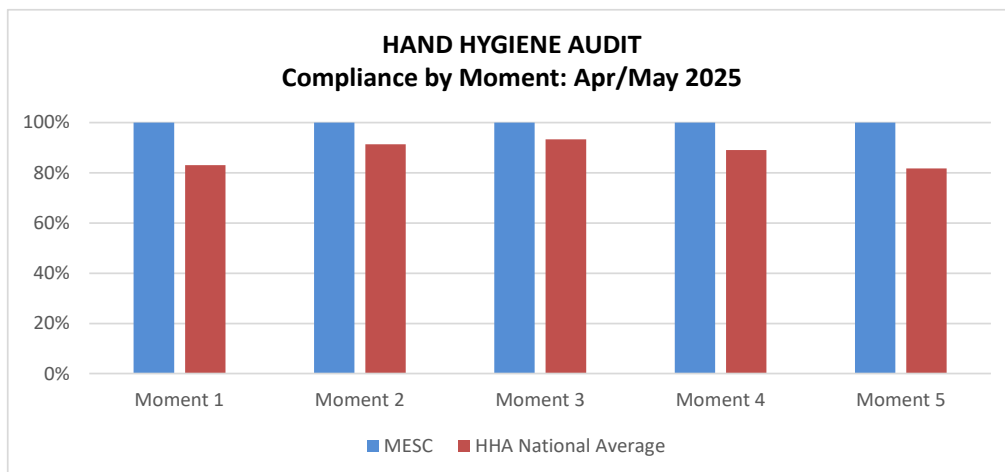


CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

May 2025



HAND HYGIENE

The single most important way to prevent the spread of infection!

Our latest audit shows great results: 98.1% was achieved (higher than the National Average Rate of 86.8%)

Find out about the 5 moments [here](#)

SAFETY AND QUALITY OUTCOMES

Date	Audit/Indicator	Result	Benchmark
Jan-Dec 2024	Medication Incidents	0.00	0.05
Jan-Dec 2024	Unplanned Return to Theatre	0.05	0.04
Jan-Dec 2024	Infection Rate	0.00	0.00
Dec 2024	Patient Satisfaction Survey	98.7%	N/A
Jan 2025	Compliant use of antibiotics	100%	N/A
Feb 2025	Medical Record Documentation Audit	96%	N/A
Mar 2025	Infection Control Management Audit	100%	N/A
Mar 2025	Cleaning Audit	100%	N/A
Mar 2025	Fire and Safety Inspection	100%	N/A

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

Do you know your healthcare rights?

You have a right to:

- Access
- Safety
- Respect
- Partnership
- Information
- Privacy
- To give feedback

Watch [this video](#) to learn more or go to

www.safetyandquality.gov.au

ACCREDITATION



We are accredited to the [National Safety and Quality Health Service Standards](#). We had our last successful accreditation assessment in June 2024. The accreditation process is [short-notice](#) (2 days) and our next assessment could be anytime from now until early 2027.