

Health Sector Written Submissions

NSQHS Standards (third edition) consultation

The Australian Commission on Safety and Quality in Health Care (the Commission) has released the [initial draft of the National Safety and Quality Health Service \(NSQHS\) Standards](#) (third edition) for consultation.

The draft focuses on the patient experience and aims to make care respectful, inclusive and culturally safe for everyone. It highlights clear communication and shared decision making within a better clinical governance framework. The goal is high-quality person-centred care that is safe, effective, equitable, integrated and continuously improved.

You can learn more about what we heard from the first consultation and how it influenced the draft, by reading [the Rationale for Change](#).

You are invited to provide written feedback to the Commission, addressing all or any of the following questions. Your input will help shape and refine the first draft of the third edition.

Written submission questions

1. How well do the Standards reflect key safety and quality priorities? What is missing?
2. What changes would strengthen the Standards to support the delivery of high-quality care and better health outcomes?
3. How well do the Standards support care delivery and coordination across services, settings, and providers? How could this be improved?
4. Are the Standards easy to understand and free from duplication? Where could they be clearer or simpler?
5. How well do the Standards help health services learn, reflect and improve over time? What could strengthen this?
6. What changes to the Standards would reduce the compliance burden, while maintaining safety and quality?

Submitting written responses

Thank you for your interest in the development of the NSQHS Standards (third edition). We value your feedback and appreciate your time and input into this process.

Email

Attention: NSQHS Standards (third edition) – Consultation 2 – Submission
NSQHSSThirdEdition@safetyandquality.gov.au

Mail

If you are unable to share feedback via email or online, you may send your submission to:

Attention: National Standards Program
NSQHS Standards (third edition)
Australian Commission on Safety and Quality in Health Care
GPO Box 5480
Sydney NSW 2001

Expressions of interest – Piloting the NSQHS Standards (third edition)

If your health service organisation would like to participate in a pilot program of the second draft of the NSQHS Standards (third edition), please include your organisation's name, contact person details and email when sending your submission.

For more information

Please visit: [NSQHS Standards \(third edition\) Engagement Hub](#)

✉ Email: AdviceCentre@safetyandquality.gov.au

☎ Call: **1800 304 056**

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