The Australian Council on Healthcare Standards
The Australian Council on Healthcare Standards (ACHS) is synonymous with the continuous, responsive evolution of healthcare accreditation in Australia.

Established in 1974, ACHS has been an exemplar in the development and implementation of healthcare accreditation standards, by supporting the ongoing improvement of safety and quality in Australian health care.

In addition to accrediting against its own standards, ACHS is an approved accrediting agency for the Australian Commission on Safety and Quality in Health Care’s (ACSQHC) National Safety and Quality Health Service (NSQHS) Standards.

Through a range of tailored accreditation programs built upon the cycle of performance review and quality improvement, ACHS continues to play a vital role in the quality of Australian health care and to have a positive impact upon the health and safety of patients.

Who is the Council?

The Council is made up of 30 peak healthcare organisations with representatives from Australian health colleges, societies, institutes and other organisations that each have a vested interest in improving safety and quality.

ACHS is governed by a Board of Directors elected by and from the Council members, supported by organisational staff based in Sydney. The Board has the responsibility for overseeing the accreditation of ACHS member healthcare organisations utilising surveyors with current or recent healthcare experience.

What We Do

ACHS is driven by a best-practice system of external and independent peer review for its accreditation surveys. ACHS is proud of its surveyors who are professionals and consumers with healthcare industry backgrounds. They are trained to conduct reviews of healthcare organisations against the standards of the chosen accreditation program – be it the NSQHS Standards, EQuIPNational or one of the seven other major programs ACHS offers.

In recent years, ACHS has focused its efforts upon tailoring its products to meet the specific needs of different segments of the healthcare industry.

Member response to the introduction of EQuIPNational has been overwhelmingly positive, with a majority of members electing to be accrediting against these standards. EQuIPNational was developed as a seamless product to meet the compulsory requirements of the NSQHS Standards, with a further five standards which address the additional content of the EQuIP program.
Our Programs

There are a range of ACHS programs to suit a variety of needs.

**ACHS NSQHS Standards Program**
The National Safety and Quality Health Service (NSQHS) Standards were implemented across Australia from 1 January 2013, and are compulsory for the majority of public and private healthcare organisations.
ACHS is one of the few organisations approved by the ACSQHC to accredit against the NSQHS Standards. *Released September 2012*

**EQuIP5**
As the core ACHS program, the Evaluation and Quality Improvement Program (EQuIP5) consists of a four year cycle of quality improvement activities, including self-assessment and onsite peer review. It is the preferred accreditation program for those healthcare organisations not required to be accredited against the NSQHS Standards. *Released September 2010*

**EQuIP5 Corporate Member Services**
Developed for colleges, professional associations, health insurers and other organisations that provide services to members. *Released June 2011*

**EQuIP5 Day Procedure Centres**
A three year version of our EQuIP accreditation program specifically for privately-owned, stand-alone day hospitals. *Released March 2011*

**EQuIPNational**
Developed in response to the National Safety and Quality Health Service (NSQHS) Standards, EQuIPNational removes duplication between EQuIP5 and the NSQHS Standards. It provides a seamless, integrated organisation-wide quality improvement program that includes the ten NSQHS Standards as well as 5 EQuIP-content Standards. *Released September 2012*

**EQuIPNational Corporate Health Services**
This program assists the accreditation process of health facilities by aligning the corporate body responsibilities with the healthcare facility services. *Released January 2014*

**EQuIPNational Day Procedure Centres**
EQuIPNational Day Procedure Centres incorporates the NSQHS Standards for Day Procedure Centres, as well as encompassing aspects of EQuIP5 Day Procedure Centres. A further five standards have been added to the ACSQHC’s ten standards to offer a comprehensive organisation-wide performance assessment program. *Released January 2013*

**ACHS Medicare Locals**
ACHS is an approved accredits for the Medicare Locals Accreditation Standards, commissioned by the Commonwealth Department of Health and Ageing (DoHA), implemented on 1 June 2013 for all Medicare Locals. *Released April 2013*

**EQuIPNational Dental**
An accreditation program developed for public and private sectors for stand-alone dental practices, incorporating the requirements of the NSQHS Standards and a further five EQuIP-content Standards to provide a comprehensive assessment.

**Specialist Standards**
ACHS can undertake reviews of industry specific standards such as National Standards for Mental Health Services (NSMHS), Department of Human Services Standards (DHSS) Vic, and NSW Disability Standards (NSW DSS).
Our Members

Following the introduction of the NSQHS Standards in January 2013, and in an increasingly competitive market, ACHS retained 97% of its members across the spectrum of its services, as well as adding new members.

Currently there are more than 1,300 healthcare organisations, including their associates, that undertake ACHS accreditation and quality improvement programs.

Members include: hospitals, day surgeries, dental facilities, community health organisations, Medicare Locals, and corporate offices of health services.

A list of ACHS accredited healthcare organisations can be viewed at: www.achs.org.au/achs-members/our-members/

Our Surveyors

ACHS is proud of its more than 470 surveyor workforce who undertake accreditation surveys on its behalf. Trained in contemporary evaluation techniques, many of the surveyors also work full time in the health industry and contribute to ACHS on a volunteer basis.

The majority of ACHS surveyors are healthcare professionals with experience as doctors, nurses, medical administrators, and allied health professionals, who are based in all areas of Australia.

If you are interested in becoming an ACHS surveyor, please visit: www.achs.org.au/achs-surveyors/

ISQua

ACHS is an accredited organisation through The International Society for Quality in Health Care (ISQua). It is recognised by ISQua for its standards and accreditation programs as well as its surveyor training program.
Our Vision, Mission and Values

Vision
Safe, quality health care for all.

Mission
To be the leading provider of products and services for accreditation that support performance excellence in safety and quality programs for a broad range of health service providers and consumers.

Values
These words express the organisation’s core values:

**Accountability** - Taking responsibility for and reporting on our performance

**Consumer focus** - Appropriately meeting our clients’ needs

**Excellence** - Striving for excellent performance

**Integrity** - Acting professionally, ethically, confidentially and with respect in all we do

**Teamwork** - Working cooperatively with each other and our stakeholders.
ACHS Fast Facts

Established in 1974, the Australian Council on Healthcare Standards is internationally recognised as a leader in accreditation services.

- **Not-for-profit** - As a not-for-profit organisation ACHS invests in its business to ensure that it meets the ongoing needs of the industry.

- **ACHS Council** - The ACHS Council has representatives from key healthcare bodies who guide the development and implementation of the products and programs offered by ACHS.

- **Market Share** - ACHS is the first choice for more than 75% of all healthcare organisations required to undergo accreditation in Australia and has a growing number of international members.

- **ACHS Programs** - ACHS has a range of different accreditation programs to suit the needs of its members who include private and public hospitals, day procedure centres, dental facilities, community health organisations, Local Health Networks, Medicare Locals, and community services.

- **Individualised Customer Service** - Every ACHS member receives *personalised service* from its own Customer Services Manager who is available to provide advice and support throughout the accreditation process.

- **Clinical Indicator Program** - Established since 1989, a total of 22 data sets are collected to facilitate benchmarking and to determine the potential to improve care as part of the ACHS Clinical Indicator Program, the world’s longest-standing and most comprehensive set of clinical indicators.

- **International Accreditation** - ACHS undergoes accreditation every four years to ensure it continues to improve in the values it aspires to: accountability, consumer focus, excellence, integrity and teamwork. ACHS is accredited by The International Society for Quality in Health Care (ISQua).

www.achs.org.au