CONSUMER SAFETY AND QUALITY REPORT September 2026

OPEN DISCLOSURE is an open and honest discussion between clinicians & the patient after an incident that results in patient harm (or may result in future harm) when receiving healthcare. It includes acknowledgement of the event, regret/apology, listening to the patient's experience, ongoing support & learning how to prevent it happening again. The Australian Commission on Safety and Quality in Healthcare has just released a new framework that all health services in Australia must comply with. You can find out more at www.safetyandquality.gov.au. We have updated our policy to meet the new requirements and the policy can be found on the Information Portal.





National Model for Clinical Governance

The Australian Commission on Safety and Quality in Healthcare has just released a new National Model for Clinical Governance that applies to all public and private hospitals. It is designed to provide best practice guidance on building an organisational culture, systems and structure to support staff to deliver high quality care, every day. The aim is to provide person-centred, safe, accessible and integrated care in an equitable, efficient and sustainable manner. The six foundations in this National Model will form the structure of the Clinical Governance Standard in the third edition of the National Standards that is due to be launched in 2028. We have completed a detailed gap analysis against the requirements and are now implementing our action plan.

Indicators April - June 2026	Wolper rate	Benchmark rate
Patient Incidents	0.45%	0.37%
Patient Falls	0.22%	0.21%
Medication Incidents	0.16%	0.4%
Pressure injuries developed	0.06%	0.02%
Infections	0.09%	0.07%
Clinical handover incidents	0.0%	0.06%
Unplanned emergency transfers	0.17%	0.13%
Compliments	6.66%	6.85%
Complaints	0.12%	0.57%

Patient Satisfaction Survey Results Overall 98%	Wolper rate	Benchmark rate
Overall Service	100%	99%
Would recommend the Hospital	100%	99%