Australian Commission on Safety and Quality in Health Care

Developing the national safety and quality standards for virtual care

Guide to the public consultation survey

This document is provided to assist in the review of the draft standards. It lists the full set of questions in the on-line survey and can referred to when reading the standards to assist in developing responses.

It is not intended to collect responses. Please use the on-line survey here.

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Background

The Australian Commission on Safety and Quality in Health Care (the Commission) has developed draft national safety and quality standards for virtual care to establish clear, consistent expectations to strengthen the quality of care delivered virtually.

The Commission understands that virtual care is provided across the breadth of the health system by a wide variety of healthcare service types, that some healthcare services that provide virtual care are unfamiliar with safety and quality standards, and that the types of virtual care services available across Australia vary greatly.

The Commission also acknowledges the significant work to develop safety and quality guidance in specific settings by other parties.

As a result, the draft virtual care standards aim provide a single consolidated set of requirements for all healthcare services that provide care virtually fully understanding some requirements may not be applicable to individual healthcare services.

Your feedback will help us refine the applicability of the standards to specific healthcare service types and care settings.

Once the feedback on the virtual care requirements has been analysed and the standards updated, the Commission will work with stakeholders to determine how the standards should be implemented across different virtual care models and provider types, and to develop an implementation approach that supports consistent, practical and effective uptake of the standards across the health system.

Help progress the development of national safety and quality standards for virtual care

Have your say

We are seeking your feedback on whether the standards:

- reflect key safety and quality priorities, particularly for care delivered virtually
- are easy to understand, free from duplication, and where they could be clearer or simpler.

- clearly describe the expectations of healthcare services
- have any omissions that would weaken the delivery of high-quality virtual care
- identify requirements that do not fit specific healthcare services

Relationship to draft third edition National Safety and Quality Health Service (NSQHS) Standards feedback

We are seeking feedback specifically on the care delivered virtually. If you have previously provided feedback on the draft third edition NSQHS Standards that is not specifically related to virtual care, there is ***no need to repeat feedback in this survey****.* The Commission will review feedback received on the draft third edition NSQHS Standards in parallel with feedback on the draft virtual care standards.

For those familiar with the draft third edition NSQHS Standards, deviations in the draft virtual care standards have been highlighted in yellow.

Instructions

- **Review** the Standards. Reading time: **70 minutes**
- If your organisation provides in-person and virtual care services, please frame your responses **from the perspective of care delivered virtually**.
- If you are a **consumer or carer** please frame your responses **from the perspective of care delivered virtually**.
- The survey takes approximately **30 minutes** to complete.
- You can skip any questions you do not want to answer. All but two questions are optional. To skip the required questions, choose *not applicable*.
- You can **stop and resume later,** if you use the same device.
- The survey will close on **13 December 2026**.
- Please share the **survey link** with others who work in the health sector.

Next steps

The survey feedback will inform development of the next version the virtual care standards.

Confidentiality

- You can choose to give identifying details, but it's not required.
- No identifying details will be shared.
- For more information, see our **Privacy Policy**.

Contact

If you have any questions, contact the Commission's Digital Health program: 📧 Email: **ACSQHCdigitalhealth@safetyandquality.gov.au**

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Stay up to date

Join the **Commission's mailing list** to get updates about the virtual care standards and other news.

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Your details

The questions in this section will help us understand how the draft standards align with varying virtual care services and models. While these questions are optional, we would appreciate responses.

1. Which of the following best describes the organisation in which you spend most of your time? *(Optional)*

Select one response.

☐	Aboriginal Community Controlled Health Organisation	☐	Industrial body
☐	Accrediting agency	☐	Outpatient clinic
☐	Ambulance or paramedicine service	☐	Professional body
☐	Public hospital/Network/Local health district	☐	Private hospital
☐	Australian Government department/agency	☐	Private Provider
☐	College	☐	Specialist Rooms
☐	Community Health Centre	☐	State and territory health department
☐	Consumer/carer	☐	University
☐	Direct-to-consumer Telehealth Service	☐	Other

Other (please specify): *(comment box)*

2. Which of the following **best** describes your role. *(optional)*

Select one response.

