



Quality  
Innovation  
Performance

## NSMHS accreditation

**Quality Innovation Performance Limited (QIP) is an accreditation organisation dedicated to supporting health and community services to manage safety, risk and quality through the provision of accreditation, certification and quality assurance services.**

QIP is a recognised provider of accreditation for the National Standards for Mental Health Services (NSMHS) and is a government approved provider of accreditation under multiple accreditation programs.

### About the NSMHS

Owned by the Federal Department of Health, the NSMHS were developed as part of the National Mental Health Strategy.

As outcome oriented Standards, the NSMHS reflect a strong values base, related to human rights, dignity and empowerment.

The NSMHS focus on mental health service delivery, policy direction compliance, communication and consent, and monitoring and governance procedures. They aim to constantly support service providers to improve by focusing on areas such as service delivery,

policies, standards, communication and consent, as well as consumer safety and privacy.

### Why accredit against the NSMHS?

Assessment against the NSMHS assists mental health services to continually improve and better support consumers by providing an improved service experience.


A number of the NSMHS Standards focus on the experience of consumers and carers, rather than the mental health service, to measure the effectiveness of service delivery.

Implementation of the NSMHS requires the involvement of staff, consumers and carers to ensure shared understanding and awareness of the NSMHS to be adopted and met by a particular service.

Measurement of levels of achievement against the NSMHS also forms a means of accountability to consumers, carers, community, staff and funders.



For personalised support, contact your QIP Client Liaison Officer:

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## NSMHS key guiding principles

The NSMHS encompass key guiding principles consistent with national policy and requirements for the delivery of mental health services in Australia, including:

- Promotion of optimum quality of life for people with mental disorders and/or mental health problems
- A strong values base, related to human rights, dignity and empowerment
- Community participation in mental health service development, and
- A better national mental health system which emphasises comprehensive, coordinated and individualised care.

## Who are the NSMHS applicable to?

The NSMHS are applicable to a broad range of mental health services across Australia including:

- Bed-based services
- Community mental health services
- Clinical sector services
- Public mental health services
- Private hospitals
- Non-government community services
- Private office mental health based practices
- Private sector services, and
- Services in primary care and general practice.



## Why choose QIP ?

QIP can best support your organisation throughout the accreditation process by providing:

- A dedicated QIP Client Liaison Officer
- Access to the QIP accreditation hub, which includes
  - AccreditationPro, our user-friendly self-assessment tool
  - Our extensive online education and resource library containing useful documents such as interpretive guides, customisable templates, fact sheets and checklists and complimentary elearning
- Stay up-to-date with industry and organisational news, helpful tips and your standards information with QIP communications, including periodical e-newsletters advising of any changes to processes, systems, standards or evidence requirements are released
- Marketing collateral to support self-assessment and promoting accredited status – a framed A3 certificate, display stickers, customisable media release and digital files.



# Contact us

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