

NATIONAL STANDARDS FOR MENTAL HEALTH SERVICES

A framework for
providing quality
mental health care

Standard 1. Rights and responsibilities

The rights and responsibilities of people affected by mental health problems and/or mental illness are upheld by the Mental Health Services (MHS) and are documented, prominently displayed, applied and promoted throughout all phases of care.

Standard 2. Safety

The activities and environment of MHS are safe for consumers, carers, families, visitors, staff and its community.

Standard 3. Consumer and carer

Consumers and carers are actively involved in the development planning, delivery and evaluation of services.

Standard 4. Diversity responsiveness

The MHS delivers services that take into account the cultural and social diversity of its consumers and meets their needs and those of their carers and community throughout all phases of care.

Standard 5. Promotion and prevention

The MHS in partnership with its community to promote mental health and address prevention of mental health problems and/or mental illness.



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Standard 6. Consumers

Consumers have the right to comprehensive and integrated mental health care that meets their individual needs and achieves the best possible outcomes in terms of their recovery.

Standard 7. Carers

The MHS recognises, respects, values and supports the importance of carers to the wellbeing, treatment, and recovery of people with a mental illness.

Standard 8. Governance, leadership & management

The MHS is governed, led and managed effectively and efficiently to facilitate the delivery of quality and coordinated services.

Standard 9. Integration

The MHS collaborates with and develops partnerships within its own organisation and externally with other service providers to facilitate coordinated and integrated services for consumers and carers.

Standard 10. Delivery of care

The MHS incorporates recovery principles into service delivery, culture and practice providing consumers with access and referral to a range of programs that will support sustainable recovery.

For more information on these standards visit:
www.health.gov.au



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