



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:	Dutiful Daughters
Org Code :	15 00 04
Date :	13 September 2011

Organisation's Comments

DD strengthened their risk management programme across all aspects of the organisation and procedures were altered to mitigate risk.

Reporting processes have been advanced to provide key performance indicators to evaluate services, carers hours, and quality improvements. Evaluation of client files establishing a notification alert when review is required to ensure period assessment.

Advice was sought on legal matters to improve the company policies and procedures to ensure that clients contracts are effective and secure, along with matters relating to privacy and confidentiality.

DD appointed a Senior Care coordinator to oversee the carers and coordinators and support them on clinical matters as needs arise. Their role and responsibility also involves the in-house and client specific training of carers. Feedback from carers was reviewed and new mechanisms have been introduced to encourage and sought information more frequently with reports provided to clients more regularly.



Survey Coordinator's Comments

Management and staff at Dutiful Daughters (DD) are thanked for the information provided prior to the periodic review. This information enabled the survey team to evaluate the progress since the OWS, and to gain insight into the service overall. DD is congratulated on the positive approach to providing the services it does and is wished well for the future.