

# Appropriateness

Service is a person-centred, culturally appropriate, rights-based, trauma-informed and recovery oriented. Mental health consumers and carers are treated with dignity and confidentiality and encouraged to participate in choices related to their care. Consumers and carers report positive experiences (PROMs & PREMs).

## Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2020– \(Service level\) Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2021– \(Service level\) Health](#), Standard 17/12/2021