



Government of **Western Australia**  
Department of **Health**

OFFICIAL

# Community Mental Health Patient Activity Data Business Rules

July 2026

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|---------------------------------------|--|
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## Abbreviations

|                        |  |
|------------------------|--|
| AIHW                   | Australian Institute of Health and Welfare                       |
| AMHCC                  | Australian Mental Health Care Classification                     |
| CGAS                   | Children's Global Assessment Scale                               |
| FIHS                   | Factors Influencing Health Status                                |
| GP                     | General Practitioner   |
| HoNOS                  | Health of the Nation Outcome Scales                              |
| HoNOS 65+              | Health of the Nation Outcome Scales 65+                          |
| HoNOSCA                | Health of the Nation Outcome Scales for Children and Adolescents |
| K10 / K10-L3D / K10+LM | Kessler Psychological Distress Scale                             |
| LSP                    | Life Skills Profile  |
| MHDC                   | Mental Health Data Collection                                    |
| MHPoC                  | Mental Health Phase of Care                                      |
| NOCC                   | National Outcomes and Casemix Collection                         |
| OCS                    | Occasion of Service  |
| PSOLIS                 | Psychiatric Services Online Information System                   |
| RUG-ADL                | Resource Utilisation Groups - Activities of Daily Living         |
| SDQ                    | Strengths and Difficulties Questionnaire                         |
| SSCD                   | State-wide Standardised Clinical Documentation                   |
| UMRN                   | Unit Medical Record Number                                       |
| WA                     | Western Australia  |

## 1. Purpose

The purpose of the *Community Mental Health Patient Activity Data Business Rules* is to outline criteria to correctly count and classify community mental health consumer activity within the Western Australian health system.

The *Community Mental Health Patient Activity Data Business Rules* is a related document mandated under [MP 0164/21 Patient Activity Data Policy](#).

These Business Rules are to be read in conjunction with this Policy and other related documents and supporting information as follows:

- [Admitted Patient Activity Data Business Rules](#)
- [Mental Health Data Collection Data Specifications](#)
- [Mental Health Data Collection Data Dictionary](#)
- [Patient Activity Data Policy Information Compendium](#).

## 2. Background

Community or ambulatory mental health consumer activity refers to care provided by public specialised mental health services to mental health consumers who are not currently admitted to a mental health inpatient or residential service. These services are delivered by health professionals with specialist mental health qualifications or training in the community.

Data relating to this type of mental health consumer activity are based on service contacts and these are collected by the Department of Health in the Mental Health Data Collection (MHDC).

Business rules ensure the collection of mental health data is standardised across the WA health system and that Health Service Providers and Contracted Health Entities record, count and classify activity correctly for the services they provide. High quality information is required to inform the planning, monitoring, evaluation and funding of health services.

These Business Rules are revised and updated annually to align with national policy and legislation, ensuring relevance and currency. Revisions are made following extensive consultation with stakeholders.

**Please Note:** *The Mental Health Data Collection (MHDC) is transitioning toward the full adoption of the term ‘Consumer’ as the standard descriptor for individuals who engage with or receive care from Mental Health Services.*

*This terminology replaces the use of ‘Client’ or ‘Patient’ across all data-related assets, including data elements, metadata definitions, reporting outputs, system labels, and associated documentation.*

*This terminology change ensures consistency within the MHDC dataset and supports a person-centred, recovery-oriented approach to data governance and reporting. Standardising terminology to ‘Consumer’ strengthens data quality, promotes alignment with contemporary mental health practice, and ensures coherence across local, state, and national reporting requirements.*

### 3. Contact details

Queries and feedback on the Business Rules can be submitted to the Mental Health Data Collection team at the Department of Health via [mentalhealthdata@health.wa.gov.au](mailto:mentalhealthdata@health.wa.gov.au).

### 4. Scope

For the *Community Mental Health Patient Activity Data Business Rules*, the scope of activity is outlined below.

Activity in scope includes mental health care delivered by:

- community mental health services provided to mental health consumers in the community.
- hospital or residential mental health services provided to mental health consumers in the community.
- specialised mental health care providers in emergency settings.
- 'in-reach' mental health care (i.e. service contacts provided to patients admitted to hospital or residential mental health services) by community mental health services.

Activity out of scope, noting that this activity is out of scope because the type of mental health consumer activity either falls under other activity type/s and those business rules and data specifications, or outside WA Health mental health services, as per below:

- specialised mental health inpatient services delivered to admitted patients, including same day admitted patient care delivered by community mental health care services (note - this comes under 'Admitted' Patient Activity).
- mental health care delivered by non-specialised, non-admitted services (note - this represents 'Non-Admitted' Patient Activity).
- all non-specialised mental health care delivered in emergency settings (note - this relates to 'Emergency Department' Patient Activity).
- support services that are not specialised mental health care services or care provided by non-government organisations (this is patient activity provided by NGOs).
- care delivered by primary care providers and private psychiatrists and psychologists (this refers to patient activity provided by the private sector).

## 5. Terminology

For the purposes of these Business Rules, the key terms below have the following meanings.

### 5.1 Mental health care

Care in which the primary clinical purpose or treatment goal is improvement in the symptoms and/or psychosocial, environmental and physical functioning related to a patient's mental disorder. Mental health care:

- is delivered under the management of, or regularly informed by, a medical practitioner with specialised expertise in mental health
- is evidenced by an individual formal mental health assessment and the implementation of a documented mental health plan
- may include significant psychosocial components, including family and carer support.

This includes services provided as assessment only activities.

Mental health care often takes place in the community, but some people may require this care in a hospital setting such as a hospital ward, an emergency department or an outpatient clinic. A mental health patient may be admitted to the hospital just for the day, a single overnight stay, or for a number of days.

