



# National Mental Health and Suicide Prevention Agreement and Bilateral PHN Program

Activity Work Plan 2024/25 - 2027/28

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# Adult Mental Health Centre and Satellite Network (Medicare Mental Health)

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Other: Medicare Mental Health Centres and satellites

### AIM OF ACTIVITY

The purpose of this activity is to finalise the establishment of and commence delivery of services through a Medicare Mental Health Center in the location of Warwick to improve outcomes for adults experiencing mental health crisis or distress.

### DESCRIPTION OF ACTIVITY

The Warwick Medicare Mental Health Centre service will deliver the following core elements:

- Respond to people who are experiencing crisis or in significant distress;
- Provide a central point to connect people to other services in the region, including through offering information and advice about mental health, service navigation and referral pathways for individuals and their carers and family;
- Provide in-house assessment using the IAR decisional support tool to connect people with the most appropriate services and;
- Provide evidence-based and evidence-informed immediate and short to medium-term episodes of care, including utilisation of digital mental health platforms.

Darling Downs and West Moreton PHN will use allocated funding to build on existing service integration and needs planning by:

- Working with Darling Downs Hospital and Health Service to develop protocols for appropriate care integration and seamless transfer of patients when needed;
- Liaising with key primary care services, public and private hospitals, General Practitioner clinics, Aboriginal Community Controlled Health Services and non-Government and community organisations including consumer and carer representative groups or lived experience representatives, to establish and operate centres and satellites;
- Integrating with the national Head to Health intake and assessment phone service;
- Establishing and maintaining arrangements with Queensland Health and the Hospital and Health Service to play a role in the governance, commissioning and oversight of Head to Health Satellites; and
- Adhering to national branding, data collection and reporting requirements set by the Department of Disability, Health and Aged Care (DHDA).

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                             |
|--------------------------------------|---------------------------------------------|
| Mental health and suicide prevention | Mental health and problematic substance use |

# Distress Brief Support Trial

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

### AIM OF ACTIVITY

The Distress Brief Support (DBS) service will provide options for short-term, non-clinical, person-centred, and connection-focused support to assist adults to develop practical skills to manage or cope with distress.

### DESCRIPTION OF ACTIVITY

Under the Distress Brief Service activity, the Darling Downs and West Moreton PHN (the PHN) will deliver a trial site in the Ipswich Local Government Area with the intention of establishing outreach to other high needs areas of West Moreton. The Distress Brief Support (DBS) trial site will utilise existing service delivery infrastructure of the Ipswich Medicare Mental Health Centre to enhance the value, reach, integration, and impact of the service across the West Moreton region. While establishment of the service commenced in late FY24/25 it is noted that the service is being implemented in a phased approach, in recognition of the limited service capacity and high levels of local need. Therefore, establishment activities related to the expansion of this service are expected in early FY2025/26, alongside delivery of the initial, established service offering.

The PHN will commission the service provider to:

- Partner with and support community engagement points, which are places in the community outside the health system, that people may present to when in distress, but which lack internal capacity to respond to distress. The service will provide training to workers within these Community Engagement Points to identify people in distress and provide supportive conversations to help people manage their distress, as an initial layer of service support. The number of community engagement points will be determined as implementation progresses, are subject to co-design, interest, and emergent demand and capacity.
- Identify, engage, support and coordinate short-term non-clinical supports for adults experiencing distress who require support beyond that provided through Community Engagement Points, particularly those who would otherwise be unlikely to seek help. Short-term supports will be delivered primarily through the Ipswich Medicare Mental Health Centre, where the service will be co-located, as well as via telehealth and outreach to other areas of the West Moreton region, based on emergent demand.
- Employ a strengths-based approach that empowers the person to cope with their distress by promoting positive help-seeking behaviours.
- Establish connections to longer-term supports that addresses the drivers of the person's distress if required.

