Draft technology principles

No wrong digital door

Any entry point (web, phone, chat, forums, telehealth) connects into the same intake, consent, and triage logic, rather than separate products.

Implication: one orchestration layer and shared data model across channels.

Human-in-the-loop for all risk decisions

Automation can assist with triage and alerts, but humans make final decisions about risk, escalation, and clinical pathways.

Implication: decision-support tools, not decision-makers; clear override mechanisms.

Stepped-care by design

Technology must implement the stepped-care model: least intensive safe option first, easy step-up/step-down, clear criteria and thresholds.

Implication: configurable triage engine, visible rules, and continuous tuning based on data.

Privacy and security by design

Systems and processes are designed to minimise data, protect confidentiality, and comply with ISO 27001-style controls and Australian privacy law.

Implication: encryption by default, least privilege access, data minimisation, and auditable controls.

Accreditation-ready architecture

All digital components are built to align with National Safety and Quality Digital Mental Health Standards and community managed mental health standards.

Implication: traceable governance, clear clinical workflows, safety features (e.g. crisis links, content moderation) built into the platform.

API-first, modular, and interoperable

The platform exposes and consumes APIs to integrate with white-label partners, digital programs, primary care systems, and national infrastructures.

Implication: canonical data model, integration patterns (REST/GraphQL, FHIR where relevant), avoid lock-in to bespoke monoliths.

User and lived-experience co-design

People with lived experience are involved in the design, testing, and evaluation of digital features, not consulted only at the end.

Implication: co-design sprints, user panels, inclusion of lived-experience roles in product teams.

Measurement and learning baked in

Every digital service collects minimal but meaningful data on access, equity, outcomes, experience, and safety, to drive continuous improvement.

Implication: shared outcomes framework, consistent measures across channels, analytics platform.

Accessibility, inclusion, and cultural safety

Digital services meet accessibility standards and are designed for diverse populations, including people with disability, different cultures and languages, and varying digital literacy.

Implication: WCAG compliance, multiple languages where feasible, human support for navigation, culturally informed content and governance (e.g. Indigenous data and governance principles).

Ethical and transparent use of AI

Any AI or advanced analytics is explainable, tested for bias, and clearly communicated to users, with the ability to opt out where feasible.

Implication: AI register, model governance process, regular review of performance and unintended consequences.