☐	Academic/researcher	☐	Government agency staff
☐	Assessor	☐	Health service manager
☐	Allied health practitioner	☐	Medical practitioner
☐	Business owner	☐	Non-clinical health worker
☐	Business operations	☐	Nurse / midwife
☐	Consumer or Carer	☐	Regulator
☐	Clinician (not otherwise described)		

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- [ ] Digital health professional
- [ ] Disability worker
- [ ] Safety and quality officer
- [ ] Senior executive

Other (please specify): (comment box)

3. Where is your principal place of work? *(Optional)*

Select one response.

- [ ] Australian Capital Territory
- [ ] National
- [ ] New South Wales
- [ ] Northern Territory
- [ ] Queensland
- [ ] South Australia
- [ ] Tasmania
- [ ] Victoria
- [ ] Western Australia
- [ ] Other

Other (please specify): (comment box)

4. Which location best describes your principal place of work? *(Optional)*

Select one response.

- [ ] Metropolitan (capital city)
- [ ] Regional (centres with a population less than 100,000)
- [ ] Rural (centres with a population less than 100,000 and more than 10,000)
- [ ] Remote (centres with a population less than 10,000)

Other (please specify): *(comment box)*

5. Where is your organisations primary/head office location? *(Optional)*

Select one response.

- [ ] Metropolitan (capital city)
- [ ] Regional (centres with a population less than 100,000)
- [ ] Rural (centres with a population less than 100,000 and more than 10,000)
- [ ] Remote (centres with a population less than 10,000)

Other (please specify): *(comment box)*

6. Where type of services does your organisation provide *(Optional)*

Select ALL applicable services.

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☐	Hospital in-person services (for example emergency care, outpatient clinics, inpatient services)
☐	Hospital provided virtual/telehealth services (Specialist telehealth, virtual hospital, remote monitoring)
☐	Primary/community/secondary care in-person services (General practice, community nursing, allied health services)
☐	Primary/community/secondary care virtual/telehealth services (GP telehealth, virtual allied health, remote care management)
☐	Virtual triage/assessment/referral services (telephone advice lines, virtual assessments, triage/referral services)

Other (please specify): *(comment box)*

7. Are you completing the survey as an individual or on behalf of an organisation or group? *(Optional)*

Select one response.

☐	Individual
☐	On behalf of an organisation or group

8. What is the name of your organisation or group? *(comment box) (Optional)*

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Introduction

9. Select one response for each statement. Rate your level of agreement. The introduction provides sufficient information on the: *(Optional)*

	Strongly disagree	**Disagree**	**Neither disagree nor agree**	**Agree**	**Strongly agree**
Purpose of the Standards					
Context that underpinned development of the Standards.					

What information, if any could be added or improved to help people better understand the Standards and how they should be applied? *(long comment box) (Optional)*

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Draft virtual care standards – Overall

10. Please provide your overall opinion on the Standards. There are questions in the survey that seek feedback on the specific requirements for each standard.

    Select one response for each statement. Rate your level of agreement. The standards: *(Optional)*

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Are fit for purpose and provide the appropriate building blocks for a safety and quality framework					
Appropriately address key safety and quality issues					
Enable health services to focus on a risk-based management of safety and quality issues					

What, if anything, could be clarified or strengthened to improve the standards? *(Optional) (long comment box)*

11. Select one response for each statement. Rate your level of agreement. The Standards: *(Optional)*

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Are clear, well-structured and easy to understand					
Minimise duplication and unnecessary complexity					
Are proportionate, and scalable across health service types					

for the risks being mitigated					
Are feasible to implement in practice					

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Clinical Governance Standard

The following questions focus on the **Clinical Governance Standard**. Please read the Standard before answering the following questions.

12. Are the **purpose** statements achievable

Select one response.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

Comment

(long comment box) (Optional)

13. Are the **requirements** clear about what health services are expected to achieve?

Select one response.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

Comment

(long comment box) (Optional)

14. Are the **requirements** appropriate for improving the quality of care delivered virtually?

Select one response.

☐	Strongly disagree
☐	Disagree
☐	Neither disagree nor agree
☐	Agree
☐	Strongly agree

Comment

(long comment box) (Optional)

15. Are the **requirements** feasible to implement for your virtual care service(s)?

Select one response.

