



INSPIRING  
EXCELLENCE  
IN HEALTHCARE

# Our services and membership

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We are Australia's most experienced hospital and healthcare accreditation service.

**ACHS**

THE AUSTRALIAN COUNCIL  
ON HEALTHCARE STANDARDS  
Inspiring Excellence in Healthcare

## Who we are

ACHS is Australia's largest, independent, not-for-profit organisation dedicated to improving quality in health care through healthcare accreditation assessment.

Our purpose is to improve and maintain the standard of health care in Australia. We accredit organisations according to either government standards, or our own established standards.

Founded in

# 1974

in Sydney

A team of more than

# 300

dedicated assessors

More than

# 1,600

members in Australia

Assessment days

# 3,800

each year (avg.)

*Their willingness to work with us and understanding of our geographical challenges allows us to showcase our achievements during on-site assessments. This leads to positive outcomes not only for the organisation but for our patients, families and carers.*

Nicole Moloney, Associate Director Clinical Governance, Murrumbidgee Local Health District

## What we do



**Accreditation**



**Education and  
Improvement Academy**



**Performance and  
Outcomes Service**



**Consulting**



**Standards  
Development**



**ACHS International**

More information inside >

## Our members

We are proud to accredit the majority of all public and private hospitals in Australia:

**82%** of the **public hospital sector** is accredited by ACHS.

**63%** of the **private hospital sector** is accredited by ACHS.

Currently there are more than 1,600 healthcare organisations, including their associates, that undertake ACHS assessment and quality improvement programs. Members include:

- hospitals
- day procedure centres
- dental and oral health facilities
- community health organisations
- general practices
- drug and alcohol support centres
- mental health services
- and corporate offices of health services.

*ACHS was very helpful in the preparation leading up to accreditation, particularly in the area of providing support ... it was really helpful and encouraging at a time that is stressful for any hospital getting ready for accreditation.*

Ms Lucy Lehane, Specialist Nurse (Quality and Safety), Chris O'Brien Lifehouse

## Membership benefits



### Expert help and support

Unlimited customer service and advice at every stage of the assessment process, including in the pre-assessment and self-assessment phases.



### Benchmarking

Free subscription to our Clinical Indicator Program – the world's largest dedicated clinical indicator data collection and reporting service.



### Online tools

Easily submit your data online and gain access to our user-friendly digital accreditation tools as well as webinars and virtual workshops.



### Guidelines and resources

Wide library of tools and members-only resources to help you optimise your performance, including a regular e-newsletter.



### Continual improvement

Access to our Improvement Academy education and training at reasonable rates. Access to exclusive educational events for Members.

# Accreditation programs

## NSQHS Standards

Since 2013, we have been authorised to accredit healthcare organisations according to the standards set by **the Australian Commission on Safety and Quality in Health Care (ACSQHC)**.

These standards, referred to as the National Safety and Quality Health Service (NSQHS)



Standards, help protect the public from harm, and improve the quality of health care in Australia.

**ACHS is proud to be the country's primary assessment agency of these standards.**

*Our accreditation was undertaken over a series of extremely well managed and prepared online processes ... We could not have faulted any of the process and as Directors, we felt genuinely supported and prepared at all times.*

Cindy Davenport, Clinical Director, Ternity Group

## EQulP

In addition to assessing government standards, our Evaluation and Quality Improvement Program (EQulP) provides optional accreditation for organisations not required to meet the NSQHS Standards.

It is a continuous quality assessment and improvement program that supports excellence in consumer/patient care and services.



## AAGP

Since 2017, we have been authorised to accredit General Practices under the Royal Australian College of General Practitioners (RACGP)'s Standards for General Practices.

Organisations seeking this accreditation undertake a three-year program, and accreditation is awarded when all mandatory indicators have been met.



## NSMHS

The National Standards for Mental Health Services (NSMHS) program is designed for healthcare organisations with a specific focus on mental health. We offer both an integrated and a stand-alone assessment model, and a certificate of recognition will be provided once all requirements have been met.

## HSS

The Victorian Department of Families, Fairness and Housing (DFFH) funds organisations to provide a broad range of services across children, youth and family services, homelessness services and disability services. The Department has endorsed ACHS to review department-funded organisations against its own standards, the Human Services Standards (HSS).

## What does it mean to be accredited?

To be accredited means that an organisation meets the requirements of industry standards as assessed by an independent assessment agency. Accredited organisations are recognised for their commitment to best practice, high performing systems and processes, and continuous improvement.

## Starting your accreditation journey →

Our members are either accredited or working towards accreditation. All are committed to patient care and service delivery, and recognise the need for continued quality improvement. We are here to help you understand what your organisation needs to do to meet certain healthcare accreditation requirements.

**Contact us at (02) 9281 9955 or email [csm@achs.org.au](mailto:csm@achs.org.au) to find out more.**

*Highly recommend this training to all levels of management within any health organisation. Interactive session with tangible learnings to take away.*

Genevieve Wells, A/Coordinator Speech Pathology, Armadale Hospital WA

## Other services



### Education - Improvement Academy

Our Improvement Academy delivers education and training to organisations, teams and individuals by offering practical skills, knowledge and expertise to improve the safety and quality of care they provide.



### Performance and Outcomes Service - Clinical Indicator Program

Our Clinical Indicator Program (CIP) aims to provide ACHS members with a consistent and valuable way of measuring, benchmarking, and tracking their performance. Today, more than 630 healthcare organisations collect and monitor performance data across 22 medical disciplines to better understand where to focus their quality improvement efforts.



### Consulting

We support both public and private healthcare providers across Australia address complex operational, management, and quality challenges to better serve the needs of their patients, staff, and communities.



### ACHS International

Since 2006, our international business has been offering accreditation services and our highly-respected programs in 15 countries. To learn more, visit [www.achsi.org](http://www.achsi.org)

# Contact us

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