

# Accreditation and consumer involvement standards



Involving consumers is an essential requirement of accreditation and reporting at the state and national levels and is now included in national quality and safety standards.

The Australian Commission on Safety and Quality in Health Care has developed the *National Safety and Quality Health Service Standards* to improve the quality of health service provision in Australia. The Standards provide a nationally consistent statement of the level of care consumers should be able to expect from health services. [Standard 2](#) is 'partnering with consumers'.

To achieve this standard, an organisation must be 'responsive to consumer input and needs'. It does this by:

- supporting consumers to actively participate in the improvement of the patient experience
- giving consumers information about the health service's performance
- inviting consumers to contribute to the ongoing monitoring, measurement and evaluation of the health service's performance.

[The Australian Charter of Healthcare Rights](#) grants consumers the right to take an active role in their health care and be included in decisions and choices about their care. It also offers them, and their families, the right to participate in the planning, design and evaluation of public health care services