

Consumer Focus Group: Review of the Draft National Safety and Quality Standards for Health Services (Third Edition)

Australian Commission on Safety and Quality in Health Care

EOI close date: Thursday, 20 August 2026 (12.00pm AEST)

What's this about?

The Australian Commission on Safety and Quality in Health Care (the Commission) is updating the **National Safety and Quality Health Service (NSQHS) Standards**. This will be the **third edition** of the Standards. All public and private hospitals, day hospitals and most public dental practices are required to be accredited to the NSQHS Standards.

The Commission is updating the NSQHS Standards to make sure they reflect the latest insights, current best practice and modern approaches to clinical governance. The Standards set out what safe, high-quality care should look like across all health services in Australia.

The third edition strengthens the focus on what matters most to consumers. This includes cultural safety, respectful and inclusive care, clear communication and shared decision making. These updates aim to ensure every person can be an active partner in their own healthcare, no matter where they receive care. Consultations with community and consumers across Australia took place in 2025 to inform the draft of the third edition.

The Commission is now seeking consumer feedback on the draft Standards to check whether they address the safety and quality issues that consumers experience in real life. This input will help shape the final version of the NSQHS Standards (third edition) before they are released.

Learn more:

- [National Safety and Quality Health Service Standards](#)
- [National Safety and Quality Health Service Standards: Third edition engagement hub](#)

What is involved?

The Commission is seeking up to 20 consumers to participate in an online focus group that will help shape the final version of the NSQHS Standards (third edition) before they are released.

Consumers who join the focus group will be invited to share their real-life experiences of safety, quality, communication and cultural safety in healthcare.

They will be invited to talk about what worked well, what could be improved, and where the draft NSQHS Standards may need stronger focus to better support safe, high-quality care across Australia. Some of the areas of care that will be covered in the focus group discussion include respectful treatment, clear communication, and feeling able to participate in decisions about their care.

These insights will help the Commission understand whether the draft NSQHS Standards (third edition) reflect what genuinely matters to people receiving care.

Who should apply?

You're encouraged to apply if you:

- have an interest in ensuring the national standards for health services reflect what genuinely matters to people receiving care.
- are comfortable sharing your perspective and experience regarding the safety and quality of care in health services.
- have experience receiving or supporting someone receiving care in a health service.
- feel comfortable contributing your views as part of a formal group discussion.
- are available for the following dates:
 - **Briefing session (up to 1 hour):** Wednesday, 9 September 2026 (2pm AEST)
 - **Consultation (1.5 hours):** Tuesday, 15 September 2026 (1pm AEST)

The Commission welcomes expressions of interest from people of diverse backgrounds, including age, gender, sexuality, cultural background and who live in regional and remote areas.

What you'll need to do:

If selected, you'll be asked to:

- Attend a briefing session to introduce the draft NSQHS Standards (third edition)
 - o **Date:** Wednesday 9 September 2026
 - o **Time:** (Note equivalent time zone below)
 - ACT/NSW/QLD/VIC: 2.00pm
 - SA/NT: 1.30pm
 - WA: 12.00pm
- Complete the pre-reading to prepare for your contributions to the focus group discussions.
- Participate in the 1.5-hour online focus group to contribute your insights and perspective on the healthcare safety and quality issues which matters the most to you.
 - o **Focus group date:** Tuesday, 15^h September 2026
 - o **Time:** (Note equivalent time zone below)
 - ACT/NSW/QLD/VIC: 1.00pm
 - SA/NT: 12.30pm



- WA: 11.00am

Remuneration

You'll be paid \$95.20 per hour for your participation in a focus group (1.5 hours), briefing (1 hour) and for preparation reading (1.5 hours).

Other details:

- You'll need access to a computer and reliable internet. If this is a barrier, please contact the CHF Consumer Engagement team: admin@chf.org.au

How to apply:

To be considered for appointment, you **MUST** complete an [Online Application](#) that will ask questions including:

1. Please describe why you are interested in joining the draft NSQHS Standards (third edition) review focus group? (Maximum 1000 characters)
Share what motivates you to be part of this group. You might want to include your personal experiences, interests, or perspectives related to delivery and expectations of safe, quality and person-centred care in Australia.
2. Have you previously contributed to any consultations in 2025 on the draft NSQHS Standards (third edition)? (multiple choice)

3. The draft NSQHS Standards (third edition) aims to prioritise:

- the patient experience,
- expectations for cultural safety,
- respectful and inclusive care,
- clear communication,
- shared decision making.

Select the area of most importance to you. Provide a brief description of how you think including this as a priority in NSQHS Standards (third edition) will impact the quality of care in Australian health services? (Maximum 1000 characters)

4. Confirm your availability to join the focus group on Tuesday 15 September, 2026.

To submit your application:

- Submit your expression of interest: [Online Application](#)
- Submission deadline:
 - Date: Thursday, 20, August, 2026
 - Time: (Note equivalent time zone below)
 - 12.00pm (midday): ACT/NSW/QLD/TAS/VIC
 - 11:30am: NT/SA
 - 10:00am: WA



Late or incomplete applications will not be considered.

Questions?

If you have questions about applying, please email admin@chf.org.au