



What is accreditation?

Accreditation is an evaluation process that involves assessment by qualified external peer reviewers to assess a health service organisation's compliance with the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO Standards).

What happens during assessment?

To become accredited health service organisations must pass an assessment by an external agency to show they have implemented all the requirements of the NSQMHCMO Standards. Independent assessors are there to check that your service is making sure you receive safe and high quality mental health care. The assessors check written information, as well as how and why it has been recorded.

Assessors will visit the service provider to talk to:

- Consumers
- Carers and family members
- Staff who provide mental health services.

Checking that the NSQMHCMO Standards are being followed helps assessors to evaluate if:

- Your service is safe and reliable
- You are matched with the right care for your needs
- You are treated as a valued partner in your own care
- You are supported to guide your own recovery in a meaningful way
- You are respected and heard
- Your carers or family members are respected and listened to
- You are involved in giving feedback and evaluating service quality.

How do I know if my Community Managed Organisation is accredited?

All accredited service providers will have an accreditation logo displayed at their entrance and on their website.

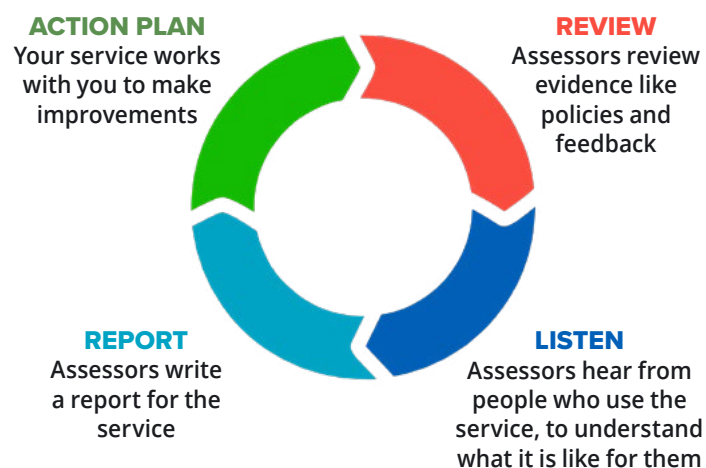
For more information please talk to a staff member or call the Australian Commission on Safety and Quality in Health Care Advice Centre on 1800 304 056 or send an email to advice_centre@safetyandquality.gov.au

What goes into the report?

All information that assessors collect and review remains anonymous. Once the accreditation process is complete, the service provider receives a report which shows what they have done well and what can be improved. The provider is expected to create an action plan and work closely with consumers, families and carers and continue to make improvements in preparation for the next accreditation cycle.

The accreditation cycle:

There are 4 main parts to the accreditation cycle, review, listen, report and action plan.



This Fact Sheet has been informed by the valued perspectives of consumers, families, carers and kin. We acknowledge the Traditional Owners and Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to elders both past and present.