



Directions

Disability Support Services
— For individuals & families —



12 Blackburn Street
Maddington WA 6109
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Maddington WA 6989

17 January 2018

Dear friends and families

Thank you to everyone who participated in our Department of Communities independent quality evaluation. The evaluators spoke to 21 people that we support and their families and we really appreciate the feedback that you all gave.

The draft evaluation report has now been completed and I am happy to tell you that we have achieved a very positive outcome. We had no required actions and were not given any recommendations for service improvement. The evaluators also noted two “exceptional practices” where Directions is doing particularly well. The first of these is our host family panel with independent experts ensuring that everyone is properly safeguarded. The second is the way that we ensure our support workers are always carefully matched with the people that we support.

The draft report is available on our website via this link: <http://www.directions.asn.au/about/publications>

We would also be very happy to email or mail you a copy of the draft report if you would like us to. Don't hesitate to let me know either by phone 9262 4900 or by email elizabeth.barnes@directions.asn.au

If you would like to make any comments on the draft report to our evaluators, or if you feel that there are any errors in the report, please contact our Evaluator Team Leader directly in the next five days. Ross Boaden can be reached on 9354 1190 or by email rboaden@iprimus.com.au

Thank you again for all your support. This glowing report is a fantastic accolade for everyone at Directions. We look forward to sharing a great 2018 with you!

Kind regards

Elizabeth Barnes
Chief Executive Officer



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