

ACHS is approved by the Australian Commission on Safety and Quality in Healthcare (the Commission) to assess healthcare organisations to the **National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO)**.



**National Safety and Quality
Mental Health Standards for
Community Managed Organisations**

The Commission partnered with community managed organisations, peak bodies, consumers, carers, healthcare providers, professional bodies, Primary Health Networks, and other representatives of the sector to develop the NSQMHCMO Standards and released them in November 2022. The primary aims of the Standards are to continuously improve the quality of mental health service provision and to protect service users from harm.



What is a community managed organisation?

Mental health CMOs provide services such as psychosocial rehabilitation, helpline and counselling services, subacute step up/step down services, accommodation support, self-help and peer support, employment, education and family and carer support.

CMO mental health services may include or be complementary to clinical care, and frequently collaborate with other service providers, including suicide prevention and alcohol and other drug services.

THREE NSQMHCMO STANDARDS

1 Practice Governance

The Practice Governance Standard describes the practice governance, safety and quality systems and the safe environment that are required to maintain and improve the reliability, safety and quality of mental health care, and improve outcomes for consumers.

2 Partnering with Consumers, Families and Carers

The Partnering with Consumers, Families and Carers Standard describes the systems and strategies to create a person-centred mental health system in which consumers and, where relevant, their families and carers are:

- Supported in their decision-making
- Partners in their own care
- Involved in the development and co-design of quality mental health care.

3 Model of Care

The Model of Care Standard describes the processes for delivering mental health services, recognising and responding to deterioration and minimising harm, preventing and controlling infection, managing medication use and communicating for safety.

*There are a total of **82 actions** across these three standards which describe the level of care and safeguards that a CMO service should provide.*

Next Steps →

To find out more about the ACHS NSQMHCMO Standards Accreditation Program, please contact our Customer Services Team via csm@achs.org.au or **02 9281 9955**

ACHIEVING ACCREDITATION

ACHS NSQMHCMO Standards Accreditation Program complies with the requirements of the Commission.

THREE
YEAR PROGRAM

ONE
ASSESSMENT

At least one accreditation assessment must occur within the three year cycle.

1. Onsite Assessment

Assessors familiarise themselves with the service provider's facilities, review evidence and test the safety and quality systems are working in practice.

2. Where applicable - Remediation Period and Final Assessment

If any material concerns are identified at the initial assessment the service provider is allocated a remediation period.

The duration is specified by the Commission. A final assessment will occur within the remediation period.

ASSESSMENT OUTCOME

Three years accreditation is awarded if all applicable actions are rated met or met with recommendations.

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Next Steps →

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