### 5.2 Specialised mental health service

A service with a primary function to provide treatment, rehabilitation or community health support targeted towards people with a mental disorder or psychiatric disability. These activities are delivered from a service or facility that is clearly identifiable as both specialised and serving a mental health care function.

The definition excludes specialist drug and alcohol services and services for people with intellectual disabilities, except where they are established to assist people affected by a mental disorder who also have drug and alcohol related disorders or intellectual disability.

Specialised mental health services include community (also known as ambulatory) mental health care services; community residential mental health services; specialised mental health inpatient units; and psychiatric hospitals (authorised and non-authorised).

### 5.3 Community mental health care

Government funded and operated specialised mental health care provided by community mental health care services and hospital-based community care services, such as outpatient and day clinics.

### 5.4 Community mental health care service

A specialised mental health service that provides services to people who are not currently admitted to a mental health inpatient or residential service. Services are delivered by health professionals with specialist mental health qualifications or training. Community mental health services include:

- community-based crisis assessment and treatment teams

- day programs
- mental health outpatient clinics provided by either hospital or community based services
- child and adolescent outpatient and community teams
- social and living skills programs
- psychogeriatric assessment services
- hospital-based consultation-liaison and in-reach services to admitted patients in non-psychiatric and hospital emergency settings
- home based treatment services
- hospital based outreach services.

### **5.5 Mental health program**

The fundamental reporting unit that structurally forms the first level of a community mental health service. A program is the level at which mental health activity occurs and is captured in Psychiatric Services Online Information System (PSOLIS), noting that mental health consumers may be admitted to one or many programs. Information can be grouped according to programs for reporting or any other purposes.

For further information see [Appendix A – Mental health service and program structure](#).

### **5.6 Medical record**

A medical record is the formal and authoritative collection of information relating to an individual's healthcare plan, medical history, clinical assessments, treatment, and other health-related documentation. Medical records may exist in paper-based, digital, or electronic form. They are typically created when a patient first presents to a healthcare facility and are subsequently used to document all ongoing care, interventions and admissions throughout the patient's interactions with the health service.

Where a digital or electronic medical record is created in addition to or as a substitute for a paper-based record, it must be managed and maintained in the same manner as the paper-based record to ensure consistency, accuracy and compliance with statutory obligations.

While the primary purpose of the medical record is to serve the patient by providing a complete, accurate and contemporaneous history of their care and clinical interactions, it also functions as a necessary evidentiary document for the assessment of compliance, health service activity reporting and funding obligations.

### **5.7 Service contact**

The provision of a service event by a specialised mental health service provider deemed to be clinically significant, where the nature of the service would normally warrant a dated entry in the clinical record of the mental health consumer in question. A service contact is a reportable measure calculated by the MHDC and supplied for all data requests and activity reporting.

For further information on how this is defined and for examples see [Appendix B – Service contacts](#).

## 5.8 Service event

The actual service provision/intervention provided to, or on behalf of, a mental health consumer by a specialised mental health service provider. A service event can have one or many service event items delivered.

Service events include both direct and indirect care.

*Direct* care is where the mental health consumer, or associate of the mental health consumer, is present by any means of communication.

*Indirect* care is where the mental health consumer, or associate of the mental health consumer, is not present by any means of communication, but an activity is performed for or on behalf of that mental health consumer.

## 5.9 Service event item

Structurally this is the lowest level that service event data is collected. A single service event item consists of a separate activity item, such as assessment, depot injection or clinical review.

For further information see [Appendix C – Service event items](#).

## 5.10 Session type

An *individual* session type occurs when a mental health consumer is present, or when a carer is present on behalf of one mental health consumer.

A *group* session type occurs when two or more mental health consumers are present with or without carers, or carers are present on behalf of more than one mental health consumer.

## 5.11 Patient

A *patient* is a consumer residing in an inpatient or residential unit.

## 5.12 Mental health consumer

A *mental health consumer* is a consumer living in the community, who receives or has received clinical care, advice or support (more than brief information) from a community mental health service. Persons who are triaged by phone and referred elsewhere are considered mental health consumers. The degree of information collected for such mental health consumers will vary.

An *active* mental health consumer is a consumer who has been formally activated as a community mental health care service mental health consumer and who has not been formally deactivated.

A mental health consumer may be identified or unidentified and need not be registered by the service or accepted for ongoing treatment.

*Identified* mental health consumers are individuals for whom sufficient identifying information is recorded to allow the assignment of a Unit Medical Record Number (UMRN) for their continuous electronic record.

*Unidentified* mental health consumers include people who receive services as unidentified individuals or receive mental health promotion and prevention services as members of groups or organisations or target populations. This includes all situations

where the creation or updating of an individual mental health consumer record is either impossible or clinically unnecessary.

### **5.13 Carer**

In the mental health setting, a carer is an individual – typically a family member, friend, or other support person – who provides ongoing or occasional care and support to a consumer of mental health services. Carers may be paid or unpaid but are not individuals employed to provide clinical or community mental health services (e.g. community mental health staff). The caring role is not fixed or permanent and may change over time in response to the evolving needs of both the consumer and the carer.

### **5.14 Nominated person**

A person who has signed a Form 12A – ‘Nomination of Nominated Person’ under the *Mental Health Act 2014*. A nominated person assists the mental health consumer who made the nomination by ensuring that the rights of the mental health consumer are observed, and the mental health consumer’s interests and wishes are taken into account.

### **5.15 Associate**

Anyone who is related or connected to the mental health consumer and involved in their care. An associate can be a person or organisation. This can include family members, carer, GP, emergency contact, agencies etc. An associate must not be government mental health staff or organisations.

### **5.16 Specialised mental health service provider**

Any staff member employed by a specialised mental health service who provides specialised mental health care to a consumer of mental health services, including non-clinical staff.

