

CALL FOR EXPRESSIONS OF INTEREST AND APPLICATIONS

The Australian Commission on Safety and Quality in Health Care (the Commission) is seeking suitably qualified accrediting agencies to assess under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme the following standards:

- National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO)
- National Safety and Quality Cosmetic Surgery Standards (NSQCS Standards) or Cosmetic Surgery Module
- National Safety and Quality Health Service (NSQHS) Standards
- The Multi-Purpose Service (MPS) Aged Care Module
- National Clinical Trials Governance Framework
- National Safety and Quality Primary and Community Healthcare Standards

National Safety and Quality Mental Health Standards for Community Managed Organisations

Assessment to the NSQMHCMO will commence on 1 July 2024. More information about assessment of mental health services to the NSQMHCMO Standards can be found [here](#).

Background

The Commission launched the NSQMHCMO Standards in November 2022. The Standards aim to improve the quality of mental health service provision, and to protect service users and their support people from harm.

Requirements

The requirements for accrediting agencies participating in the Scheme are described in the [Policy – Approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct assessments](#):

- **Appendix 1** – Performance and Compliance Activities
- **Appendix 6** – Standard conditions of Approval as an Accrediting Agency to conduct assessments using the NSQMHCMO Standards.

Assessor qualifications

Assessors from approved accrediting agencies are expected to be suitably qualified and have the relevant experience to conduct assessments. Qualifications include health management or relevant health sector and clinical experience.

Assessors should also have a detailed understanding of the relevant standards and completed assessor training for these Standards.

Resources to support accrediting agencies

A suite of resources and tools are available to support assessment of service providers to the NSQMHCMO Standards.

Assessment of accrediting agency applications

An approvals panel established by the Commission will review applications and conduct interviews with suitable accrediting agencies seeking to conduct assessments to the NSQMHCMO Standards. Interviews are expected to be conducted in June 2024.

Further information

For further information on the NSQMHCMO, please contact:

Andrew Moors, Principal Advisor, Mental Health
Andrew.Moors@safetyandquality.gov.au or (02) 9126 3590.

National Safety and Quality Cosmetic Surgery Standards or Cosmetic Surgery Module

Assessment to the NSQCS Standards commences early 2025. More information about the NSQCS Standards can be found [here](#).

Background

The Commission launched the NSQCS Standards in December 2023. The Standards aim to protect the public from harm and improve the quality of cosmetic surgery in Australia. The NSQCS Standards have been developed for implementation in every Service where cosmetic surgery is performed. A Service includes small day procedure clinics through to large health organisations.

The Cosmetic Surgery Module has been designed to be implemented with the National Safety and Quality Health Service (NSQHS) Standards. It provides a limited set of actions that services are required to implement in addition to the NSQHS Standards, allowing them to comply with both the NSQHS Standards (2nd Edition) and the NSQCS Standards. Organisations completing the NSQHS Standards and the Cosmetic Surgery Module will be assessed in a single assessment process, thereby reducing compliance burden.

For organisations not already accredited to the NSQHS Standards, the NSQCS Standards will need to be implemented in full.

Requirements

The requirements for accrediting agencies to participate in the Scheme are described in the [Policy – Approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct assessments](#):

- **Appendix 1** – Performance and Compliance Activities
- **Appendix 7** – Standard conditions of Approval as an Accrediting Agency to conduct assessments using the NSQCS Standards or cosmetic surgery module.

Assessor qualifications

Assessors from approved accrediting agencies are expected to be suitably experienced and qualified to conduct assessments. Qualifications include health management or relevant health sector and clinical experience.

Assessors should also have a detailed understanding of the relevant standards and complete training once available.

Resources to support accrediting agencies

A suite of resources and tools will be made available to support assessment of service providers to the NSQCS Standards and Cosmetic Surgery Module.

Further information

For further information on the NSQCS Standard and Cosmetic Surgery Module, please contact:

Christina Lane, Manager Primary Care and National Standards
Christina.Lane@safetyandquality.gov.au or (02) 9126 3569.