In addition, the PHN will:

- Ensure the appropriate development and upskilling of workforce within community engagement points and service providers to provide short-term support and enable quality implementation of DBS.
- Co-Design service delivery elements and the selection of Community Engagement Points with community, particularly people with a Lived/Living Experience of distress, mental health concerns, and suicidality.
- Work closely with:
  - The Commonwealth, Queensland Health, the relevant Hospital and Health Service(s), and commissioned service provider(s) to ensure appropriate governance and performance oversight.
  - The West Moreton Hospital and Health Service, the commissioned service provider, the broader health system, community and social services and supports to establish clear protocols to support warm referrals and connections beyond the DBS Ipswich site.

- Adhere to data collection, sharing and reporting requirements, as advised by the Commonwealth and Queensland Mental Health Alcohol and Other Drugs Branch, including in relation to State and National evaluation.

CONSULTATION AND COLLABORATION

The DDWM PHN has consulted with the following in development of the DBS activity:

- Healthy Minds, Healthy Lives Executive Governance Committee
- Mental Health Alcohol and Other Drugs Branch
- North Queensland PHN
- Department of Disability, Health and Aged Care (DHDA)

In FY2025/26, the PHN will also work with communities and people with a Lived or Living Experience of distress, mental health concerns, and suicidality to co-design service delivery elements, in alignment with programmatic guidance. This will include the My Plan tool, selection of Community Engagement points, and developing a localised understanding of experiences and drivers of distress in the local context which will be embedded into the service delivery approach.

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                                                              |
|--------------------------------------|------------------------------------------------------------------------------|
| Mental health and suicide prevention | Localised mental health responses for communities with high rates of suicide |

# Universal Aftercare Services

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

### AIM OF ACTIVITY

This Activity aims to deliver community-based suicide prevention services, previously funded under The Way Back Support Service, through the Primary Mental Health Care Schedule. Universal Aftercare will support the implementation of aftercare services to support individuals following a suicide attempt and/or suicidal crisis; and ensure consistent and best practice support through a more integrated and systems-based approach in partnership with Hospital and Health Services (HHS) and other local organisations.

This involves ensuring agreement within the region, including with Hospital and Health Services, about the need to support person-centred follow-up care to individuals who have self-harmed or attempted suicide, and no ambiguity exists in the responsibility for provision of this care.

### DESCRIPTION OF ACTIVITY

Darling Downs and West Moreton PHN will continue to commission existing aftercare service within the Darling Downs Hospital and Health Service (HHS) and the West Moreton HHS Geographical Areas to increase the capacity, implement enhancements for existing services, and/or to implement new services in our region.

In commissioning aftercare services, DDWMPHN will:

- Adhere to the Service Model specified in the PHN's Funding Agreement with Queensland Health.
- Implement future improvements to the Service Model in line with the draft Principles of Good Aftercare, currently drafted based on best practice evidence, stakeholder advice and evaluation findings.
- Refine the draft principles of good aftercare over the coming months based on insights from people with lived and living experience of suicide and suicidal crisis, and advice from providers, PHNs and other critical stakeholders.
- Consider other improvements to aftercare services that align with the Suicide Prevention and Response priorities of the National Agreement, for example meeting the needs of identified priority population groups, increasing accessibility, developing services and programs in collaboration with people with lived experience, improving quality, building workforce competency, and addressing gaps, fragmentation, duplication and inefficiencies.
- Work with the commonwealth, Queensland Health, referring Hospital and Health Services, and commissioned service providers to ensure oversight and governance of the program.
- Adhere to data collection, sharing and reporting requirements set by the department.
- Support the national evaluation of Universal Aftercare, by providing relevant documentation, data and information.
- Embed the Support for Family, Friends, and Significant Others of People at Risk of Suicide as an expansion to the core Universal Aftercare model to ensure that the carers and closest supporters of people at-risk of suicide receive the wrap-around supports that they require.

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 Logically MDS portal.

## CONSULTATION AND COLLABORATION

The PHN will work closely with the Commissioned Service Provider, Darling Downs Health, and West Moreton Health to ensure that this service is operating most safely and effectively for local communities.