## 6. Recording activity

### 6.1 Activity to be recorded

It is a mandatory requirement for all service events provided to, or on behalf of, a mental health consumer by a specialised mental health service provider to be recorded.

It is not mandatory to record service event items which are not counted as reportable service contacts.

For further information see [Appendix C – Service event items](#).

### 6.2 Responsibility for recording activity

Every specialised mental health service provider is responsible for recording their own service events.

### 6.3 How activity is to be recorded

Service events are to be recorded in PSOLIS in accordance with local health service policies and the PSOLIS business operating rules.

If multiple specialised mental health service providers deliver a service event to the same mental health consumer *concurrently* a single service event should be recorded.

If multiple specialised mental health service providers deliver a service event to the same mental health consumer *sequentially* a service event should be recorded for each specialised mental health service provider.

If one mental health service provider delivers a service event *sequentially* a service event should be recorded for each provision/intervention without a break.

For further information see [Appendix B – Service contacts](#).

### 6.4 Information to be entered in PSOLIS

Specialised mental health service providers must enter the following mental health consumer related activity information in PSOLIS:

- referrals to community mental health services
- triage events and service contacts within five (5) working days from the date of the service being provided
- activation and de-activation of mental health consumers, as clinically appropriate
- mental health consumer diagnosis, reviews and updates throughout the mental health consumer's community mental health episode, as appropriate
- *Mental Health Act 2014* legal orders, and associated notifications, within 24 hours of the order being made
- *State-wide Standardised Clinical Documentation (SSCD) forms*
- National Outcome and Casemix Collection (NOCC) and Australian Mental Health Care Classification (AMHCC) clinical measures in accordance with the NOCC protocol and AMHCC standards (see [Appendix D – Reportable clinical measures](#))

- changes to the mental health consumer's diagnosis at each NOCC collection occasion
- Mental Health Phase of Care (MHPoC) at each NOCC collection occasion
- MHPoC reviews and changes along with the appropriate clinical and consumer outcome measures.

## 7. Compliance and audits

### 7.1 Audit of Business Rules

The System Manager, through the Purchasing and System Performance Division, will conduct audits to ascertain the level of compliance with the business rules contained in this document. The purpose of the audit program is to add value, improve performance and support the business objectives of the Department of Health, as the System Manager. Audit findings will be communicated to the WA health system entity, to Information Stewards, Chief Executives of WA health entities, the Director General and other relevant persons regarding the findings of compliance monitoring activities.

WA health entities are required to facilitate these audits by providing the required information and resources to the audit team.

Further information regarding audits conducted by the Health Information Audit Team is contained in the [Health Information Audit Practice Statement](#).

### 7.2 Data quality and validation correction process

Data quality and validation processes are essential tools used to ensure the accuracy and appropriateness of data submitted to the MHDC. Validations are applied to individual data elements and reflect national reporting obligations, best practice and compliance with policy requirements, as well as the five data quality principles of relevance, accuracy, timeliness, coherence and interpretability.

Validations are used to support:

- Key Performance Indicators
- Activity Based Funding
- Clinical Indicators developed by the Office of Patient Safety and Clinical Quality
- health service monitoring, evaluation and planning
- reporting to the Federal Government
- research
- responses to Parliamentary requests/questions.

For further information on data quality and validation processes and timeframes refer to the [Patient Activity Data Policy Information Compendium](#).

## 8. Definitions

The following definition(s) are relevant to this document:

| Term                                    | Definition   |
|---|--|
| Contracted Health Entity                | A non-government entity that provides health services to the State under a contract or other agreement entered into with –<br>(a) a Health Service Provider; or<br>(b) the Department CEO, the Minister or the Premier on behalf of the State.   |
| Custodian                               | A custodian manages the day-to-day operations of the information asset(s) and implements policy on behalf of the Steward and Sponsor.  |
| Data Collection                         | Refer to Information Asset.  |
| Health Service Provider                 | A Health Service Provider established by an order made under section 32(1)(b) of the Health Services Act 2016 and may include North Metropolitan Health Service (NMHS), South Metropolitan Health Service (SMHS), Child and Adolescent Health Service (CAHS), WA Country Health Service (WACHS), East Metropolitan Health Service (EMHS), PathWest, Quadriplegic Centre and Health Support Services (HSS). |
| Information asset                       | A collection of information that is recognised as having value for the purpose of enabling the WA health system to perform its clinical and business functions, which include supporting processes, information flows, reporting and analytics.  |
| Information Management Policy Framework | The Information Management Policy Framework specifies the information management requirements that all Health Service Providers must comply with in order to ensure effective and consistent management of health, personal and business information across the WA health system.  |
| Patient Activity Data Business Rules    | Patient Activity Data Business Rules mandate the rules, scope and criteria to be used when recording health service patient activity data and reporting to the Department of Health, as the System Manager.  |
| Sponsor                                 | A Sponsor's role is to execute leadership over allocated information asset(s) functions on behalf of the Steward.  |
| Steward                                 | A Steward's role is to implement the strategic direction of information management governance as recommended by the Information Management Governance Advisory Group and manage the information asset(s) under their control to ensure compliance in line with legislation, policies and standards.  |

| Term             | Definition   |
|------------------|--|
| System Manager   | The term used to describe the Department CEO's role in managing the WA health system to the extent necessary to provide stewardship, strategic leadership and direction and to allocate resources for the provision of public health services in the State under section 19 of the Health Services Act 2016. |
| WA health system | The WA health system is comprised of:<br>(i) the Department;<br>(ii) Health Service Providers; and<br>(iii) Contracted health entities, to the extent they provide health services to the State.   |

## 9. References

[Australian Mental Health Care Classification Version 1.1](#)

[Community Mental Health Care National Minimum Data Set](#)

[Mental Health Care Data Set Specification](#)