☐	Strongly disagree
☐	Disagree
☐	Neither disagree nor agree
☐	Agree
☐	Strongly agree

Comment

(long comment box) (Optional)

16. Are there requirements that **should be added** to mitigate risks of safety and quality?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

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17. Are there requirements that **should be removed**?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

18. Are there requirements that **should be modified**?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

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Person-centred Practice Standard

The following questions focus on the **Person-centred Practice Standard**. Please read the Standard before answering the following questions.

19. the **purpose** statements achievable

Select one response.

☐	Strongly disagree
☐	Disagree
☐	Neither disagree nor agree
☐	Agree
☐	Strongly agree

Comment

(long comment box) (Optional)

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20. Are the **requirements** clear about what health services are expected to achieve?

Select one response.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

Comment

(long comment box) (Optional)

21. Are the **requirements** appropriate for improving the quality of care delivered virtually?

Select one response.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

Comment

(long comment box) (Optional)

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22. Are the **requirements** feasible to implement for your virtual care service(s)?

Select one response.

- [ ] Strongly disagree
- [ ] Disagree
- [ ] Neither disagree nor agree
- [ ] Agree
- [ ] Strongly agree

Comment

(long comment box) (Optional)

23. Are there requirements that **should be added** to mitigate risks of safety and quality?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

24. Are there requirements that **should be removed**?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

25. Are the **requirements** appropriate for improving the quality of care delivered virtually?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

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Safe Clinical Systems

The following questions focus on the **Safe Clinical Systems Standard**. Please read the Standard before answering the following questions.

26. the **purpose** statements achievable

Select one response.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

Comment

(long comment box) (Optional)

27. Are the **requirements** clear about what health services are expected to achieve?

Select one response.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

Comment

(long comment box) (Optional)

28. Are the **requirements** appropriate for improving the quality of care delivered virtually?

Select one response.

- [ ] Strongly disagree
- [ ] Disagree
- [ ] Neither disagree nor agree
- [ ] Agree
- [ ] Strongly agree

Comment

(long comment box) (Optional)

29. Are the **requirements** feasible to implement for your virtual care service(s)?

Select one response.

- [ ] Strongly disagree
- [ ] Disagree
- [ ] Neither disagree nor agree
- [ ] Agree
- [ ] Strongly agree

Comment

(long comment box) (Optional)

30. Are there requirements that **should be added** to mitigate risks of safety and quality?

Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

31. Are there requirements that **should be removed**?

    Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

32. Are there requirements that **should be modified**?

    Please reference specific requirements e.g. 1.04 b. or 1.07 b-d and include rationale

(long comment box) (Optional)

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Targeted Questions

33. Do you or your virtual care service use consumer wearables such as smartwatches for monitoring a patient's bio-physical parameters at clinical or diagnostic grade. That is, more than "keep an eye on it and get in touch if there is a problem".

YES	
NO	

    a. If yes, what type of wearable and what type of measure?

    (long comment box)

34. Is any pathology specimens collected as part of your service?

YES	
NO	

    a. If yes, what type of testing is performed and how are specimens taken and sent to analysis?

    (long comment box)

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35. Is any diagnostic imaging performed virtually as part of your service? Excluding where the patient is given a request and visits a physical diagnostic imaging service.

YES	
NO	

a. If yes, what type of imaging is performed?

(long comment box)

36. Do you think the standards are set at an appropriate level for your organisation to meet in supporting the delivery of high quality virtual care?

YES	
NO	

(long comment box) optional

Further feedback

37. Do you have any other feedback or suggestions? *(Optional) (Long comment box)*

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Thank you

Thank you for taking the time to share your views. We appreciate your feedback.

The feedback we receive will be used to further refine the Standards.

Please click '**Done**' to submit your response and close the survey.

Stay up to date

Please register for updates to receive Commission news related to the NSQVC Standards.

You can also follow us on LinkedIn and X @ACSQHC.

Questions?

If you have questions about this consultation, please email the Commission's Digital Health team

📧 Email: **ACSQHCdigitalhealth@safetyandquality.gov.au**

END OF SURVEY