



Mental Health in Multicultural Australia's submission to:

The Australian Commission on National Safety and Quality Health Service Standards

Accreditation Workbook for Mental Health Services: Consultation Draft

Mental Health in Multicultural Australia (MHIMA) is a national project currently funded by the Commonwealth Department of Health and Ageing until June 2014. MHIMA's mission is to build capacity and to support inclusion. Underpinning this mission is MHIMA's vision of an open and inclusive society committed to human rights and diversity in which everyone requiring mental health services is able to access culturally responsive services equitably regardless of culturally and linguistically diverse (CALD) background.

MHiMA's mission expresses our intent for communities and health service providers to address the mental health needs of Australia's immigrant and refugee population in a culturally inclusive and responsive manner. MHIMA is committed to achieve this mission by:

- Providing a national focus on issues relevant to mental health and suicide prevention for people from CALD backgrounds by offering advice and support to government, non-government providers and service users.
- Supporting primary health care professionals, including general practitioners and allied health practitioners, to address the mental health needs of consumers from CALD backgrounds and their carers.
- Supporting the development of mental health services that are culturally responsive, evidence-based and recovery-oriented.
- Working to promote effective and culturally responsive services that are capable of meeting the diverse needs of the Australian population across the lifespan.
- Developing effective and respectful collaborations with relevant stakeholders in every state and territory that are of mutual benefit and advance our common objectives by adopting a flexible approach that is responsive to issues arising in a rapidly changing environment.

MHiMA welcomes the opportunity to provide feedback to the Australian Commission’s Safety and Quality Health Service Standards on the *Consultation Draft of the Accreditation Workbook for Mental Health Services*. We note that the Accreditation Workbook has been developed to be applied across mental health services in order to understand and determine whether they meet the requirements of the *National Safety and Quality Health Service (NSQHS) Standards* and the *National Standards for Mental Health Services (NSMHS)*.

MHiMA supports the development of this Accreditation Workbook as a tool to support the services in meeting their obligations to ensure that quality and safe care is available to all those who needs it and when required including people from immigrant and refugee backgrounds and their families according to the above mentioned National Standards.

Please see below MHiMA’s **SUMMARY OF FEEDBACK** on the Consultation Draft of the Accreditation Workbook for Mental Health Services.

Summary of Feedback from MHiMA	
Page Number	Comment
33	<p>Paragraph beginning with “The list can be used…….”</p> <p>Comment: “Population demographics should be considered, e.g. the service is located within a high culturally diverse catchments area or a refugee settlement site”</p>
38	<p>Under Terms and definitions</p> <p>Add : “CALD: Cultural and Linguistic Diversity”</p>
51	<p>Governance and quality improvement system</p> <p>Under: Reflective Questions</p> <p>Add: “How do we ensure the management system has taken into account the population demographics of the MHS?”</p> <p>Under: Examples of Evidence - select only examples currently in use</p> <p>Add: “Cultural and linguistic diversity is acknowledged and reflected in the management system “</p>

71	<p style="text-align: center;">Incident and complaints management</p> <p style="text-align: center;">Under : Reflective Questions</p> <p>Add: "Are gathering feedback from patients from CALD backgrounds?"</p> <p>Under: Examples of Evidence - select only examples currently in use</p> <p>Add: "Systems are in place to gather feedback from patients who cannot speak or write in English"</p>
74	<p style="text-align: center;">Patient rights and engagement</p> <p style="text-align: center;">Under : Reflective Questions</p> <p>Add: "How do we ensure patients with low English proficiency are involved in their treatment?"</p> <p>Under: Examples of Evidence - select only examples currently in use</p> <p>Add: "Interpreters are used for oral communication and sight translation for consent forms"</p>
75	<p style="text-align: center;">Patient rights and engagement</p> <p style="text-align: center;">Under : Reflective Questions</p> <p>Add: "How do we ensure patients from non-English speaking backgrounds are provided with information they can understand?"</p>
79	<p style="text-align: center;">Consumer partnership in service planning</p> <p>Under: Examples of Evidence - select only examples currently in use</p> <p>Add: "Documented mechanisms for engaging CALD consumer and carer participation in service planning, implementation and evaluation".</p>

80	<p>Consumer partnership in service planning</p> <p>Under: Examples of Evidence - select only examples currently in use</p> <p>Re-word dot point 2: "Policies in place which describe how consumers and carers who reflect the diversity of the MHS catchment are involved in the governance of the organisation"</p>
113	<p>Communicating with patients and carers</p> <p>Under : Reflective Questions</p> <p>Add: "How do we ensure patients and carers from non-English speaking backgrounds are provided with understandable information?"</p> <p>Under: Examples of Evidence - select only examples currently in use</p> <p>Add: "Information is translated to the major languages reflected in the catchment population"</p>

In addition, MHiMA is developing a new national Multicultural Mental Health framework that cross references with existing mental health service reporting obligations. As such a meeting with the The Australian Commission on National Safety and Quality Health Service Standards is requested to explore the possibility of the new MHiMA national Multicultural Mental Health framework being integrated and cross referenced as with reporting arrangements associated with the finalised Australian Commission on National Safety and Quality Health Service Standards.

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