

CROSS REFERENCING OF NATIONAL STANDARDS FOR MENTAL HEALTH SERVICES

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 service and are documented, prominently displayed, applied and promoted throughout all phases of care.

Criteria	Cross referenced with:
1.1	6.1 and 10.1.2
1.2	7.9 and 8.4
1.3	6.8 and 10.4.3
1.4	4.1, 6.3, 7.4, 7.5 and 7.6
1.7	4.1
1.8	7.7
1.9	6.5 and 10.5.5
1.10	6.7, 10.4.7, 10.4.8 and 10.5.11
1.11	1.12, 6.11, 7.3, 10.4.3, 10.4.8 and 10.6.4
1.12	1.11, 6.11, 7.1, 7.2, 10.4.3, 10.4.8 and 10.6.4
1.13	6.14
1.14	6.15 and 7.7
1.15	3.4

Standard 2. Safety

The activities and environment of the mental health service are safe for consumers, carers, families, visitors, staff and its community.

Criteria	Cross referenced with:
2.1	4.1 and 6.2
2.4	10.5.6
2.5	10.3.7
2.8	8.6
2.11	8.10 and 10.4.5

Standard 3. Consumer and carer participation

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

Criteria	Cross referenced with:
3.1	6.17, 7.14 and 10.1.8
3.3	6.18 and 7.15
3.4	1.15
3.5	6.18 and 7.15

Standard 4. Diversity responsiveness

The mental health service 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.

Criteria	Cross referenced with:
4.1	1.4, 7.5 and 7.6
4.3	5.2 and 8.3
4.4	5.1 and 8.3
4.5	5.6 and 8.7

Standard 5. Promotion and prevention

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

Criteria	Cross referenced with:
5.1	4.4 and 8.2
5.2	4.3 and 8.3
5.3	3.1, 6.17 and 7.14
5.6	8.7

Standard 6. Consumers

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

Criteria	Cross referenced with:
6.1	1.1 and 10.1.2
6.2	2.1
6.3	1.4
6.4	1.4
6.5	1.9 and 10.5.5
6.6	9.1 and 10.3.8
6.7	1.10 and 10.5.11
6.8	1.3 and 10.4.3
6.9	10.4.8
6.10	10.5.2
6.11	1.12, 10.4.3 and 10.4.8
6.12	10.6.4
6.13	10.6.5
6.14	1.13
6.15	1.14
6.16	1.9, 7.7 and 10.5.3
6.17	3.1, 5.3 and 7.14
6.18	3.3, 3.5 and 7.17

Standard 7. Carers

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

Criteria	Cross referenced with:
7.1	1.12
7.2	1.12, 10.4.3 and 10.4.8
7.3	1.11
7.4	1.4
7.5	4.1
7.6	4.1
7.7	1.8, 8.4 and 1.14
7.9	1.2 and 10.5.3
7.10	10.5.8 and 10.5.11
7.12	10.4.4 and 10.6.4
7.13	10.6.2
7.14	3.1, 6.17 and 10.1.8
7.15	3.3 and 3.5

Standard 8. Governance, leadership and management

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

Criteria	Cross referenced with:
8.2	4.4, 5.1 and 5.5
8.3	4.3 and 5.2
8.6	2.8
8.7	4.5 and 5.6
8.9	1.14, 6.5 and 7.7
8.10	2.11 and 10.4.5

Standard 9. Integration

The mental health service 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.

Criteria	Cross referenced with:
9.1	6.6 and 10.3.8
9.4	10.5.9 and 10.6.5
9.5	10.1.9

Standard 10. Delivery of Care

10.1 SUPPORTING RECOVERY

The mental health service 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.

Criteria	Cross referenced with:
10.1.2	1.1 and 6.1
10.1.4	10.5.13
10.1.6	10.5.11
10.1.7	10.5.12
10.1.8	3.1 and 7.14
10.1.9	9.5, 10.5.16 and 10.5.17

10.2 ACCESS

The mental health service is accessible to the individual and meets the needs of its community in a timely manner.

Criteria	Cross referenced with:
10.2.2	10.3.2
10.2.4	10.3.4

10.3 ENTRY

The entry process to the mental health service meets the needs of its community and facilitates timeliness of entry and ongoing assessment.

Criteria	Cross referenced with:
10.3.2	10.2.2
10.3.3	9.4 and 10.5.9
10.3.4	10.2.4
10.3.7	2.5
10.3.8	9.1

10.4 ASSESSMENT AND REVIEW

Consumers receive a comprehensive, timely and accurate assessment and a regular review of progress is provided to the consumer and their carer(s).

Criteria	Cross referenced with:
10.4.1	10.5.1
10.4.3	1.3, 1.11, 1.12, 6.8, 6.11, 7.2, 10.4.8, 10.5.3 and 10.6.4
10.4.4	10.6.3
10.4.5	2.11
10.4.8	1.3, 1.11, 1.12, 6.9, 6.11, 7.2, 10.4.8 and 10.6.4

10.5 TREATMENT AND SUPPORT

The mental health service provides access to a range of evidence based treatments and facilitates access to rehabilitation and support programs which address the specific needs of consumers and promotes their recovery.

Criteria	Cross referenced with:
10.5.1	10.4.1
10.5.2	6.10
10.5.3	7.9 and 10.4.3
10.5.4	1.3
10.5.5	1.9 and 6.5
10.5.6	2.4
10.5.8	7.10
10.5.9	9.4 and 10.3.3
10.5.11	1.10, 6.7, 7.10, 10.1.6 and 10.4.8
10.5.12	10.1.7
10.5.13	10.1.4
10.5.15	9.5 and 10.1.9
10.5.16	10.1.9
10.5.17	10.1.9

10.6 EXIT AND RE-ENTRY

The mental health service assists consumers to exit the service and ensures re-entry according to the consumer's needs.

Criteria	Cross referenced with:
10.6.2	7.13
10.6.3	10.4.4
10.6.4	1.11, 1.12, 6.12, 7.12 and 10.4.8
10.6.5	6.13 and 9.4

