



Primary Mental Health Care

Activity Work Plan
2023-24 to 2026-27

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1. Low intensity mental health services for Early Intervention

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 1: Low intensity mental health services

AIM OF ACTIVITY

This Activity aims to appropriately support people with, or at risk of, mild mental illness at the local level through the provision of accessible low intensity mental health services.

DESCRIPTION OF ACTIVITY

To support the delivery of mental health services within a stepped care approach and in partnership with the Hospital and Health Services, the Darling Downs and West Moreton PHN is working towards commissioning a suite of mental health activities, to create integrated mental health hubs and neighbourhood models.

This approach will ensure clients who are seeking support for their mental health concerns are provided with person-centred, place based, seamless, integrated referral pathways enabling care to be delivered along the stepped continuum, to meet their needs on their path to wellness. It will reduce siloed service delivery, place the client at the centre of their care and create positive and transformative change within the mental health services system.

In FY24/25, the PHN will:

- Right-size low-intensity, and more broadly, stepped care mental health investments in alignment community need and subsequently, anticipated funding levels associated with the future hub and healthcare neighbourhood models.
- Partner with commissioned providers to drive an uplift in service performance, through stronger reach, impact, and value propositions.

Low-intensity mental health services commissioned by our PHN will be delivered by lead agencies across the region. Services are targeted to those with less severe mental health needs within stepped care and provide a key service platform.

While service models and service delivery modalities delivered by commissioned low-intensity mental health service providers may vary to enhance effectiveness in meeting the unique needs of communities within the PHN region, all models will be aligned to the PHN Primary Mental Health Care Guidance – Low-intensity mental health service for early intervention.

Commissioned low-intensity mental health services will seek to provide access to value for money, low intensity supports, with uplifted commissioned service models expected to consider and/or include:

- Evidence-based interventions providing flexible access to services regardless of referral source.
- Interventions offered in a variety of delivery formats (e.g. individual, group, telephone, web-based services and face-to-face).
- Enhanced links to other services along the stepped care continuum to ensure people are matched to a service that meets their mental health needs.
- Mental health awareness raising activities

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The PHN will support commissioned low-intensity mental health services to collaborate with the Head to Health Intake and Assessment Phone Service and other commissioned mental health stepped care providers to help ensure that low-intensity mental health services are delivered as part of an integrated stepped care continuum.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The PHN will be co-designing the integrated mental health hub and neighbourhood models with a range of key stakeholders across our region, to design innovative and place-based responses aligned to discrete community needs across our PHN region.



2. Psychological Therapies provided by Mental Health Professionals to Underserved Groups

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-served and / or hard to reach groups

AIM OF ACTIVITY

The aim of this activity is to continue to provide evidence based, structured short term, low or medium intensity psychological intervention to people with a diagnosable mild, moderate, or severe mental illness for people in under-served and/ or hard to reach populations aligned with primary mental health care guidelines.

Services will offer evidence based psychological interventions for people who have attempted, or are at risk of, suicide or self-harm and where access to other services is not available or appropriate.

DESCRIPTION OF ACTIVITY

To support the delivery of mental health services within a stepped care approach and in partnership with the Hospital and Health Services, the Darling Downs and West Moreton PHN is working towards commissioning a suite of mental health activities, to create integrated mental health hubs and neighbourhood models.

This approach will ensure clients who are seeking support for their mental health concerns are provided with person-centred, place based, seamless, integrated referral pathways enabling care to be delivered along the stepped continuum, to meet their needs on their path to wellness. It will reduce siloed service delivery, place the client at the centre of their care and create positive and transformative change within the mental health services system.

In FY24/25, the PHN will:

- Right-size psychological therapies, and more broadly, stepped care mental health investments in alignment community need and subsequently, anticipated funding levels associated with the future hub and healthcare neighbourhood models.
- Partner with commissioned providers to drive an uplift in service performance, through stronger reach, impact, and value propositions.

Psychological Therapies services commissioned by our PHN will be delivered by lead agencies across the region to underserved populations who experiences significant barriers to accessing MBS based psychological interventions. Commissioned Psychological Therapies services will seek to support priority populations in our region in accordance with local community needs, priorities, and service gaps.

