Introduction

This information pack is designed to help staff become familiar with the National Safety and Quality Health Service (NSQHS) Standards.

NSQHS Standards

The National Safety and Quality Health Service (NSQHS) Standards were developed by the Australian Commission on Safety and Quality in Health Care (the Commission) in collaboration with the Australian Government, states and territories, the private sector, clinical experts, patients and carers.

The NSQHS Standards aims to protect the public from harm and to improve the quality of health service provision. They ensure systems are in place across all hospitals to meet expected standards of safety and quality.

The NSQHS Standards – Second Edition can be found [here](https://www.safetyandquality.gov.au/publications-and-resources/resource-library/national-safety-and-quality-health-service-standards-second-edition).

[Standard 1 – Clinical Governance](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Four-work%2Fclinical-governance%2Fclinical-governance-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641502235%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=4eRN69X4V4V4yy5jMZjVNdv%2FRhQ110OkWytArA3vLtU%3D&reserved=0)  
[Standard 2 – Partnering with Consumers](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fpartnering-consumers-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641508594%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=GvFf6ddPArbCeatcs4ZU3O9uRZlIl%2FGPvTDM8RkR3FE%3D&reserved=0)  
[Standard 3 – Preventing and Controlling Infection](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fpreventing-and-controlling-healthcare-associated-infection-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641515299%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Bo%2FZBM%2BfO4qLkfZczp6GVN0Oz9kkxbf8Nkw%2BFi7BJmI%3D&reserved=0)  
[Standard 4 – Medication Safety](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fmedication-safety-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641521437%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=PQX9ViWpP2mHRb2q9qdFRASCssT9cmZi9pSJifiqrt0%3D&reserved=0)  
[Standard 5 – Comprehensive Care](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fcomprehensive-care-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641527083%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=FGU3o6XeSb0eSD19FeKyEJlFbYP58eKHsOXD1GTnDH8%3D&reserved=0)  
[Standard 6 – Communicating for Safety](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fcommunicating-safety-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641532321%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=y6Lj9cnhiQ%2B1VO0twE1VN6GwYL7dJj30rL%2BB8vNPtbs%3D&reserved=0)  
[Standard 8 – Responding to Deterioration](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Frecognising-and-responding-acute-deterioration-standard&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641537662%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=J2S99%2BxqgmzaWFv%2B%2FPrUID4R5i5%2BWxV5d%2FbLih9ZkBk%3D&reserved=0)

Links to NSQHS Standards resources

Links to additional NSQHS Standards resources can be found below:

[Resources for the NSQHS Standards](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fresources-nsqhs-standards&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641486158%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=bdzDYWjuZ8QlAaGTiXCo98ERyuqyLbHB92yh8oe8zcw%3D&reserved=0)

[NSQHS Standards Fact Sheets](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safetyandquality.gov.au%2Fstandards%2Fnsqhs-standards%2Fresources-nsqhs-standards%23nsqhs-standard-fact-sheets&data=05%7C02%7CNadine.Mari-Zafra%40allowah.org.au%7C439b8491b28c4efabb5208dc2b82b899%7Ce933eb9854984426b9580a5023e9fba0%7C1%7C0%7C638433087641495489%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=r2ENqiPKGGDVLfg5lXb1XJFap0QeXWqUwiUp60%2B2muA%3D&reserved=0)

NSQHS Standards monitoring tool for multi-purpose services and small hospitals

The purpose of this tool is to allow multi-purpose services and small hospitals to track the progress of implementing each standard. It should be used together with the [NSQHS Standards Guide for multi-purpose services and small hospitals](https://www.safetyandquality.gov.au/publications-and-resources/resource-library/nsqhs-standards-guide-multi-purpose-services-and-small-hospitals), and the accreditation workbook.

The NSQHS Standards monitoring tool for multi-purpose services and small hospitals can be found [here](https://www.safetyandquality.gov.au/publications-and-resources/resource-library/nsqhs-standards-monitoring-tool-multi-purpose-services-and-small-hospitals).

Additional resources

Links to a number of pages with helpful resources are included below including those from:

* **Clinical Excellence Commission**

[Clinical Excellence Commission](https://www.cec.health.nsw.gov.au/)  
[Infection Prevention and Control](https://www.cec.health.nsw.gov.au/keep-patients-safe/infection-prevention-and-control)  
[Medication Safety](https://www.cec.health.nsw.gov.au/keep-patients-safe/medication-safety)  
[Falls Prevention](https://www.cec.health.nsw.gov.au/keep-patients-safe/falls-prevention)  
[Deteriorating Patient Program](https://www.cec.health.nsw.gov.au/keep-patients-safe/deteriorating-patient-program)  
[Mental Health Patient Safety Program](https://www.cec.health.nsw.gov.au/keep-patients-safe/mental-health-patient-safety-program)

* **NDIS Quality and Safeguards Commission**

[NDIS Quality and Safeguards Commission](https://www.ndiscommission.gov.au/)

* **NSW Health Policies**

[NSW Health Policy Documents A-Z Listing](https://www1.health.nsw.gov.au/pds/Pages/a-z.aspx)