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                                                              |
|--------------------------------------|------------------------------------------------------------------------------|
| Mental health and suicide prevention | localised mental health responses for communities with high rates of suicide |

# headspace Enhancement – Warwick

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 2: Child and Youth Mental Health Services

### AIM OF ACTIVITY

headspace Centres aim to improve mental health outcomes for young people aged 12-25 years with, or at risk of, mild to moderate mental illness. The headspace model provides holistic care in four core streams – mental health; related physical health; alcohol and other drug use; and social and vocational support.

### DESCRIPTION OF ACTIVITY

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for cohorts of young people, as well as to improve workforce attraction and retention in the region.

In 2025/26 headspace Warwick will receive \$803,933.37 from the Child and Youth Mental Health Services (headspace) Activity from the Primary Mental Health Care Funding Schedule and \$423,000.00 from the headspace Enhancement Activity from the National Mental Health and Suicide Prevention Bilateral PHN Funding Schedule. This headspace Centre will exceed the funding floor of \$1.25m this financial year.

Our PHN will conduct a local needs assessment in conjunction with the headspace Centre to ensure the funds are distributed across all three-headspace commissioned in our region, according to the regional need and in accordance with the Program Guidelines.

The PHN will continue to enhance the headspace service in Warwick by:

- Ensuring funding availability to offset the rising costs associated with:
  - Enabling a more secure workforce through recruitment and retention strategies.
  - Running headspace services, including but not limited to wage increases and stabilisation and Infrastructure, leasing and utilities.
  - Recruiting staff in identified positions that align with community demographics.
  - Increasing community engagement and awareness activities, particularly with priority populations.
  - Supplementing salaries for the existing multi-disciplinary workforce.
  - Continuous improvement throughout of care coordination, referral pathways and service integration with state-funded and other PHN-commissioned services.
  - Providing opportunities for professional development and upskilling, inclusive to culturally appropriate care dynamics.
- Ensure roll-over of funds where the funding provided in any given financial year exceeds the amount to be allocated to headspace services in any given year. This will ensure funding availability in years where the allocation total exceeds the funding and payment provided.

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 Logicy MDS portal.

## CONSULTATION AND COLLABORATION

The PHN will continue working with the Commissioned Service Provider, local Hospital and Health Service, and other system stakeholders to ensure that the service is delivered safely and effectively for young people, and that it is well integrated into the local service ecosystem. This includes system-level monitoring of the service in partnership with our Hospital and Health Services through the implementation of our Joint Regional Mental Health, Suicide Prevention, and Alcohol and Other Drugs Plan.

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                         |
|--------------------------------------|-----------------------------------------|
| Care across the lifespan             | Supporting healthy mothers and children |
| Mental health and suicide prevention | Providing primary mental healthcare     |

# headspace Enhancement – Toowoomba

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

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

### AIM OF ACTIVITY

headspace Centres aim to improve mental health outcomes for young people aged 12-25 years with, or at risk of, mild to moderate mental illness. The headspace model provides holistic care in four core streams – mental health; related physical health; alcohol and other drug use; and social and vocational support.

### DESCRIPTION OF ACTIVITY

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for cohorts of young people, as well as to improve workforce attraction and retention in the Darling Downs region.

In 2025/26 headspace Ipswich will receive \$ 1,086,798.81 from the Child and Youth Mental Health Services (headspace) Activity from the Primary Mental Health Care Funding Schedule and \$423,000.00 from the headspace Enhancement Activity from the National Mental Health and Suicide Prevention Bilateral PHN Funding Schedule. This headspace Centre will exceed the funding floor of \$1.25m this financial year.

Our PHN will conduct a local needs assessment in conjunction with the headspace Centre to ensure the funds are distributed across all three headspace commissioned in our region, according to the regional need and in accordance with the Program Guidelines.

The Darling Downs and West Moreton PHN will enhance the headspace services in our catchment in accordance with the Activity Guidance provided by the Department of Disability, Health and Aged Care (DHDA), including delivery of enhancement funding allocations to the existing headspace location in Toowoomba.