The targeted demographic of this activity focuses on vulnerable cohorts including rural communities, children, people with a disability (dual diagnosis), perinatal women, CALD and refugee groups, people at risk of homelessness, people affected by the 2019/20 bushfires and people who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI) for whom stigma and lack of appropriate services may provide barriers to care.

The PHN will also support commissioned Psychological Therapies providers to collaborate with the Head to Health Intake and Assessment Phone Service and other commissioned mental health stepped care providers to help ensure that Psychological Therapies are delivered as part of an integrated stepped care continuum.

Under this activity, deidentified service delivery data that is in scope for inclusion in the PMHC-MDS will be submitted by

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commissioned services providers via the PHN's Data Reporting Management Tool and uploaded to the Logicy MDS portal.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The PHN will be co-designing the integrated mental health hub and neighbourhood models with a range of key stakeholders across our region, to design innovative and place-based responses aligned to discrete community needs across our PHN region.



3. Psychological Treatment Services for People with Mental Illness in Residential Aged Care Homes (RACH)

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-serviced and / or hard to reach groups

AIM OF ACTIVITY

This Activity aims to provide services for residents in collaboration with residential aged care homes (RACH), in a way which respects RACH roles, responsibilities and operational issues. This includes provision of appropriate referral and assessment processes to ensure services target residents with or at risk of mental health conditions.

DESCRIPTION OF ACTIVITY

Darling Downs and West Moreton PHN will continue the provision of mental health services to deliver mental health care that complements personal care and accommodation services provided by RACHs, dementia services and broader physical health and social supports.

Services are provided on location in RACHs, targeting residents with a diagnosed mental health condition or who are assessed as at risk if they do not receive support. A stepped care approach is utilised with appropriate referrals to mental health support, including time-limited psychological therapies for older people with mild to moderate mental illness and low intensity group and individual services.

All services are appropriately delivered having been adjusted to ensure responsiveness to the needs of residents.

Ongoing consultation throughout this activity assists in determining the longer-term mental health care delivery models for older people living in RACHs.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Providing primary mental health care
Improving the health of older Australians

4. Primary Mental Health Clinical Care Coordination for People with Severe Mental Illness

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

AIM OF ACTIVITY

This Activity aims to:

- Deliver clinical care coordination, including mental health nurse services to support the needs of people with severe and complex mental illness who are best managed in primary health care.
- Encourage GPs and other regional providers to address the physical health and other inequities of individuals with severe mental health conditions within the region.
- Promote improved integration of primary care services with community based private psychiatry services and state community managed mental health services for people with severe mental health conditions in the context of the development of the joint Regional Mental Health, Alcohol and Other Drugs plan.

DESCRIPTION OF ACTIVITY

This activity, previously referred to as *'Primary Mental Health Nurse Care for People with Severe Mental Illness'* has been renamed to reflect clinical care coordination activities more broadly.

To support the delivery of mental health services within a stepped care approach and in partnership with the Hospital and Health Services, the Darling Downs and West Moreton PHN is working towards commissioning a suite of mental health activities, to create integrated mental health hubs and neighbourhood models.

This approach will ensure clients who are seeking support for their mental health concerns are provided with person-centred, place based, seamless, integrated referral pathways enabling care to be delivered along the stepped continuum, to meet their needs on their path to wellness. It will reduce siloed service delivery, place the client at the centre of their care and create positive and transformative change within the mental health services system

In FY24/25, the PHN will:

- Right-size Mental Health Clinical Care Coordination services, and more broadly, stepped care mental health investments in alignment community need and subsequently, anticipated funding levels associated with the future hub and healthcare neighbourhood models.
- Partner with commissioned providers to drive an uplift in service performance, through stronger reach, impact, and value propositions.

Mental Health Clinical Care Coordination services are for people with severe mental illness being managed in primary care and commissioned by our PHN to be delivered by lead agencies across the region.