[Mental Health Phase of Care Guide](#)

[National Outcomes Casemix Collection Technical Specifications](#)

[Residential Mental Health Care National Minimum Data Set](#)

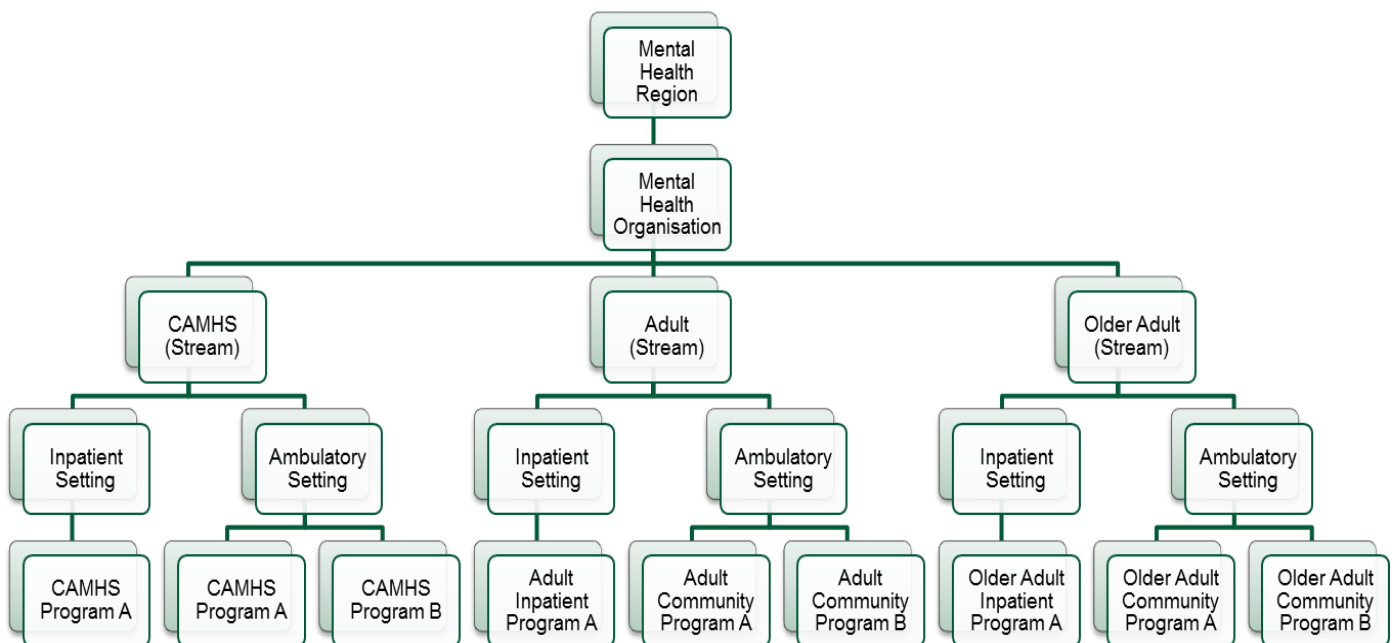
## Appendix A – Mental health service and program structure

Mental health services are responsible for maintaining and reviewing the current programs within their organisation.

If amendments or new programs are required to be made in PSOLIS the MHDC team at the Department of Health must be notified in accordance with the ‘Process for Creating, Closing or Renaming a PSOLIS Program.’

Once reviewed and approved, the request will be forwarded to the PSOLIS Support team for implementation.

**Figure A1: Mental health/PSOLIS service structure**



## Appendix B – Service contacts

Service contacts are mandatory and reportable service events. They are reported in alignment with Australian Institute of Health and Welfare (AIHW) [definitions](#), which states a service contact is:

*“the provision of a clinically significant service by a specialised mental health service provider(s) for mental health consumers, other than those mental health consumers admitted to psychiatric hospitals or designated psychiatric units in acute care hospitals, and those resident in 24 hour staffed specialised residential mental health services, where the nature of the service would normally warrant a dated entry in the clinical record of the mental health consumer in question.”*

The explanatory notes accompanying the AIHW definition provides more information about these units of measure, stating that service contacts:

- must involve at least two persons, one of whom must be a specialised mental health service provider
- include mobile and outreach services and consultation and liaison services
- are not restricted to in person communication but can include telephone, video link or other forms of direct communication
- can either be with a mental health consumer or with a third party such as a carer or family member, other professional or mental health worker or other service provider. Services involving only a service provider and third parties are included as service contacts, where the nature of the service would normally warrant a dated entry in the clinical record of the mental health consumer in question
- should be recorded for each mental health consumer for which the service is provided, regardless of the number of mental health consumers or third parties participating
- may consist of multiple contacts on any one day for a mental health consumer, including contacts involving third parties. If multiple mental health service providers deliver a service, contact to the same mental health consumer concurrently a single service contact should be recorded. If multiple mental health service providers deliver a service contact to the same mental health consumer sequentially, a service contact should be recorded for each mental health service provider
- provided by all staff employed by a specialised mental health service, including non-clinical staff, should be recorded provided the nature of the service contact meets the definition
- should only include service provision if it is relevant to the clinical condition of the mental health consumer, i.e. it does not include services of an administrative nature (e.g. telephone contact to schedule an appointment) except where the nature of the service would normally warrant a dated entry in the clinical record of the mental health consumer in question
- should not include instances where notes are made in the mental health consumer clinical record that have not been prompted by a service provision for a mental health consumer. Examples include noting receipt of test results that require no

further action and noting a mental health consumer did not attend a planned service contact

- should not include instances where documenting the mental health consumer's service contact details is separated in time from the service provision, i.e. the documenting of the contact details is not counted as a separate service contact
- should not include travel to or from the location at which the service is provided, for example to or from outreach facilities or private homes.