National Safety and Quality Health Service Standards

The National Safety and Quality Health Service (NSQHS) Standards (second edition) were developed by the Commission to protect the public from harm and improve safety and quality of health service provision in Australia. Further information about the standards can be found [here](#).

Background

All public and private hospitals, day procedure services and public dental practices are required to be accredited to the NSQHS Standards. The Commission is responsible for developing and maintaining accreditation standards under the AHSSQA Scheme which includes approval of accrediting agencies to assess health services against these standards for a 2-3 year cycle. Expressions of interest for the next cycle of approvals for 2025 is now open for agencies seeking to gain or renew accreditation status.

Requirements

The requirements for accrediting agencies participating in the Scheme are described in the [Policy – Approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct assessments](#):

- **Appendix 1** – Performance and Compliance Activities
- **Appendix 2** – Standard conditions of Approval as an Accrediting Agency to conduct assessments using the NSQHS Standards including the MPS Aged Care Module.

Assessor qualifications

Assessors from approved accrediting agencies are expected to be suitably qualified and have the relevant experience to conduct assessments. Qualifications include health management or relevant health sector and clinical experience.

Assessors should also have a detailed understanding of the relevant standards and completed assessor training for these Standards.

Resources to support accrediting agencies

A suite of resources and tools are available to support assessment of service providers to the NSQHS Standards.

Assessment of accrediting agency applications

An approvals panel established by the Commission will review applications and conduct interviews with suitable accrediting agencies seeking to conduct assessments to the NSQHS Standards. Interviews are expected to be conducted in June 2024.

Further information

For further information on the NSQHS Standards, please contact:

Margaret Banks, Director National Standards Program
Margaret.BANKS@safetyandquality.gov.au or (02) 9126 3684

The Multi-Purpose Service Aged Care Module

The Multi-Purpose Services Aged Care Module was released in 2021 and describes actions of the Aged Care Quality Standards not covered by the NSQHS Standards for eligible MPS services. More information about the MPS Module can be found [here](#).

Background

The MPS Aged Care Module was developed by the Commission in collaboration with the Australian Government, state and territory departments of health and the Commission's Multi-Purpose Services Project Advisory Committee to enable Multi-Purpose Services to meet their accreditation obligations via a streamlined assessment process. The MPS Module describes requirements of the Aged Care Quality Standards that are not covered by the National Safety and Quality Health Service Standards for eligible services.

Requirements

The requirements for accrediting agencies participating in the Scheme are described in the [Policy – Approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct assessments](#):

- **Appendix 1** – Performance and Compliance Activities
- **Appendix 2** Standard conditions of Approval as an Accrediting Agency to conduct assessments using the NSQHS Standards including the MPS Aged Care Module.

Assessor qualifications

Assessors from approved accrediting agencies are expected to be suitably qualified and have the relevant experience to conduct assessments. Qualifications include health management or relevant health sector and clinical experience.

Assessors should also have a detailed understanding of the relevant standards and completed assessor training for these Standards.

Resources to support accrediting agencies

A suite of resources and tools are available to support assessment of service providers to the NSQHS Standards and the MPS Aged Care Module.

Assessment of accrediting agency applications

An approvals panel established by the Commission will review applications and conduct interviews with suitable accrediting agencies seeking to conduct assessments to the NSQHS Standards and MPS Aged Care Module. Interviews are expected to be conducted in June 2024.

Further information

For further information on the NSQHS Standards including the MPS Module, please contact:

James Katte, Manager Digital Mental Health and Environmentally Sustainable Healthcare
James.Katte@safetyandquality.gov.au or (02) 9126 5024

National Clinical Trials Governance Framework

The National Clinical Trials Governance Framework embeds clinical into routine health service provision under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme to enable concurrent assessment for clinical and corporate services within clinical trials service provision. Further information about the framework can be found [here](#).

