

Consultation to develop the third edition

National Safety and Quality Health Service Standards

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Acknowledgement of Country

The Australian Commission on Safety and Quality in Health Care pay respect to the Gadigal people as the Traditional Custodians of Country where the Commission's office is located. We extend that respect to all Aboriginal and Torres Strait Islander peoples, and their deep time connections to land, water and sky.

We recognise that knowledge about healthy Country, community and culture has been developed by Aboriginal and Torres Strait Islander peoples over tens of thousands of years and has been shared for generations. We are committed to partnering with and learning from Aboriginal and Torres Strait Islander peoples through the work that we do.



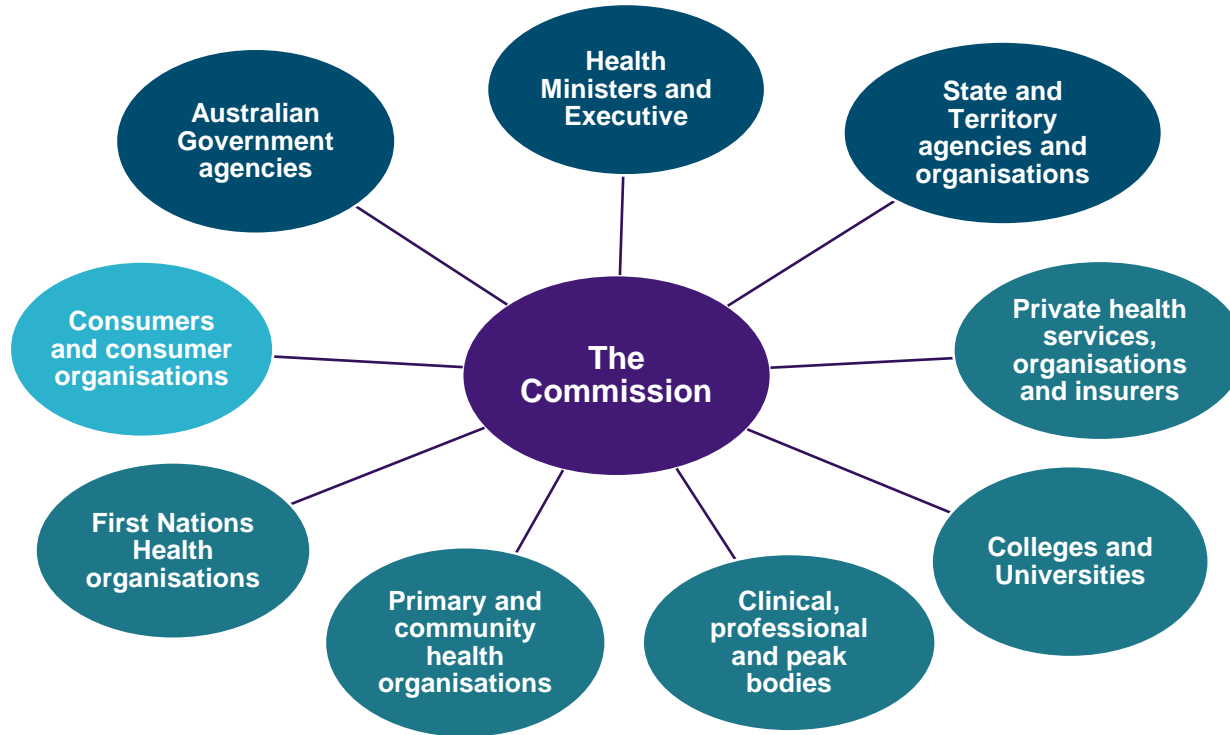
Housekeeping

- Please keep your cameras on and your microphone on mute, when others are speaking.
- We welcome your comments and feedback. Please raise your hand to speak or comment in the chat.
- We are recording this meeting for notetaking purposes. Recordings will be deleted once no longer needed.
- No comments will be attributed to an individual when the information is collated and reported
- We may use screenshots of attendees to post on our webpage and social media.
- Please let us know if you object to being recorded or having your image posted publicly.