In WA, a service contact is defined as those service event items where ALL of the following must occur:

- the service event item is a mandatory and reportable service event item. This includes items such as assessments, depot injections, counselling, and clinical reviews. Conditional service event items must have a mental health consumer or carer present. Full details may be found in [Appendix C – Service event items](#).
- there is no change in the health professional or health professionals present
- there is no break in time between service event items. The start time of the next service event item must be exactly equal to the end time of the previous service event item.
- the mental health consumer has not been reported as unknown.

Note that service events of an administrative nature, such as travel and clinical record keeping, are not considered service contacts.

### **Clinical reviews**

In WA clinical reviews typically represent over ten per cent of the total number of service event items recorded by ambulatory mental health care services. Analysis of these service events indicates there are inconsistencies in the way clinical reviews are being recorded in PSOLIS.

While some services record clinical reviews as individual sessions, others record them as group sessions. These inconsistencies have an impact on the calculation of the counts and duration of service contacts which then significantly effects national activity reporting.

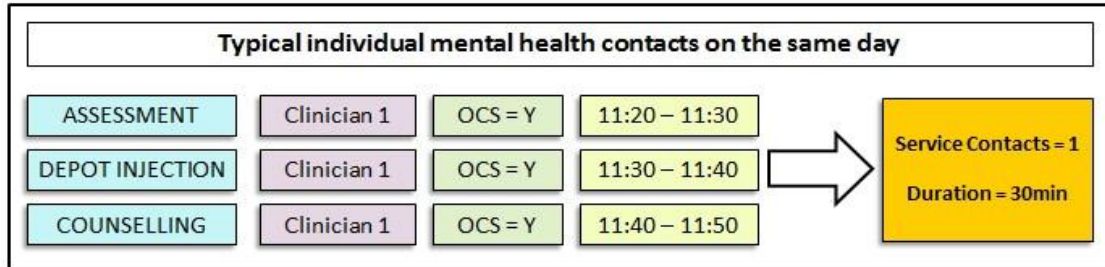
To ensure consistency with other jurisdictions, WA has adopted the national standards and definitions whereby:

- case conferences and clinical reviews entered into PSOLIS for community mental health service events are to be recorded as individual sessions.
- the time spent discussing each mental health consumer should be recorded separately where possible.
- where the recording of individual session duration is not possible, the total time for the discussion should be apportioned evenly between the number of mental health consumers discussed. For example, for a discussion of one hour, during which six mental health consumers were discussed, a ten-minute session duration would be recorded for each mental health consumer.

**Service contact examples**

The following are some typical examples that may assist in understanding how service contacts are counted.

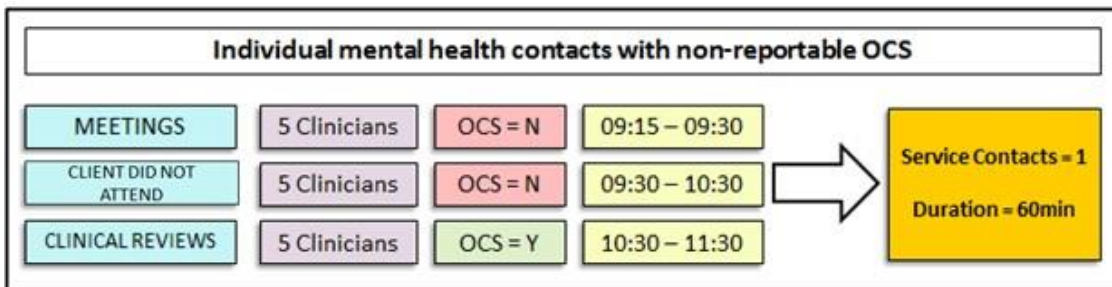
**Scenario one: One mental health consumer with multiple reportable service event items**



**Figure B1: Typical individual mental health contacts on the same day**

This scenario demonstrates a simple case where a mental health consumer has three service event items recorded against them on the same day. All three items are mandatory and reportable, and the same service provider is present for all items (note: mandatory and reportable items are also known in WA as ‘Occurrences of Service’ or OCS). This is counted as one service contact with a duration of 30 minutes. The service contact will be reported as an ‘Assessment’ as this is the first reportable item listed.

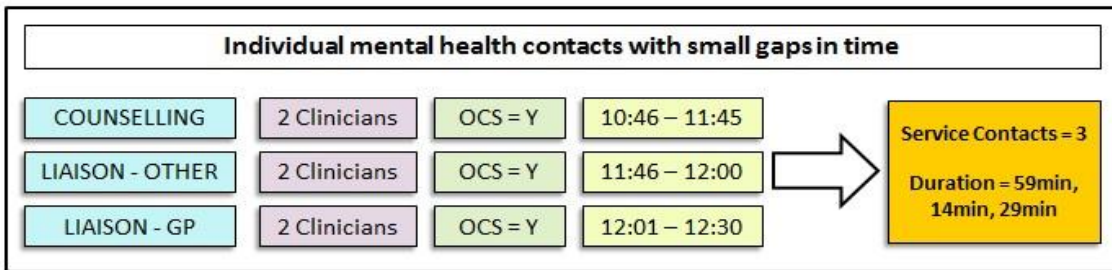
**Scenario two: One mental health consumer with multiple non-reportable service event items**



**Figure B2: Typical individual mental health contacts on the same day**

This scenario demonstrates where a mental health consumer has three service event items recorded against them on the same day. The first two items are non-reportable whereas the third item is reportable. The same service providers are present at all three items, and all three are adjacent in time. This is recorded as one service contact with a duration of 60 minutes. The first two items are excluded in the count; therefore, the service contact will be reported as a ‘Clinical Review’.

