



Collaborating for Military Mental Health

Contact Group associate membership criteria

Contact associate membership is open to organisations that are in one or both of the following two categories:

- **Provider or funder of mental healthcare** (defined as clinical treatments, including talking or other mental health therapies that aim to improve or treat mental ill-health, including counselling) for UK service personnel, veterans and/or their families (this may not be an organisation's core activity and/or may not have a national footprint)
- **Provider or funder of non-clinical mental wellbeing services** (including but not limited to: activity-based services, such as gardening/outdoor, sports, art/music, social; peer support services/activities; befriending/listening services) for UK service personnel, veterans and/or their families

For **mental healthcare providers**, organisations must:

- a. Adhere to the [Contact Guiding Principles](#) for the delivery of veterans' and service families' mental healthcare
- b. Either have registration with a health/social care regulator (ie RQIA, HIS, CI, HIW, CIW or CQC), or be part of the Contact/RC Psych [Quality Network for Veterans Mental Health Services](#) (QNVMS) and be accredited or improving
- c. If not registered with a health/social care regulator, all practitioners must be accredited by an appropriate professional body, that is either subject to statutory regulation, or is accredited by the Professional Standards Authority

For **non-clinical mental wellbeing service providers**, organisations must be a member of Cobseo.

All services, whether mental healthcare or mental wellbeing, must be well-established with accessible **evidence of positive outcomes and/or impact** for veteran and/or family member service users. For example, evidence could be taken from annual, impact and/or evaluation reports, and can include data from user satisfaction surveys. For mental healthcare services this should include the use of relevant, accepted psychometric or other clinical outcome measures.