for deployment of an Electronic Patient Record and digital radiography in order to ensure that members benefit from state of the art diagnostic and record keeping technologies. Significant investment has been made in equipment upgrades and staff training in order to ensure that clinical services are delivered safely and at a high standard of quality.

Survey Coordinator's Comments

HCF Dental Centres treat more than a quarter of a million patients per year through a series of dental practices across Sydney. The organisation is well managed and has quality systems in place to ensure an ongoing focus on improvement. From the documentation and the site visit it appears that care provided is completed in keeping with best practice in Australia and modern and well maintained facilities are present. The processes in place within the organisation provide a strong level of governance to ensure sustained quality care.