

# National Mental Health Performance Framework

The National Mental Health Performance Framework has been superseded by [National Mental Health Performance Framework 2020](#).

The National Mental Health Performance Framework (NMHPF) was developed in 2005 as a key strategy for facilitating a culture of continuous quality improvement in mental health service delivery. The framework supports Australian and state and territory governments' commitment to improving accountability and transparency at the Mental Health Service Organisation (MHSO) level.

The NMHPF follows the tier and structure domain of the National Health Performance Framework (NHPF). The three tiers of performance are as follows:

## Dimensions of this framework

- [Tier I-Health Status and Outcomes](#)

How healthy are Australians? Is it the same for everyone? Where is the most opportunity for improvement?

### Sub-dimensions of this framework

- [Deaths](#)

Age or condition specific mortality rates.

- [Health Conditions](#)

Prevalence of disease, disorder, injury or trauma or other health-related states

- [Human Function](#)

Alterations to body, structure or function (impairment), activities (activity limitation) and participation (restrictions in participation)

- [Life Expectancy & Wellbeing](#)

Broad measures of physical, mental, and social wellbeing of individuals and other derived indicators such as Disability Adjusted Life Expectancy (DALE)

- [Tier II-Determinants of Health](#)

Are the factors determining health changing for the better? Is it the same for everyone? Where and for whom are they changing for the worse?

### Sub-dimensions of this framework

- [Community Capacity](#)

Characteristics of communities and families such as population density, age distribution, health literacy, housing, community support services and transport

- [Environmental Factors](#)

Physical, chemical and biological factors such as air, water, food and soil quality resulting from chemical pollution and waste disposal

- [Health Behaviours](#)

Attitudes, beliefs knowledge and behaviours (e.g. patterns of eating, physical activity, excess alcohol consumption and smoking)

- **Person-related Factors**

Genetic-related susceptibility to disease and other factors such as blood pressure, cholesterol levels and body weight

- **Socioeconomic Factors**

Socio-economic factors such as education, employment, per capita expenditure on health, and average weekly earnings

- **Tier III-Health System Performance**

How well is the health system performing in delivering quality health actions to improve the health of all Australians? Is it the same for everyone?

### **Sub-dimensions of this framework**

- **Accessible**

Ability of people to obtain health care at the right place and right time irrespective of income, geography and cultural background

#### **Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 11J – Rate of pre-admission community care, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 08J – Proportion of population receiving clinical mental health care, 2015](#)  
Health, Standard 13/04/2016
- [KPIs for Australian Public Mental Health Services: PI 09J – New client index, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 09 – New client index, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 11 – Rate of pre-admission community care, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 12 – Rate of post-discharge community care, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 09J – New client index, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 11J – Rate of pre-admission community care, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 08J – Proportion of population receiving clinical mental health care, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 08 – Proportion of population receiving clinical mental health care, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 11J – Rate of pre-admission community care, 2017](#)

- Health, Standard 14/06/2017
  - [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2017](#)  
Health, Standard 14/06/2017
  - [KPIs for Australian Public Mental Health Services: PI 08J – Proportion of population receiving clinical mental health care, 2017](#)  
Health, Standard 14/06/2017
  - [KPIs for Australian Public Mental Health Services: PI 09J – New client index, 2017](#)  
Health, Standard 14/06/2017
  - [KPIs for Australian Public Mental Health Services: PI 08 – Population access to specialised clinical mental health care, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 08J – Population access to specialised clinical mental health care, 2018](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 09J – Mental health new client index, 2018](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 11J – Pre-admission community mental health care, 2018](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2018](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 08 – Population access to specialised clinical mental health care, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 09 – New Client Index, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 08J – Population access to specialised clinical mental health care, 2019](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 09J – Mental health new client index, 2019](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2019](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 09 – Mental health New client index, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 11J – Pre-admission community mental health care, 2019](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 11 – Pre-admission community mental health care, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
  - [KPIs for Australian Public Mental Health Services: PI 11 – Pre-admission community mental health care, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- **Appropriate**

The care, intervention or action provided is relevant to the consumer's and/or carer's needs and based on established standards

#### Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute inpatient stay, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community care period, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 03J – National Service Standards compliance, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 15J – Rate of seclusion, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 03 – National Service Standards compliance, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute inpatient stay, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community care period, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 15 – Rate of seclusion, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 03J – National Service Standards compliance, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute inpatient stay, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community care period, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 15J – Rate of seclusion, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 15J – Rate of seclusion, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 03J – National Service Standards compliance, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute inpatient stay, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community care period, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 03 – National Mental Health Service Standards compliance, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 03 – National Mental Health Service Standards compliance, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute mental health inpatient stay, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community mental health care period, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute mental health inpatient stay, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021

- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community mental health care period, 2019 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15 – Seclusion rate, 2019 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15 – Seclusion rate, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16 – Restraint rate, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16 – Restraint rate, 2019 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2018 Health](#), Superseded 16/02/2021

o **Capable**

An individual or service's capacity to provide a health service based on skills and knowledge

**Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 13 – Consumer outcomes participation, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 03J – National Service Standards compliance, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 14J – Outcomes readiness, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 03 – National Service Standards compliance, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 14 – Outcomes readiness, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 03J – National Service Standards compliance, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 14J – Outcomes readiness, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 14J – Outcomes readiness, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 03J – National Service Standards compliance, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 03 – National Mental Health Service Standards compliance, 2019 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 03 – National Mental Health Service Standards compliance, 2018 \(Service level\) Health](#), Superseded 16/02/2021

- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2019 \(Service level\) Health](#), Superseded 16/02/2021

## o **Continuous**

Ability to provide uninterrupted, coordinated care or service across programs, practitioners, organisations and levels over time

### **Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 02J – 28 day readmission rate, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 11J – Rate of pre-admission community care, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 02 – 28 day readmission rate, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 11 – Rate of pre-admission community care, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 12 – Rate of post-discharge community care, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 02J – 28 day readmission rate, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 11J – Rate of pre-admission community care, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 11J – Rate of pre-admission community care, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 02J – 28 day readmission rate, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 11J – Pre-admission community mental health care, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2019 \(Service level\) Health](#), Superseded 16/02/2021

- [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 11 – Pre-admission community mental health care, 2019 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 11 – Pre-admission community mental health care, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 02 – 28 day mental health readmissions, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 02 – Mental health readmissions to hospital, 2019 \(Service level\) Health](#), Superseded 16/02/2021

o **Effective**

Care, intervention or action achieves desired outcome

**Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 02J – 28 day readmission rate, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in consumer's clinical outcomes, 2015 Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 01 – Change in consumer's clinical outcomes, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 02 – 28 day readmission rate, 2015– Health](#), Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in consumer's clinical outcomes, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 02J – 28 day readmission rate, 2016 Health](#), Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 02J – 28 day readmission rate, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in consumer's clinical outcomes, 2017 Health](#), Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 01 – Change in mental health consumer's clinical outcomes, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 01 – Changes in mental health consumers' clinical outcomes, 2019 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in mental health consumer's clinical outcomes, 2018 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in mental health consumer's clinical outcomes, 2019 Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 02 – 28 day mental health readmissions, 2018 \(Service level\) Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 02 – Mental health readmissions to hospital, 2019 \(Service level\) Health](#), Superseded 16/02/2021

o **EFFICIENT**

Achieving desired results with most cost effective use of resources

**Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute inpatient stay, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute admitted patient day, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community care period, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community treatment day, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute inpatient stay, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 05 – Average cost per acute admitted patient day, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community care period, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 07 – Average cost per community treatment day, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute inpatient stay, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute admitted patient day, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community care period, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community treatment day, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute inpatient stay, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute admitted patient day, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community care period, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community treatment day, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 05 – Average cost per acute mental health admitted patient day, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 05 – Average cost per acute mental health admitted patient day, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute mental health admitted patient day, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute mental health inpatient stay, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community mental health care period, 2018 \(Service level\)](#)



- Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 07 – Average cost per community mental health treatment day, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute mental health admitted patient day, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute mental health inpatient stay, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community mental health care period, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 07 – Average cost per community mental health treatment day, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community mental health treatment day, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community mental health treatment day, 2019](#)  
Health, Superseded 16/02/2021

## ○ **Responsive**

Service provides respect for persons and is consumer and carer orientated: respect for dignity, confidential, participate in choices, prompt, quality of amenities, access to social support networks, and choice provider

### **Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 13 – Consumer outcomes participation, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021

## ○ **Safe**

Potential risks of an intervention or the environment are identified and avoided or minimised

### **Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 15J – Rate of seclusion, 2015](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 12 – Rate of post-discharge community care, 2015–](#)

- Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 15 – Rate of seclusion, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 15J – Rate of seclusion, 2016](#)  
Health, Superseded 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 12J – Rate of post-discharge community care, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 15J – Rate of seclusion, 2017](#)  
Health, Standard 14/06/2017
- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15 – Seclusion rate, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15 – Seclusion rate, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2019](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2018](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021

o **Sustainable**

System or organisations' capacity to provide infrastructure such as workforce, facilities and equipment, and be innovative and respond to emerging needs (research, monitoring)

**Indicators in this framework**

- [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2015–](#)  
Health, Standard 19/11/2015
- [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2018 \(Service level\)](#)  
Health, Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2019 \(Service level\)](#)  
Health, Superseded 16/02/2021