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| Appendix 3: Accreditation notification contacts and timelinesNational Safety and Quality Health Service Standards |
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Department of Health

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| To receive this publication in an accessible format phone (03) 9096 1309, using the National Relay Service 13 36 77 if required, or email accrediation@dhhs.vic.gov.auAuthorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Department of Health and Human Services, January 2019Except where otherwise indicated, the images in this publication show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services. This publication may contain images of deceased Aboriginal and Torres Strait Islander peoples.Where the term ‘Aboriginal’ is used it refers to both Aboriginal and Torres Strait Islander people. Indigenous is retained when it is part of the title of a report, program or quotation.Available at https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/hospital-accreditation/policy-on-accreditation

| **Notification**  | **When and how**  | **Contact**  | **Responsible**  |
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| Extension to accreditation expiry date **\*Changes to scheduling accreditation expiry dates will only be available as part of the transitional arrangements that will be valid until 1 January 2020** | Request in writing six months in advance of expiry date Note: Requests for extensions to accreditation expiry dates after a health service organisation has entered a remediation period will not be approved and may result in the organisation becoming unaccredited  | Director, Commissioning, Performance and Regulation (Metropolitan Health Services) OrDirector, Rural Health (Rural and Regional Health Services)copy in accreditation@dhhs.vic.gov.auand copy in accreditation@dhhs.vic.gov.au | Health service organisation  |
| Transition to or from “Short Notice Assessment Pathway” | Request in writing six months in advance of expiry date | Director, Commissioning, Performance and Regulation (Metropolitan Health Services) OrDirector, Rural Health (Rural and Regional Health Services)copy in accreditation@dhhs.vic.gov.auand copy in accreditation@dhhs.vic.gov.au | Health service organisation |
| Significant patient risk  | Notify immediately upon identification of risk  | Executive Director Health Services Policy and Commissioning, Health and Wellbeing Division (metro, rural and regional health services, including Bush Nursing Centres, health services with dental services\*, and health services with clinical mental health services)and copy in accreditation@dhhs.vic.gov.au  | Accrediting agency  |
| Notify proposed course of action within 24 hours of risk being identified |
| Submit action plan within two days of risk being identified |
| Assessment outcome – actions ‘met’  | Notify within two days of receiving advice from accrediting agency  | Executive Director Health Services Policy and Commissioning, Health and Wellbeing Division (metro, rural and regional health services, including Bush Nursing Centres, health services with dental services\*, and health services with clinical mental health services)and copy in accreditation@dhhs.vic.gov.au  | Health service organisation  |
| Provide accreditation report within a week of receipt from accrediting agency  |
| Assessment outcome – actions ‘not met’  | Notify immediately upon receiving advice from accrediting agency  | As above  | Health service organisation  |
| Submit remediation action plan within five days (or 1 week) of receiving the ‘not met’ rating from the accrediting agency |
| Assessment outcome – large number of actions ‘not met’  | Confirm a reassessment date within 10 days (or 2 weeks) of confirmation reassessment required. | As Above | Accrediting agency |
| Health service organisation |
| Assessment outcome (final assessment) – actions ‘not met’ – Accreditation not awarded orwithdrawn  | Notify immediately following the final assessment if there is a potential risk of non-compliance (accreditation not awarded or withdrawn)  | Executive Director Health Services Policy and Commissioning, Health and Wellbeing Division (metro, rural and regional health services, including Bush Nursing Centres, health services with dental services\*, and health services with clinical mental health services)and copy in accreditation@dhhs.vic.gov.au | Accrediting agency  |
| Provide formal advice and submit accreditation report within 20 business days of final assessment |
| Submit remediation action plan within five business days of receiving the accreditation report from the accrediting agency or the report of an external review (if applicable)  | Health service organisation |

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*Note: \*In addition to contacting the department, health service organisations with dental health services will also need to contact the Chief Executive Officer, Dental Health Services Victoria, regarding requests to extend the accreditation expiry date, accreditation outcomes, and if there are concerns with the quality and safety of the organisation’s dental health service.*