**Scenario three: Small gaps in time between multiple service event items**

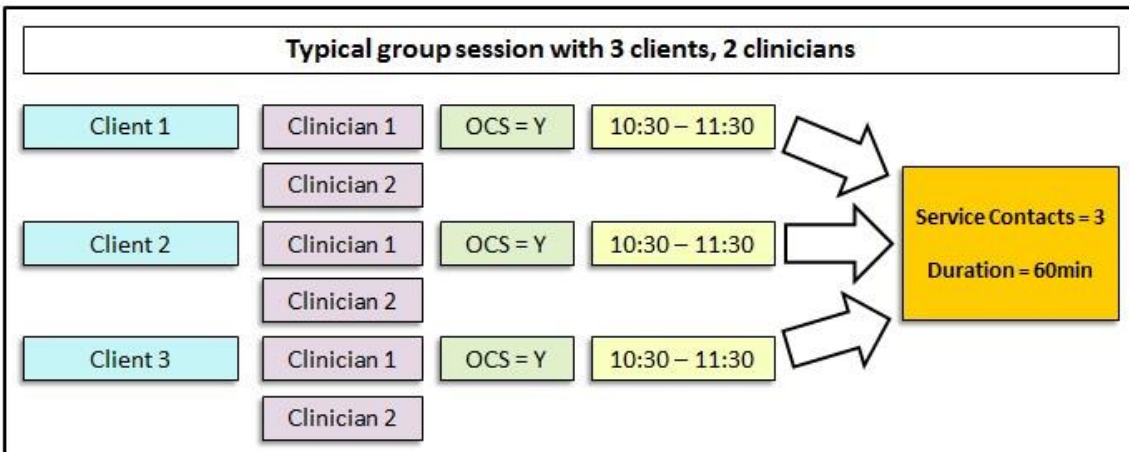


**Figure B3: Small gaps in time between service event items**

This scenario highlights the entry of multiple service event items against a mental health consumer with a small gap in time between service event items. All three contacts are mandatory and reportable, and the same service providers are present at all three. However, as there is a one-minute gap between the first and second, and second and third item, this will be incorrectly reported as three separate service contacts. Each service contact is reported as its relevant item name, i.e. 'Counselling', 'Liaison – Other' and 'Liaison – GP'.

*Note that these items have not been entered correctly. These service event items should be entered as back-to-back service event items and should be reported as a single service contact.*

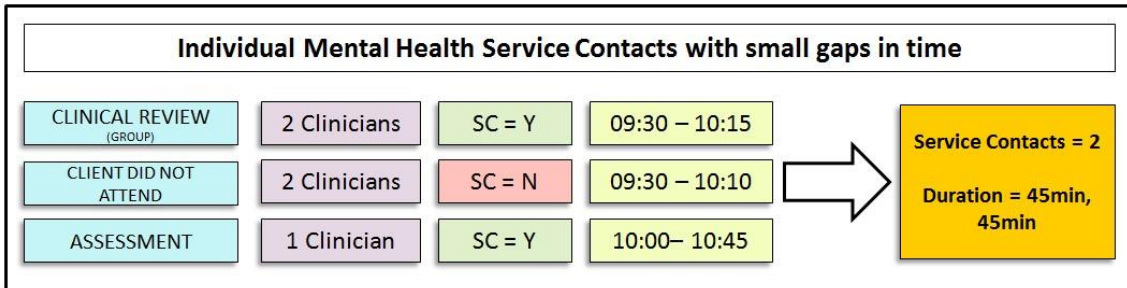
**Scenario four: Multiple mental health consumers with group session reportable service event items**



**Figure B4: Group sessions**

This scenario comprises a group session where three mental health consumers were reported as attending and two health professionals were present. Assuming the group session is a mandatory and reportable service event item such as therapy, this will be reported as three service contacts with a duration of 60 minutes each.

**Scenario five: Concurrent and overlapping service event items**



**Figure B5: Concurrent and overlapping service event items**

This scenario highlights current shortfalls in both data entry and PSOLIS. Concurrent and overlapping service event items effectively place either the mental health consumer, or the Health Service Provider, in two places at the same time, and results in over-reporting of activity. These occur when the first service event in the sequence contains more than one mental health consumer and Health Service Provider.

The example shown is where an ‘Assessment’ was entered for 9:30 to 10:15, another service event item ‘Mental health consumer did not attend’ was entered for 9:30 to 10:10, followed by another ‘Assessment’ service event from 10:00 to 10:45 with just this entry having the one Health Service Provider and mental health consumer from previous entries. This will be reported as two service contacts even though it is not possible for a mental health consumer to receive two assessments at the same time.

## Appendix C – Service event items

The table below lists the service event items currently available for recording in PSOLIS and indicates which of those are mandatory and meet the definition of a service contact for patient activity reporting.

(Note: TBD = To be determined)

