



Headspace Demand Management and Enhancement

Activity Work Plan 2024/25 - 2027/28



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Building cultural capability

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 2: Child and youth mental health services

AIM OF ACTIVITY

The purpose of this activity is to build the cultural capability of the headspace Centre in the township of Warwick, within the Southern Downs region. Building cultural capability will assist the Centre to provide more culturally appropriate support to young people from priority populations, including Aboriginal and Torres Strait Islander, LGBTIQ+ and Culturally and Linguistically Diverse (CALD) people and communities.

DESCRIPTION OF ACTIVITY

This activity is designed to facilitate cultural capability uplift for the headspace Centre in Warwick. Our PHN will assist the headspace Centre to build their cultural capability through the following activities:

- Recruit and train two support worker positions within the headspace Centre, including:
 - 1 full time peer support worker with identified lived experience within the LGBTIQ+ community.
 - 1 full time Aboriginal and Torres Strait Islander peer support worker to support this headspace to promote positive cultural governance and build referral pathways with local organisations, including Aboriginal Community Controlled Health Organisations.
- Elevate the peer workforce to further increase the capacity of the centre to foster an environment where individuals feel safe and welcome, regardless of their sexual orientation, gender identity or cultural background.
- Work with local Indigenous and Queer artists to work with the Indigenous and LGBTIQ+ cohorts of young people to create artworks for the centre and conduct outreach to Stanthorpe and Inglewood.
- Undertake regular feedback surveys ensure that priority groups are engaging with activities, services and events.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Priority populations	Improving the health of vulnerable groups
Care across the lifespan	Supporting healthy mothers and children
Enablers	Increasing workforce capacity and wellbeing
Mental health and problematic substance use	Providing primary mental healthcare



Capital Enhancement and Infrastructure

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 2: Child and youth mental health services

AIM OF ACTIVITY

The purpose of this activity is to provide capital enhancement and infrastructure funding to improve the quality, access and supports for young people, aged between 12-25 at the headspace Centre in the township of Warwick, within the Southern Downs region.

DESCRIPTION OF ACTIVITY

This activity is designed to facilitate the expansion of the headspace Centre in Warwick, which will stimulate increased demand and improve the Centre’s ability to manage the needs of the region.

Our PHN will continue to facilitate the use of the enhancement funding to conduct capital enhancements, and upgrade centre infrastructure. This includes:

- Converting a storage shed on the premises to a multimedia tech-shed.
- Transforming the car park area into a green space for multi-purpose use.

Enhancements to the headspace Centre will enable:

- a broader range of services to be offered.
- create a comfortable, green outside space for service users, particularly for those who prefer not to meet in a clinical space and a calm space for family and friends groups.
- free up an appointment room within the Warwick headspace Centre improving capacity.

Under this activity, deidentified service delivery data that is in scope for inclusion in the PMHC-MDS will be submitted by commissioned services providers via the PHN’s Data Reporting Management Tool and uploaded to the Logicyl MDS portal.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Enablers	Increasing workforce capacity and wellbeing



Wait time reduction program

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 2: Child and youth mental health services

AIM OF ACTIVITY

The aim of this activity is to increase access for young people (aged between 12 and 25 years old) to headspace services, reduce waiting times and improve the premises of the headspace Centres located in Toowoomba, Ipswich and Warwick. This activity will also enhance the quality of experience for young people utilising the headspace mental health services within the region.

DESCRIPTION OF ACTIVITY

The Warwick headspace Centre will:

- Recruit, employ and train staff to improve the Centre’s ability to manage the needs of children and young people in the region, including:
 - a Youth Access Worker to complete intakes and deliver Brief Intervention sessions to children and young people accessing the service.
 - One Senior and one Graduate Youth Access Clinician to complete and support clinical appointments including Single Session Therapy.

These resources will stimulate demand and reduce wait times for sessions through the delivery of increased occasions of service.

The Ipswich headspace Centre will:

- Continue the employment of existing staff to deliver care to young people, which include:
 - Two Senior Brief Intervention Clinicians.
 - A Youth Counsellor for young people experiencing delays in accessing MBS services.
 - Intake and Assessment Clinician to allow the increased capacity of the intake process to continue, responding to the ever increasing referrals to the service.
 - Provide access to Brief Intervention services for young people through the delivery of increased occasions of service.

The Toowoomba headspace Centre will:

- Continue the employment of existing staff to deliver care to young people, which include:
 - Intake Worker to maintain service capacity, access, and reduce wait times
 - Intervention Workers to maintain service capacity, access, and reduce wait times

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Priority populations	Improving the health of vulnerable groups
Care across the lifespan	Supporting healthy mothers and children
Enablers	Increasing workforce capacity and wellbeing
Mental health and problematic substance use	Providing primary mental healthcare

