FACT SHEET
for service providers

Conducting a self-assessment

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.

Implementing the NSQDMH Standards is voluntary for digital mental health service providers. Providers include non-government, public or private organisations, or individuals who make a digital mental health service available for others to use. Service providers using the NSQDMH Standards should have systems and processes in place to reduce the risk of harm, protect privacy and increase confidence and assurance in the quality of their digital mental health services. This may take time for some service providers to achieve.

By conducting a self-assessment, you can identify both areas where your organisation meets the standards and areas where improvement is required. Implementing the NSQDMH Standards will improve the safety and quality of service provision for service users.

What is the self-assessment tool?

The self-assessment tool is a resource that initially helps you to determine how well you meet the NSQDMH Standards, and monitor progress towards full conformance. You are encouraged to review the NSQDMH Standards, and assess and record their progress using the self-assessment tool.

Each of the 59 actions in the NSQDMH Standards is listed in the self-assessment tool, along with reflective questions that help you to focus on the key requirements of each action. Each of the three standards has its own worksheet in the self-assessment tool.

The tool allows you to assess and decide which, if any, actions do not apply in the type of digital mental health services that you provide.

Using the tool

The self-assessment tool is a good place to record your plan for improvement for each applicable NSQDMH Standards action. It allows you to assign tasks to a specific person or team, and to set a timeframe for completing tasks.

When you implement the actions, you will need to apply a risk management approach (see the *Using a risk management approach* fact sheet). You can then estimate the extent to which each action is met, and record these estimates as percentages in the self-assessment tool. The tool will then autopopulate the 'performance rating' column to match the 'estimate of percentage complete' for each action.

The self-assessment tool allows you to list or link the documents, policies and reports that show your progress on the implementation of each action. The documents that are included should:

- Align with your assessed risk for that action
- Reflect the variety and types of digital mental health services that your organisations offers.

The tool lists the types of documents or evidence that can demonstrate you are meeting the requirements in the standards. The list is not exhaustive, and you do not need to include all of the examples given (or any at all) if you have other examples that support your assessment.

Also refer to the *How to Guide* when using the self-assessment tool.

Upcoming NSQDMH Standards assessment scheme

The Australian Commission on Safety and Quality in Health Care is currently developing an independent assessment scheme for the NSQDMH Standards. This will include agreed ways for service providers to use their self-assessment to show service users, consumers and carers how well they conform to the NSQDMH Standards. It will also include an independent assessment process to assess service providers against the NSQDMH Standards. It is anticipated that the assessment scheme will be available for implementation from late 2021.

Services providers must not declare that they meet the NSQDMH Standards until they have successfully completed an independent assessment.

Find out more

The complete NSQDMH Standards, including the 59 actions, the self-assessment tool, 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**.

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