**Table C1: Mental health care service event items by code (current as at 2024-25)**

| Code | Service Event Item Name                                  | Clinical | Consumer/Carer Presence      | Service Contact (AMHCC Rules)                |
|------|--|----------|------------------------------|--|
| 57   | MH CONSUMER DID NOT ATTEND                               | NO       | Nil                          | NO   |
| 59   | MH CONSUMER ESCORT                                       | YES      | Consumer                     | YES<br>if clinically required & documented   |
| 67   | DRUG & ALCOHOL REHAB/DETOX                               | YES      | Consumer                     | YES  |
| 69   | FAMILY SUPPORT   | YES      | Carer Only/ Consumer + Carer | YES<br>if linked to care                     |
| 89   | THERAPY  | YES      | Consumer                     | YES  |
| 96   | NOCC CLEARANCE   | YES      | Consumer                     | NO   |
| TBD  | NDIS ASSESSMENT  | YES      | Consumer                     | YES<br>if clinically required & documented   |
| TBD  | NDIS REPORT WRITING                                      | YES      | Nil                          | NO   |
| TBD  | NDIS LIAISON – OTHER                                     | YES      | Nil/ Consumer                | YES<br>ONLY if directly contributes to care  |
| 120  | MEDICAL FOLLOW UP  | YES      | Consumer                     | YES  |
| 126  | ASSESSMENT   | YES      | Consumer                     | YES  |
| 127  | ASSESSMENTS OUTCOME MEASURES                             | YES      | Consumer                     | YES<br>ONLY if part of clinical care episode |
| 128  | CARER INTERVENTION - REFERRED/ACTIVE MH CONSUMER         | YES      | Carer only                   | YES  |
| 129  | CARER INTERVENTION - NON-REFERRED/NON-ACTIVE MH CONSUMER | YES      | Carer only                   | NO   |
| 130  | CASE CONFERENCES   | YES      | Nil                          | YES<br>ONLY if related to active care        |
| 131  | MH CONSUMER ADVOCACY                                     | YES      | Nil/ Consumer                | YES<br>ONLY if clinically related            |
| 132  | MH CONSUMER ASSISTANCE                                   | YES      | Consumer                     | YES  |
| 133  | MH CONSUMER EDUCATION & SKILLS TRAINING                  | YES      | Consumer                     | YES  |
| 134  | CLINICAL RECORD KEEPING                                  | NO       | Nil                          | NO   |
| 135  | CLINICAL REVIEWS   | YES      | Consumer                     | YES  |

| Code | Service Event Item Name         | Clinical | Consumer/Carer Presence | Service Contact (AMHCC Rules)         |
|------|---------------------------------|----------|-------------------------|---------------------------------------|
| 136  | CLINICAL SUPERVISION            | YES      | Consumer                | NO                                    |
| 137  | COUNSELLING                     | YES      | Consumer                | YES                                   |
| 138  | CRISIS INTERVENTION             | YES      | Consumer                | YES                                   |
| 139  | DEPOT INJECTION                 | YES      | Consumer                | YES                                   |
| 140  | FAMILY MEETINGS                 | YES      | Consumer + Carer        | YES                                   |
| 141  | HEALTH EDUCATION/PREVENTION     | NO       | Consumer/Carer          | NO                                    |
| 142  | INTAKE MEETING                  | YES      | Consumer                | YES                                   |
| 143  | LIAISON - OTHER                 | YES      | Nil/ Consumer           | YES<br>ONLY if improves clinical care |
| 144  | LIAISON - POLICE                | YES      | Nil/ Consumer           | YES<br>ONLY if clinically relevant    |
| 145  | MEDICATION, ADMINISTERING       | YES      | Consumer                | YES                                   |
| 146  | MEDICATION REVIEW               | YES      | Consumer                | YES                                   |
| 147  | MEETINGS                        | NO       | Nil                     | NO                                    |
| 148  | PROFESSIONAL DEVELOPMENT        | YES      | Nil                     | NO                                    |
| 149  | REPORT WRITING                  | YES      | Nil                     | NO                                    |
| 150  | RESEARCH ACTIVITIES             | NO       | Nil                     | NO                                    |
| 151  | SERVICE MANAGEMENT              | NO       | Nil                     | NO                                    |
| 152  | SESSION PREPARATION             | NO       | Nil                     | NO                                    |
| 153  | STAFF DEVELOPMENT               | NO       | Nil                     | NO                                    |
| 154  | STUDENT EDUCATION               | NO       | Nil                     | NO                                    |
| 155  | TRAVEL (STAFF)                  | NO       | Nil                     | NO                                    |
| 156  | EXTERNAL TRAINING               | NO       | Nil                     | NO                                    |
| 157  | TRAINING PREPARATION            | NO       | Nil                     | NO                                    |
| 158  | ASSESSMENTS NON-NOCC MEASURES   | YES      | Consumer                | YES<br>ONLY if clinically required    |
| 159  | ABORIGINAL CULTURAL INPUT       | YES      | Nil/ Consumer           | YES<br>ONLY if part of clinical care  |
| 160  | ABORIGINAL TRADITIONAL MEDICINE | YES      | Nil/ Consumer           | YES<br>ONLY if part of care plan      |
| 161  | ABORIGINAL TRADITIONAL HEALER   | YES      | Nil/ Consumer           | YES<br>ONLY if part of care plan      |

| Code | Service Event Item Name                         | Clinical | Consumer/Carer Presence | Service Contact (AMHCC Rules)              |
|------|---|----------|-------------------------|--|
| 162  | ASSESSMENT - INITIAL                            | YES      | Consumer                | YES  |
| 163  | POST DISCHARGE FOLLOW-UP                        | YES      | Consumer                | YES<br>ONLY if within episode scope        |
| 165  | MH CONSUMER CONTACT - OTHER                     | YES      | Consumer                | YES<br>ONLY if clinical purpose documented |
| 166  | APPOINTMENT CANCELLED-BY MENTAL HEALTH CONSUMER | YES      | Nil                     | NO   |
| 167  | APPOINTMENT CANCELLED-BY MH CONSUMER<24HRS      | YES      | Nil                     | NO   |
| 168  | APPOINTMENT CANCELLED-BY SERVICE                | YES      | Nil                     | NO   |
| 169  | LIAISON - GP                                    | YES      | Nil/ Consumer           | YES<br>ONLY if supports treatment          |
| 170  | RTMS  | YES      | Consumer                | YES  |
| 171  | HANDOVER  | YES      | Nil                     | YES<br>ONLY if essential to ongoing care   |

**Consumer/Carer Presence:**

- Consumer = Consumer directly involved
- Carer Only = Carer present, no consumer
- Consumer + Carer = Both present
- Nil = No consumer or carer

**Service Contact:**

- Yes = Direct care, support, or clinically relevant liaison
- No = Administrative, documentation, training, clinical supervision
- Yes if/ONLY if = Conditional – dependent on if this supports active consumer care

## Appendix D – Reportable clinical measures

The table below outlines the minimum clinical measures data to be recorded at each defined collection occasion for an episode of mental health care at:

- admission to mental health care
- review of mental health care
- discharge from mental health care

These requirements support compliance with the outcome measurement frameworks of both the AMHOCN NOCC and AMHCC. They are not intended to restrict mental health services from collecting additional clinical measures data where appropriate.

