



# STRATEGIC PLAN

## 2026 - 2029

**ACHS**

THE AUSTRALIAN COUNCIL  
ON HEALTHCARE STANDARDS  
Inspiring Excellence in Healthcare

## OUR STORY

The Australian Council on Healthcare Standards (ACHS) is now into its sixth decade having celebrated its 50th anniversary in 2024. Since its establishment in 1974, the ACHS has continued to be an independent, not-for-profit organisation dedicated to improving the quality of healthcare.

Over the past fifteen years moreover, ACHS has emerged as a global leader in healthcare standards and accreditation and has expanded this expertise into education, training and consultancy services.

Delivering high quality, safe healthcare within the demands and pressures of economic and political landscapes presents many challenges for our members (accreditation customers). ACHS will position itself to be able to best support its members to meet those challenges and ensure the quality and safety of care stays as the uppermost priority.

The ACHS Strategic Plan 2026-2029 has been developed by the ACHS Board and Executive through analysis, broad consultation and feedback with input from key stakeholders including Council, consumers, members, staff, assessors, health departments, government quality and safety agencies, professional colleges and international societies.

## OUR VISION

*Inspiring excellence in healthcare*

## OUR MISSION

ACHS provides a partnership approach to continuous improvement tailored to the needs of individual services and health systems using its expertise in standards, accreditation, education and training.

# OUR VALUES



# STRATEGY MAP

## STRATEGIC GOALS AND OBJECTIVES

1

### **Being a Market Leading, Customer-Centric Service**

Maintain market leadership by prioritising member needs and satisfaction

2

### **Diversifying Our Services and Being Innovative**

Expand service offerings while maintaining our quality and safety focus

3

### **Being a Data-Driven Organisation**

Utilise data to drive decision-making and improve performance

4

### **Having an Adaptive, Responsive Culture**

Cultivate an agile organisational culture

## USE OUR STRENGTHS

- Build our team
- Optimise use of resources
- Improve brand awareness
- Support a sustainable environment
- Promote reconciliation

# STRATEGIC PLAN

Our Strategic Plan will be achieved by focusing on **four Strategic Areas**:

- 1. Being a Market Leading, Customer-Centric Service*
- 2. Diversifying Our Services and Being Innovative*
- 3. Being a Data-Driven Organisation*
- 4. Having an Adaptive, Responsive Culture.*

Strategic initiatives to support delivery of the plan are outlined in the following pages.

The ACHS strategies focussed on '*Being a Market Leading, Customer-Centric Service*' and '*Being a Data-Driven Organisation*' will contribute to improving support for quality and safety in the community and financial sustainability.

*'Diversifying Our Services and Being Innovative'* and *'Having an Adaptive, Responsive Culture'* are key strategies for ensuring that we are able to achieve sustained and ongoing growth to attain outcomes in the long term.



# STRATEGIC AREAS

## 1 Being a Market Leading, Customer-Centric Service

Strategic Objective	Strategic Initiative
Maintain market leadership by prioritising member needs and satisfaction.	<ul style="list-style-type: none"><li>• Optimise timely engagement and communication with members</li><li>• Improve understanding of members and act on customer feedback</li><li>• Actively market positive testimonials from health services to current and potential customers</li><li>• Ensure staff are customer-focused to enhance service</li></ul>

## 2 Diversifying Our Services and Being Innovative

Strategic Objective	Strategic Initiative
Expand service offerings while maintaining our quality and safety focus.	<ul style="list-style-type: none"><li>• Explore new market opportunities within the quality and safety stream, including sustainable practices, and market our points of difference</li><li>• Innovate using IT and AI and invest in development</li><li>• Explore using digitally-enabled solutions for the assessment process</li><li>• Leverage and promote the Metrik/clinical indicator product</li></ul>

### 3 Being a Data-Driven Organisation

Strategic Objective	Strategic Initiative
Utilise data to drive decision-making and improve performance.	<ul style="list-style-type: none"><li>• Use our data to identify health service gaps and use the learnings to support improvement for our members</li><li>• Build on indicators, expand data sets (Metrik) and use AI for advanced data analytics</li><li>• Enhance technical infrastructure and data sharing capabilities to improve performance</li><li>• Promote shifting quality and safety assessment from 'process' to 'outcomes' using data (e.g. promote Clinical Indicator Program)</li></ul>

### 4 Having an Adaptive, Responsive Culture

Strategic Objective	Strategic Initiative
Cultivate an agile organisational culture.	<ul style="list-style-type: none"><li>• Be responsive and advocate for members in relation to the national standards with relevant stakeholders, including the Australian Commission</li><li>• Ensure a contemporary assessor workforce that is fit for purpose</li><li>• Develop systems to share timely learnings, utilising data</li><li>• Build our people and culture with a focus on an adaptive staff culture</li></ul>

# USE OUR STRENGTHS

ACHS is a respected organisation with well supported, engaged and skilled staff highly committed to delivering the strategic plan. ACHS resources are allocated and utilised to the maximum benefit for the members and the community.

---

## **Build our team**

- Ensure staff team are appropriately skilled, trained and resourced

---

## **Optimise use of resources**

- Align resources to the strategic priorities

---

## **Improve brand awareness**

- Expand organisational marketing
- Enhance internal and external communication

---

## **Support a sustainable environment**

- Continue to minimise the environmental impact of the business and to implement ESG principles

---

## **Promote reconciliation**

- Continue to implement strategies to promote reconciliation with First Nations peoples.
-