Commissioned Mental Health Clinical Care Coordination services for people with severe mental illness will:

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- Provide evidence-based intervention for people with severe mental illness who can be appropriately managed in the primary care setting as part of their overall treatment.
- Complement and enhance existing GP, psychiatrist and allied mental health professional services available through the Medicare Benefits Schedule (MBS).
- Offer the right frequency and volume of services to meet the needs of people with severe mental illness (e.g. the right number of occasions of service at the right time).
- Be provided by a suitably skilled and qualified workforce, working within their scope of practice, matched to the needs of those accessing the services. This includes, but is not limited to, Mental Health Nurses.
- Be consistent with relevant standards and legislative/regulatory requirements and align with the standards articulated in the National Standards for Mental Health Services 2010.
- Promote recovery and align with the National Framework for Recovery Oriented Mental Health Services 2013 where relevant.
- Be coordinated with other health and support services already provided to people with severe mental illness and complex needs.
- Provide links to other services within a stepped care approach to ensure people are matched to a service commensurate with their mental health need; and
- Address the needs of young people with or at risk of severe mental illness.

The PHN will support commissioned Mental Health Clinical Coordination services to collaborate with the Head to Health Intake and Assessment Phone Service and other commissioned mental health stepped care providers to help ensure that Mental Health Clinical Care Coordination services are delivered as part of an integrated stepped care continuum. In addition, the PHN will support commissioned Mental Health Clinical Care Coordination providers to collaborate with commissioned Commonwealth Psychosocial Support Program providers, to ensure that people with severe and complex mental health needs who require concurrent or consecutive psychosocial and Mental Health Clinical Care Coordination support experience appropriately integrated care.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The PHN will be co-designing the integrated mental health hub and neighbourhood models with a range of key stakeholders across our region, to design innovative and place-based responses aligned to discrete community needs across our PHN region.

5. Head to Health Adult Mental Health Centres and Satellites

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Other: Head to Health Centres and Satellites

AIM OF ACTIVITY

The aim of this activity is to continue the operation of two Head to Health Adult Mental Health Services in the locations of Ipswich and Kingaroy. The Ipswich site has been established as a Centre, and the Kingaroy site has been established as a Satellite service.

DESCRIPTION OF ACTIVITY

The Ipswich and Kingaroy Head to Health Adult Mental Health services will provide the following core service elements:

- Respond to people experiencing crisis or in significant distress.
- Provide a central point to connect people to other services in the region, including 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 Intake, Assessment and Referral (IAR) decisional support tool to connect people with the most appropriate services
- Provide evidence-based and evidence-informed immediate and short to medium term episodes of care, including utilisation of digital mental health platforms

Established Centres will adopt the national branding, data collection and reporting requirements provided by the Department and work with the commissioned lead agency on relevant matters including service delivery, data, communications and branding.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION

Consultation briefings with key community groups announcing the upcoming Head to Health services for the region will be undertaken to receive initial feedback and suggestions, and respond to any initial questions.

Key stakeholder briefings will be undertaken with:

- Local, State, and Federal political representatives
- The Darling Downs and West Moreton Community Advisory Councils
- Clinical Council
- Kingaroy Local Level Alliance
- South Burnett Mental Health Stakeholders

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- DDWMPHN Commissioning Team and wider staff body
- Kingaroy Stakeholder Consultative committee
- Youth Mental Health Oversight Committees Group
- WMHHS
- DDHHS
- WM Market briefing

Alongside these briefings, initial communication will be distributed to identified local stakeholders, which will include:

- Local, State, and Federal political representatives
- Commissioned service providers
- Peak Bodies
- DDHHS and WMHHS
- Aboriginal And Torres Strait Islander health partners
- Community members

The following key stakeholder groups will be engaged and consulted during the activity:

- PHN Clinical Council
- Consumer Groups
- Local Networks
- GP / Health Service Provider Advisory Groups.

