

National Safety and Quality Health Service (NSQHS) Standards (third edition)

Dementia Australia submission

25 September 2026

What needs to change?

- People living with dementia are more likely to experience longer hospital stays and poorer health outcomes.
- Health service staff do not always have the dementia knowledge and skills needed to provide safe, person-centred care.
- People living with dementia and their carers are not always included in decisions about treatment, care and discharge.
- Hospital environments, restrictive practices and poorly coordinated discharge can increase distress and contribute to further decline.

What is Dementia Australia recommending?

- Provide dementia education and training for all health service staff, suited to their role and workplace.
- Make supported decision-making a core part of health care.
- Include dementia-friendly design in new health facilities and facility upgrades.
- Use restrictive practices only as a last resort, for the shortest possible time and with regular review.

If actioned, what impact could these recommendations have?

- People living with dementia could receive safer, more respectful and better coordinated health care.
- People living with dementia could have greater involvement in decisions about their care, with support where needed.
- Better planning and information sharing could support safer discharge, comfort, dignity and quality of life.

How has Dementia Australia advocated for this position?

- Provided feedback on the third edition of the National Safety and Quality Health Service Standards, which builds on Dementia Australia's September **2025 submission**.
- Shared lived-experience accounts and recommended clear requirements for dementia education, supported decision-making, assessment, dementia-friendly environments, safeguards and palliative care.