

National Safety and Quality Accreditation Review
GPO Box 5480
Sydney NSW 2001

To Whom It May Concern

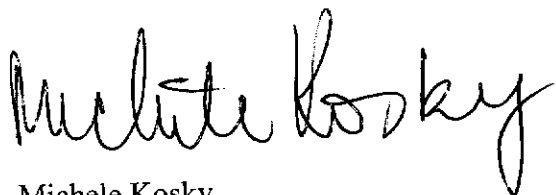
Please find enclosed feedback from Health Consumers' Council WA on
An Alternative Model for Safety and Quality Accreditation in Healthcare.

The Health Consumers' Council is an independent community based organisation, representing the consumers' 'voice' in health policy, planning, research and service delivery. The Council advocates on behalf of consumers to government, doctors, other health professionals, hospitals and the wider health system. Funded by the Department of Health WA, the Council provides a state wide service. To find out more you can check our website www.hcc-wa.global.net.au.

Generally, we believe that the inclusion of consumers as suggested by this document is tokenistic. Some consumers who read the document reported that the 'benefits/effects on consumers of some of the proposals draw a long bow'.

The reporting of accreditation outcomes to the community is applauded and a national common language is essential.

In addition, the consistency of survey/assessment, inter-assessor reliability is a must especially if survey outcomes are being used to identify trends, develop policies and allocate resources.



Michele Kosky
EXECUTIVE DIRECTOR

28 September 2007