Background

All jurisdictions have agreed to implement the National Clinical Trials Governance Framework (Governance Framework) in health service organisations as an embedded approach under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme. It is mandatory for all public and private Australian hospitals, day procedure services and public dental services to be assessed through an independent accreditation process to determine whether they have implemented the National Safety and Quality Health Service (NSQHS) Standards. Therefore, the actions in the Governance Framework are also mandatory for health service organisations that provide a clinical trial service.

Requirements

The requirements for accrediting agencies participating in the Scheme are described in the [Policy – Approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct assessments](#):

- **Appendix 1** – Performance and Compliance Activities
- **Appendix 5** – Standard conditions of Approval as an Accrediting Agency to conduct assessments using the National Clinical Trials Governance Framework.

Assessor qualifications

Assessors from approved accrediting agencies are expected to be suitably qualified and have the relevant experience to conduct assessments. Qualifications include health management or relevant health sector and clinical experience.

Assessors should also have a detailed understanding of the relevant standards and completed assessor training for these Standards.

Resources to support accrediting agencies

A suite of resources and tools are available to support assessment of service providers to the National Clinical Trials Governance Framework.

Assessment of accrediting agency applications

An approvals panel established by the Commission will review applications and conduct interviews with suitable accrediting agencies seeking to conduct assessments to the National Clinical Trials Governance Framework. Interviews are expected to be conducted in June 2024.

Further information

For further information on the NCTGF, please contact:

Vanessa Cooper, A/Manager, Health and Medical Research
Vanessa.COOPER@safetyandquality.gov.au or (02) 9126 3697

National Safety and Quality Primary and Community Healthcare Standards

The National Safety and Quality Primary and Community Healthcare Standards (NSQPCH or Primary and Community Healthcare Standards) aim to protect the public from harm and improve the quality of health care delivered in a primary and/or community setting.

Background

The Primary and Community Healthcare Standards were formally launched in 2021 to support safety and quality improvements in the primary and community healthcare sector following extensive consultation with consumers, providers and services, professional and peak bodies, and health networks. Accreditation to the Primary and Community Healthcare Standards is voluntary, and relevant services directly involved in patient care are encouraged to implement the Standards. From 1 May 2024, accreditation for private dental services has also transitioned from the NSQHS Standards (first edition) to the Primary and Community Healthcare Standards.

Requirements

The requirements for accrediting agencies participating in the Scheme are described in the [Policy – Approval under the Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme to conduct assessments](#):

- **Appendix 1** – Performance and Compliance Activities
- **Appendix 4** – Standard conditions of Approval as an Accrediting Agency to conduct assessments using the NSQPCH Standards.

Assessor qualifications

Assessors from approved accrediting agencies are expected to be suitably qualified and have the relevant experience to conduct assessments. Qualifications include health management or relevant health sector and clinical experience.

Assessors should also have a detailed understanding of the relevant standards and completed assessor training for these Standards.

Resources to support accrediting agencies

A suite of resources and tools are available to support assessment of service providers to the National Safety and Quality Primary and Community Healthcare Standards.

Assessment of accrediting agency applications

An approvals panel established by the Commission will review applications and conduct interviews with suitable accrediting agencies seeking to conduct assessments to the NSQPCH Standards. Interviews are expected to be conducted in June 2024.

Further information

For further information on the NSQPCH Standards, please contact:

Christina Lane, Manager Primary Care and National Standards
Christina.Lane@safetyandquality.gov.au or (02) 9126 3569.

Responding to this EOI

Expressions of interest and applications close at **COB** on **Friday 31 May 2024**. An application form with instructions is available via the Commission's website. To respond to this EOI, please follow the instructions and submit via the link [here](#).

A document version of the application form is also available on the Commission's website [here](#) to assist with collating responses and supporting documentation. Please note submissions can be edited until the closing date of Monday 27 May 2024. A copy of final submissions will be emailed to applicants following the closing date.

Assessment of accrediting agency applications

An approvals panel established by the Commission will review applications and conduct interviews with suitable accrediting agencies seeking to conduct assessments to the relevant standards and/or module. Interviews are expected to be conducted in **June 2024**.