

The Commission's purpose is to lead improvements in the safety and quality of health care so all Australians receive better care, everywhere.

We are a trusted national steward of quality improvement for better health outcomes.

We drive the delivery of excellent health care across the health system and patient journey, in collaboration with our key partners.

We harness evidence and the patient voice to inform the delivery of high-quality, equitable and sustainable person-centred health care.

We prioritise leadership of Aboriginal and Torres Strait Islander peoples and communities to support culturally safe care.

The next 5 years will be dynamic, with changes to workforce, models of care, patient and carer needs, technology, community trust, and in socio-economic and environmental impacts on health.

Our strategic plan recognises and responds to these changes, leveraging our unique role, connections, capability and evidence-led culture to lead safety and quality improvement nationally.

Our strategic priorities

High-quality care in an evolving environment

Focus: High-quality health care is delivered consistently, reliably and equitably for all Australians.

Outcome: Consistently excellent care, responsive to patient needs and preferences, is delivered. The health system responds to the evolving environment including to the impact of artificial intelligence, new models of care and climate change.

Strong outcome-focused clinical governance

Focus: Clinical governance, integrated standards and accreditation drive better patient outcomes.

Outcome: The health system is connected, with strong leadership and governance, and is increasingly shaped by data and evidence about outcomes.

Empowered patients, carers and communities

Focus: Health care is designed and delivered with patients and communities.

Outcome: Patients are informed and empowered to shape their care. All organisations have the systems and governance in place to integrate the patient, carer, consumer and community voice, at every level of healthcare design and delivery.

An improvement-driven workforce culture

Focus: Better health care is everyone's responsibility, every day.

Outcome: Improvement is embedded into organisational workforce culture and healthcare delivery. This includes fostering accountability, continuous learning, cultural safety, and a readiness to speak up, act and improve.