National Safety and Quality Standards family



Relationships



Why update the standards?

Standards lifespan generally 10 years, beyond that:

- Evidence base evolves
- Models of care change
- Context for delivery of services varies
- New issues emerge that need to be addressed

Less than 10 years imposes:

- Significant costs on health services realigning to new standards
- Difficulty keeping pace as standard development and implementation is approx. 4-5 years
- Training assessors required to review standards

Quality healthcare

Safe

Effective

Person-centred

Accessible

Integrated

Through the lens of quality, health care should also be:

Equitable

Quality care is provided regardless of person's abilities or social, economic, demographic and geographic characteristics

Efficient

Minimises cost and waste while providing quality care

Sustainable

Minimises environmental impact and reduces emissions while providing quality care

A framework perspective

Standards provide a structured framework for providing high-quality care. They address areas where there are:



The third edition is an opportunity

1. Shape the future of healthcare through targeted standards
2. Strengthen clinical governance
3. Improve quality of care
4. Prioritise patient safety
5. Drive data-based decision making
6. Build consumer trust and confidence
7. Incorporate new and emerging evidence-based practices
8. Maintain a focus on systems and processes but move beyond the minimum requirement towards evaluating outcomes and impact
9. Provide an overarching architecture for the standards family

Examples of emerging issues to consider

Information overload

Climate resilience
and environmental
sustainability

Findings and
recommendations
from reports e.g.
Royal Commissions

Digital health,
digitally enabled
care, cybersecurity,
AI

Integration of the
healthcare system

Discrimination
against First Nations
and other people

Increasing
transactional nature
of healthcare

Workforce wellbeing
and safety culture

Policy and legislative
changes

Timeline

Year	Activities
2025	<ul style="list-style-type: none"> • First public consultation: Opportunities and information gathering on system needs • First draft of the NSQHS Standards (3rd ed.) • Commence scoping for Regulatory Impact Statement (RIS)
2026	<ul style="list-style-type: none"> • Second public consultation: feedback on the draft NSQHS Standards third edition • Second draft of the NSQHS Standards (3rd ed.) • Draft RIS and prepare for consultation
2027	<ul style="list-style-type: none"> • Pilot and evaluation of the NSQHS Standards third edition in select health service organisations • Third draft of the NSQHS Standards (3rd ed.) • Third public consultation: Seek feedback on RIS
2028	<ul style="list-style-type: none"> • Fourth draft of the NSQHS Standards (3rd ed.) • Publish Decision-RIS • Seek Ministerial approval for the NSQHS Standards third edition • Launch NSQHS Standards third edition • Fourth public consultation: development of NSQHS Standards third edition implementation resources
2029	<ul style="list-style-type: none"> • Continued consultation, development and release of NSQHS Standards (3rd ed.) implementation resources
2030	<ul style="list-style-type: none"> • Health service organisations commence assessment to the NSQHS Standards third edition

Specific questions

- **Safety and quality risks:** What existing and emerging safety and quality risks should the Commission be considering for the third edition?
- **Impact and integration:** How can the third edition have a greater impact on driving high performance and integration?
- **Learning vs. compliance:** How can the third edition prevent a compliance mindset and support a continuous learning approach and a focus on outcomes?
- **Format and useability:** What needs to change in the current format and structure of the standards for the third edition to be easier to understand and act on?
- **Redundancies:** Are there areas of duplication or redundancies that could be removed from the standards?

Have your say

- Provide your feedback:
 - Complete the [health sector survey](#)
 - Complete the [consumer survey](#)
 - Provide a [written submission](#)





Australian
Commission on
Safety and Quality
in Health Care

Thank you

T. +61 2 9126 3600

Level 5, 255 Elizabeth St
Sydney NSW 2000 Australia

safetyandquality.gov.au