

National Safety and Quality Digital Mental Health Standards



Accredited Service Provider

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In November 2025 Cracks in the Ice was awarded accreditation for compliance with the National Safety and Quality Digital Mental Health (NSQDMH) Standards which were developed by the Australian Commission on Safety and Quality in Health Care.

These standards help people identify high quality digital mental health services. Accredited Service Providers must meet rigorous safety and quality requirements that reflect a commitment to high standards in digital mental health care.

Accredited services must keep your information private, ask for your feedback to make the service better, and provide care that is safe, evidence-based, and responsive to users' changing needs.

What Accreditation Means

To become accredited, an independent agency conducted a thorough assessment to ensure Cracks in the Ice meets the following NSQMDH Standards:

- 1. Clinical and Technical Governance:** This standard ensures that Cracks in the Ice maintain strong systems for clinical and technical governance, safety, and quality. This includes having clear frameworks for workforce qualifications, cyber security, privacy and the reliability and stability of our digital platforms. These systems ensure that we continually maintain and improve reliability, safety and quality to support health outcomes for our users.
- 2. Partnering with Consumers:** This standard promotes a person-centred approach by actively involving service users (and their support networks, where relevant) in all aspects of care. Cracks in the Ice / Positive Choices is committed to involving people with lived experience in the decision-making and ongoing design and improvement of our services. This ensures that our services remain responsive, inclusive, and aligned with user needs.
- 3. Model of Care:** This standard guides the design, delivery, and continuous improvement of our digital mental health care. It focuses on minimising risk and harm, promoting effective communication for safety, and responding promptly to any signs of acute deterioration in a user's mental state. Through this standard, Cracks in the Ice ensures we provide a digital mental health service that is safe, evidence-based, and responsive to users' changing needs.



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www.cracksintheice.org.au

Cracks in the Ice are proud to have met the requirements of these standards to achieve NSQMDH accreditation. This accreditation reflects our commitment to providing high quality, person-centred, and evidence-based care to improve the wellbeing of our service users.

We sincerely thank our dedicated team and partners whose expertise and commitment have supported this achievement.

A full list of Digital Mental Health accredited services can be found [here](#).



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