**Table D1: Reportable Clinical Measures for Mental Health Care**

| Reporting of Collection Occasion: Mandatory = ● |           |        |           |           |        |           |            |        |           |
|---|-----------|--------|-----------|-----------|--------|-----------|------------|--------|-----------|
| <b>Children and Adolescents</b>                 |           |        |           |           |        |           |            |        |           |
| MH Service Setting                              | Inpatient |        |           | Community |        |           | Ambulatory |        |           |
| Collection Occasion                             | Admission | Review | Discharge | Admission | Review | Discharge | Admission  | Review | Discharge |
| HoNOSCA   | ●         | ●      | ●         | ●         | ●      | ●         | ●          | ●      | ●         |
| CGAS  | ●         | ●      |           | ●         | ●      |           | ●          | ●      |           |
| FIHS  |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| SDQ   | ●         | ●      | ●         | ●         | ●      | ●         | ●          | ●      | ●         |
| Diagnoses                                       |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| Legal Status                                    |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| Phase of Care                                   | ●         | ●      |           | ●         | ●      |           | ●          | ●      |           |
| <b>Adults</b>                                   |           |        |           |           |        |           |            |        |           |
| MH Service Setting                              | Inpatient |        |           | Community |        |           | Ambulatory |        |           |
| Collection Occasion                             | Admission | Review | Discharge | Admission | Review | Discharge | Admission  | Review | Discharge |
| HoNOS   | ●         | ●      | ●         | ●         | ●      | ●         | ●          | ●      | ●         |
| LSP-16  |           |        |           | ●         | ●      | ●         | ●          | ●      | ●         |
| K10   | ●         | ●      | ●         | ●         | ●      | ●         | ●          | ●      | ●         |
| Diagnoses                                       |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| Legal Status                                    |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| <b>Older Persons</b>                            |           |        |           |           |        |           |            |        |           |
| MH Service Setting                              | Inpatient |        |           | Community |        |           | Ambulatory |        |           |
| Collection Occasion                             | Admission | Review | Discharge | Admission | Review | Discharge | Admission  | Review | Discharge |
| HoNOS 65+                                       | ●         | ●      | ●         | ●         | ●      | ●         | ●          | ●      | ●         |
| LSP-16  |           |        |           | ●         | ●      | ●         | ●          | ●      | ●         |
| RUG-ADL   | ●         | ●      |           | ●         | ●      |           |            |        |           |
| K10-L3D   | ●         | ●      | ●         | ●         | ●      | ●         | ●          | ●      | ●         |
| Diagnoses                                       |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| Legal Status                                    |           | ●      | ●         |           | ●      | ●         |            | ●      | ●         |
| Phase of Care                                   | ●         | ●      |           | ●         | ●      |           | ●          | ●      |           |

For further information regarding these measures refer to the [Mental Health Data Collection Data Dictionary](#).

## Appendix E – Summary of revisions

| Date Released   | Author  | Approval  | Amendment                   |
|---|---|---|-----------------------------|
| 1 July 2021   | David Oats  | Rob Anderson,<br>Assistant Director General,<br>Purchasing and System Performance | Document created.           |
| 1 July 2022   | David Oats  | Rob Anderson,<br>Assistant Director General,<br>Purchasing and System Performance | Amendments as listed below. |
| <ul style="list-style-type: none"> <li>Dates updated.</li> <li>Wording of 'Mental health consumer' definition amended to improve clarity.</li> <li>Addition of 'Nominated person' definition.</li> <li>Addition of three NDIS related service event items.</li> </ul>   |   |   |                             |
| 1 July 2023   | David Oats  | Rob Anderson,<br>Assistant Director General,<br>Purchasing and System Performance | Amendments as listed below. |
| <ul style="list-style-type: none"> <li>Dates updated.</li> <li>Expanded 'Data quality and validation correction process' section to provide more information about process undertaken.</li> <li>Changed IHPA references to IHACPA and updated IHACPA website links.</li> </ul>  |   |   |                             |
| 1 July 2024   | David Oats  | Rob Anderson,<br>Assistant Director General,<br>Purchasing and System Performance | Amendments as listed below. |
| <ul style="list-style-type: none"> <li>Dates updated.</li> <li>Updated reportable Clinical</li> <li>Measures Table</li> </ul>   |   |   |                             |
| 30 June 2025  | Jodie<br>McNamara                                   | Rob Anderson,<br>Assistant Director General,<br>Purchasing and System Performance | Amendments as listed below. |
| <ul style="list-style-type: none"> <li>Dates updated.</li> <li>Abbreviations updated.</li> <li>Scope amended to improve clarity</li> <li>Terminology throughout the document has been updated in line with contemporary practice, mental health consumer preference and recent updates by IHACPA and AIHW.</li> </ul> |   |   |                             |
| 30 July 2026  | Jodie<br>McNamara,<br>Jen Power and<br>Tyler Selway | Jordan Kelly, A/Deputy Director<br>General, Purchasing and System<br>Performance  | Amendments as listed below. |
| <ul style="list-style-type: none"> <li>Dates updated.</li> <li>Terminology throughout the document has been updated in line with contemporary practice, mental health consumer preference and recent updates by IHACPA and AIHW.</li> <li>Appendix C and D - revised and reformatted</li> </ul>                       |   |   |                             |

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