



Accreditation Transition

National safety and quality mental health standards for Community Managed Organisations (CMO Standards)

Frequently asked questions

Why are accreditation requirements changing?

In November 2022, Australian Commission on Safety and Quality in HealthCare (ACSQHC) introduced the new National Safety and Quality Mental Health Standards for Community Managed Organisations (CMO Standards). The Mental Health Commission (Commission) has undertaken engagement with other commissioning bodies in addition to sector representatives to consider the transition from the National Standards for Mental Health Services (NSMHS) to the National Safety and Quality Mental Health Standards for Community Managed Organisations (CMO Standards). Informed by this consultation, the Commission will be transitioning from the current NSMHS to the CMO Standards. The CMO Standards provide a nationally consistent framework about the level of care consumers, families and carers can expect from a community managed mental health service. The standards will provide quality assurance mechanisms which evaluates whether relevant safety and quality systems are in place.

Is accreditation against the CMO Standards mandatory?

The Commission requires non-government service providers to obtain and maintain external accreditation against a recognised quality standard.

All Commission funded non-government service providers that deliver mental health services or otherwise have a current contractual requirement to be accredited against the National Standards for Mental Health Services 2010 (NSMHS), are required to be accredited against the National Safety and Quality Mental Health Standards for Community Managed Organisations (CMO Standards) from 1 July 2027.

Non-government service providers should refer to the terms and conditions of their Commission contract.

For further information, please contact the [Quality Team](#) via the details below.

When will accreditation against the CMO Standards commence for currently funded non-government service providers?

The transition date for Commission funded non-government service providers is 1 July 2027.

If a service provider's accreditation is due on or before 30 June 2027, they can choose to continue to be accredited against the NSMHS or adopt the CMO Standards.

Where a service provider's accreditation is due after 1 July 2027, they must adopt the CMO Standards.

What happens if a non-government service provider's accreditation is due before 30 June 2027, and they choose to be accredited against the NSMHS?

If a non-government service providers accreditation is due on or before 1 July 2027, they can choose to continue to be accredited against the NSMHS. After 1 July 2027, when re-accreditation is due, this must be against the CMO Standards.

Can a service provider transition to the CMO Standards sooner than 1 July 2027?

Yes, non-government service providers can choose to transition to the CMO Standards prior to 1 July 2027.



Frequently asked questions *cont'd*

What about non-government service providers who do not currently have any mental health services contracts with the Commission, but enter into one between now and 1 July 2027?

Generally, unless otherwise agreed, the same transition date will apply.

For any non-government service providers entering into new contracts with the Commission for mental health services before 1 July 2027:

- If the service provider is accredited against the NSMHS at the time of the contract award and re-accreditation is due on or before 30 June 2027, the service provider may choose to be re-accredited against either the NSMHS or the CMO Standards.

After 1 July 2027, re-accreditation must be against the CMO Standards.

If the service provider is not accredited at the time of contract award, the service provider must achieve and demonstrate accreditation within 12 months of the date of contract award against the CMO Standards.

Why has the Commission chosen this transition date?

The Commission has implemented this transition date following extensive sector and stakeholder consultation and in alignment with other major funding agencies to allow appropriate time to transition and provide certainty to the sector.

Does this apply to alcohol and other drug (AOD) non-government service providers?

No, there is no change to non-government AOD service provider accreditation requirements. Non-government service providers funded by the Commission for AOD Services are required to be accredited against one of the recognised standards identified in the [National Quality Framework for Drug and Alcohol Treatment Services \(2019\)](#).

If a service provider is funded by the Commission for both mental health and AOD services, they will be required to be accredited against both the CMO Standards and one of the recognised standards identified in the [National Quality Framework for Drug and Alcohol Treatment Services \(2019\)](#).

Non-government service providers should refer to the terms and conditions of their contract or contact the Quality Team for more information.

Will the Commission consider exemptions or exceptions to the transition date?

The transition to the CMO Standards is mandatory. If a service provider is concerned about their ability to meet this transition date, please contact the Quality Team for further information or to discuss their specific contract arrangements.

Will Service Agreements or contracts be varied to include these requirements?

The Commission will engage with non-government service providers to formally vary all existing contract arrangements to include the updated accreditation requirements and execute this variation before 1 July 2027.

Will the Commission provide any financial support to non-government service providers to assist with the transition to the CMO Standards?

The Commission is committed to supporting non-government service providers to deliver high-quality services for the community and transition to the CMO Standards. The Commission is exploring the provision of one-off funding support to non-government service providers, subject to funding availability. Further information will be provided in due course.



Frequently asked questions *cont'd*

Are there any resources available to support the transition to the CMO Standards?

The ACSQHC has developed resources for non-government service providers to support the transition to the CMO Standards. This includes information on the accreditation process, self-assessment tools and fact sheets.

This is available on their [website](#).

What accreditation agencies can non-government service providers use?

Non-government service providers must engage an approved accrediting agency. There are currently six accrediting agencies approved by the ACSQHC for the CMO Standards.

The list of approved accreditation agencies is available [here](#).

How will the CMO Standards impact consumers and carers?

The ACSQHC has partnered with Lived Experience Australia to develop resources and information for peer workers, consumers, carers and/or people with lived or living experience. These provide an overview of the CMO Standards, the accreditation assessment process, how the CMO Standards may affect consumers, carers and peer workers, and how consumers can use their lived experience to improve mental health services. These are available [here](#).

Who can I contact for more information?

Please contact the Commission's Quality Team via (08) 6553 0600 or quality@mhc.wa.gov.au. Non-government service providers are also encouraged to contact their contract manager to discuss their specific contract arrangements.

Service providers should consider this information in conjunction with their specific contractual arrangements with the Commission.