

REQUIREMENTS for health service organisations at assessment

Responsibilities of your accrediting agency

Assessment requirements

Introduction

Under the National Health Reform Act 2011 the Australian Commission on Safety and Quality in Health Care (the Commission) is responsible for the formulation of standards relating to health care safety and quality matters, and for formulating and coordinating the Australian Health Service Safety and Quality Accreditation Scheme (the AHSSQA Scheme).

The AHSSQA Scheme provides for the national coordination of accreditation processes and sets out the responsibilities of accrediting agencies in relation to implementation of the National Safety and Quality Health Service (NSQHS) Standards.

During 2017, the Commission undertook a comprehensive review of the AHSSQA scheme identifying strategies to improve the reliability of the accreditation process. Details of these strategies can be found in [Review of the Australian Health Service safety and Quality Accreditation Scheme: Improving the reliability of health service organisation accreditation processes](#).

The conditions of approval for accrediting agencies under the Scheme were also reviewed and are detailed in the [Policy - Application for approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct accreditations of health service organisations using the Scheme's standards](#) (the Policy).

Changes in assessment requirements

This fact sheet highlights specific conditions that impact on health service organisations and which have recently been updated and appear in the Policy.

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Accrediting agencies are now required to:

- Appoint a qualified assessor as the assessment lead assessor, who manages and coordinates the assessment process
- Take all necessary steps to avoid conflict of interest for the assessors, agency and with the health service organisations
- Only assess standards that are approved for assessment concurrently with the NSQHS Standards. These include mental health, trauma recovery programme or in vitro fertilization. If ISO standards are being assessed, these must be assessed after assessment of the NSQHS Standards is complete
- Ensure that during an onsite assessment, at least 60 per cent of the assessment time is spent in clinical practice or operational areas
- Ensure its contracts with health service organisations, includes consent allowing Commission staff to attend as observers of on-site assessments, confirmed submission of data to the Commission and public reporting of accreditation outcomes.

In addition accrediting agencies are to ensure preliminary and introductory meeting at the commencement of an onsite assessment are no longer than 30 minutes and do not involve presentation on specific safety and quality projects.

Questions?

For more information, please visit:
safetyandquality.gov.au/nsqhs-standards

You can also email the NSQHS Standards Advice Centre at:
accreditation@safetyandquality.gov.au or call
1800 304 056