The PHN will continue to enhance the headspace service in Toowoomba by:

- Ensuring funding availability to offset the rising costs associated with:
  - Conducting headspace services, including but not limited to wage increases, stabilisation and infrastructure, leasing and utilities.
  - Enabling a more secure workforce through recruitment and retention strategies.
  - Recruiting staff in identified positions that align with community demographics.
  - Increasing community engagement and awareness activities, particularly with priority populations.
  - Supplementing salaries for the existing multi-disciplinary workforce.
  - Promoting continuous improvement throughout of care coordination, referral pathways and service integration with state-funded and other PHN-commissioned services.
  - Providing opportunities for professional development and upskilling, inclusive to culturally appropriate care dynamics.
- Ensuring roll-over of funds where the funding provided in any given financial year exceeds the amount to be allocated to headspace services in any given year. This will ensure funding availability in years where the allocation total exceeds the funding and payment provided.

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 Logicly MDS portal.

CONSULTATION AND COLLABORATION

The PHN will continue working with the Commissioned Service Provider, local Hospital and Service, and other system stakeholders to ensure that the service is delivered safely and effectively for young people, and that it is well integrated into the local service ecosystem. This includes system-level monitoring of the service in partnership with our Hospital and Health Services through the implementation of our Joint Regional Mental Health, Suicide Prevention, and Alcohol and Other Drugs Plan.

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                         |
|--------------------------------------|-----------------------------------------|
| Care across the lifespan             | Supporting healthy mothers and children |
| Mental health and suicide prevention | Providing primary mental healthcare     |

# headspace Enhancement – Ipswich

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

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

### AIM OF ACTIVITY

This Activity aims to deliver services in line with the existing headspace model. Headspace centres aim to improve mental health outcomes for young people aged 12-25 years with, or at risk of, mild to moderate mental illness.

### DESCRIPTION OF ACTIVITY

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for cohorts of young people, as well as to improve workforce attraction and retention in the Darling Downs region.

In 2025/26 headspace Ipswich will receive \$ 1,086,798.81 from the Child and Youth Mental Health Services (headspace) Activity from the Primary Mental Health Care Funding Schedule and \$423,000.00 from the headspace Enhancement Activity from the National Mental Health and Suicide Prevention Bilateral PHN Funding Schedule. This headspace Centre will exceed the funding floor of \$1.25m this financial year.

Our PHN will conduct a local needs assessment in conjunction with the headspace Centre to ensure the funds are distributed across all three headspace commissioned in our region, according to the regional need and in accordance with the Program Guidelines.

The Darling Downs and West Moreton PHN will enhance the headspace services in our catchment in accordance with the Activity Guidance provided by the Department of Disability, Health and Aged Care (DHDA), including delivery of enhancement funding allocations to the existing headspace location in Toowoomba.

The PHN will continue to enhance the headspace service in Toowoomba by:

- Ensuring funding availability to offset the rising costs associated with:
  - Conducting headspace services, including but not limited to wage increases, stabilisation and infrastructure, leasing and utilities.
  - Enabling a more secure workforce through recruitment and retention strategies.
  - Recruiting staff in identified positions that align with community demographics.
  - Increasing community engagement and awareness activities, particularly with priority populations.
  - Supplementing salaries for the existing multi-disciplinary workforce.
  - Promoting continuous improvement throughout of care coordination, referral pathways and service integration with state-funded and other PHN-commissioned services.
  - Providing opportunities for professional development and upskilling, inclusive to culturally appropriate care dynamics.
- Ensuring roll-over of funds where the funding provided in any given financial year exceeds the amount to be allocated to headspace services in any given year. This will ensure funding availability in years where the allocation total exceeds the funding and payment provided.

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 Logicly MDS portal.

CONSULTATION AND COLLABORATION

The PHN will continue working with the Commissioned Service Provider, local Hospital and Service, and other system stakeholders to ensure that the service is delivered safely and effectively for young people, and that it is well integrated into the local service ecosystem. This includes system-level monitoring of the service in partnership with our Hospital and Health Services through the implementation of our Joint Regional Mental Health, Suicide Prevention, and Alcohol and Other Drugs Plan.

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                         |
|--------------------------------------|-----------------------------------------|
| Care across the lifespan             | Supporting healthy mothers and children |
| Mental health and suicide prevention | Providing primary mental healthcare     |



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