

## MEDIA RELEASE

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### MALLEE TRACK DELIVERS QUALITY SERVICES

**Independent assessors have again backed the Mallee Track Health and Community Service, reapproving the organisation's accreditation.**

Officials from HDAA recently spent a week visiting MTHCS to review its operations across the Mallee.

MTHCS Interim Chief Executive Officer, Tracey Wilson, said the assessors' feedback was very pleasing.

"The commentary from the assessors overall was very positive, noting the improved staff morale and workplace culture from the previous year's assessment," Mrs Wilson said.

"HDAA has been on site to assess for a few years now and commented several times through the week about the improved staff morale, which is a great comment given the effort that the Board and Executive have put to this in recent months.

"He noted that the staff he interviewed used words describing their role at MTHCS as enjoyable, positive, friendly and open, which is all great to hear."

MTHCS will receive a final report in the coming weeks, including advice on some areas for improvement when it comes to assessing contacts and internal auditing.

"It was noted that MTHCS has mature governance systems and that in general we have continuous improvement aligned with our practice," Mrs Wilson said.

"We will develop an action plan to respond to the areas where we need to improve and consider the suggestions and observations to assist us to continue to improve.

"To each and every member of the team at MTHCS, thank you for all that you do.

"We have all achieved a fantastic outcome and should all be very proud of this result."

#### **Picture:**

**MTHCS Interim CEO Tracey Wilson and Acting Executive Director of Nursing Dr Frances Peart**

#### **For further information:**

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