



FACT SHEET

for service providers

Partnering with Consumers Standard

The National Safety and Quality Digital Mental Health (NSQDMH) Standards aim to improve the quality of digital mental health service provision, and to protect service users and their support people from harm.

The three NSQDMH Standards include 59 actions related to clinical and technical aspects of digital mental health services. They describe the level of care and the safeguards that a digital mental health service should provide.

The Partnering with Consumers Standard aims to ensure that service users – and, where relevant, their support people – are:

- Included in shared decision making
- Partners in their own care
- Involved in the development, design and evaluation of quality digital mental health care.

Why is this standard important?

The Partnering with Consumers Standard recognises the importance of involving service users in their own care. Partnering with service users, consumers, carers, families and support people also allows you to use their knowledge to inform how your services work, including usability and accessibility. When this knowledge is complemented by input from the workforce and other key stakeholders, you can shape the way your digital mental health services operate. Clear communication with service users and their support people is essential for achieving the best outcomes.

Mental health care that is based on partnerships can benefit different groups:

- The individual service user and the health care worker
- The specific digital mental health service
- The service provider overall.

The mental health sector acknowledges that effective partnerships are linked to a positive experience for service users and their support people. They also lead to high-quality mental health care and improved safety. Involving service users, consumers, carers, families and support people in healthcare governance, planning, design, measurement and evaluation can improve service development, communication and clinicians' attitudes.

Partnerships are effective when people are treated with dignity and respect, information is shared openly, and participation and collaboration in healthcare processes are encouraged and supported. The Partnering with Consumers Standard sets out the expectations for partnerships at all levels, including the:

- Interactions between service users and the workforce that is providing digital mental health services
- Participation of service users, consumers, carers, families and support people in the design of digital mental health services, and their involvement in overall governance, policy and planning at an organisational level.





If you meet this standard

- Service users, consumers, carers, families and support people are partners in the governance, design, planning, measurement and evaluation of your digital mental health service.
- You have systems in place to help you partner with service users, consumers, carers, families and support people.
- You use the views of service users, consumers, carers, families and support people to help inform the usability and accessibility of your digital mental health services.
- Service users are partners in their own care.
- The way you deliver care is based on partnering with service users and, if relevant, their support people.
- You communicate with service users and their support people in a way that supports effective partnerships.

What can you do to implement this standard?

- Develop a plan and systematic processes for partnering with service users, consumers, carers, families and support people.
- Endorse a charter of rights and ensure that all digital mental health services align with the charter, including partnering with service users in their own care and, if relevant, their support people.
- Implement informed consent processes for direct care interventions in line with legislation, regulation and best practice.
- Ensure communications reflect the diversity of service users and provide information that meets their needs.
- Provide leadership and support for your workforce to partner with service users, consumers, carers, families and support people.

- Review the involvement of service users, consumers, carers, families and support people in the governance, planning, design, measurement and evaluation of systems and processes that support the provision of digital mental health services, and identify where these can be improved.
- Consider the context of your digital mental health services, and how service users, consumers, carers, families and support people can help you evaluate and improve your services and processes.
- Fill gaps and improve usability and accessibility by partnering with service users, consumers, carers, families and support people.

Find out more

The complete NSQDMH Standards, including the 59 actions, and associated fact sheets and other materials are at www.safetyandquality.gov.au/dmhs.

You can contact the project team for more information at dmhs@safetyandquality.gov.au.