COLLABORATION

In acknowledgement of the need for Head to Health to be strongly embedded in local communities and service systems, our PHN will undertake robust consultation and co-design processes across the following three stages:

- Phase 1 - Initial Co-Design to inform tender
- Phase 2 - Co-Design with selected provider/s through service development and establishment
- Phase 3 - Ongoing Co-Design to inform service delivery (Consumer/Community Reference Group)

Co-design group membership across these three phases seeks to include key local stakeholders, including Hospital and Health Services, General Practitioners, service providers, community members, community groups, and people with a lived or living experience of mental health concerns.

These co-design phases will be undertaken as separate processes relating to the Ipswich Head to Health Centre, Kingaroy Head to Health Satellite, and incoming Warwick Head to Health Satellite.

The established Ipswich and Kingaroy Head to Health sites have progressed to co-design phase 3. This will see continued engagement with Community Advisory Groups established for each service, inclusive of co-design participants from phases 1 and 2.

The new Warwick Head to Health site will be commencing co-design phase 1 in FY24/25. Where appropriate, co-design panel members from phase 1, excluding service providers, may be invited to participate in the tender evaluation panel for Warwick Head to Health.

These co-design activities will provide learnings crucial for the integration with the Phone Service.

6. Head to Health Intake and Assessment Phone Service

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 7: Stepped care approach

AIM OF ACTIVITY

The aim of this Activity is to support people who are homeless or at risk of homelessness to access affordable primary health care within the Darling Downs and West Moreton Region.

DESCRIPTION OF ACTIVITY

The PHN will continue to engage with the lead agency to operate the service within the funding provided for this activity and in accordance with the service model and guidance documents provided by the Department.

The Intake and Assessment Phone Service includes the following core service elements:

- Operates under the single national phone number specified in the service model (1800 595 212).
- Provides a central point to connect people to other services in our region, including offering information and advice about mental health and alcohol and other drug use.
- Provides holistic assessment of needs delivered by a trained professional using the Commonwealth's Initial Assessment and Referral (IAR) tool.
- Connects people seamlessly to the most appropriate local service to meet their identified needs; and
- Collects and reports data to the PMHC MDS, in accordance with the national service model for the intake and assessment phone service.

The Head to Health Intake and Assessment Phone Service adopts the national branding, data collection and reporting requirements as directed by the Department and PHN continues to work with the commissioned lead agency on relevant matters including service delivery, data, communications and branding. 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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The following key stakeholder groups will be engaged and consulted during the activity:

- Darling Downs and West Moreton Hospital and Health Service
- Community Working Group/s
- PHN Clinical Council
- GP / Health Service Provider Advisory Groups
- Aboriginal Community Controlled Health Services
- Non-Government and community organisations including consumer and carer representative groups or lived experience representatives

7. Initial Assessment and Referral

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 7: Stepped care approach

AIM OF ACTIVITY

This activity aims to support General Practitioners (GPs), clinicians and relevant commissioned service providers in the primary care setting, using the stepped care model to select the least intensive level of care, for a person presenting for mental health assistance by using the Initial Assessment and Referral (IAR) tool. This will contribute to achieving nationally consistent levels of care for persons presenting with similar conditions.

DESCRIPTION OF ACTIVITY

A plan for disseminating and implementing the National IAR Guidelines locally has been developed. The plan implements strategies to encourage local adoption and implementation, forecasting any anticipated challenges and developing strategies to address these challenges.

The PHN has trained several Primary Care Liaison Officers (PCLOs) to become IAR Training and Support Officers, to support GPs and clinicians in learning and implementing the IAR into clinical practice and workflow.

By training multiple PCLO's, the PHN will be able to leverage established relationships with GP's to improve uptake of training and future proof the program by building redundancy via multiple trained parties who can continue to educate into the future.

The PCLO's will continue to:

- Participate in required training including 'train the trainer' education delivered by the Program's National Project Manager, to build capability and confidence in using the IAR, facilitating training and supporting GPs to implement the IAR.
- Deliver training to build relationships with, and provide ongoing support to GPs, clinicians and relevant commissioned service providers in Adult Mental Health Centres, general practices, Aboriginal Medical Services within the PHN region via monthly scheduled webinars and practice specific face to face training.
- Deliver training to build relationships with and provide ongoing support to GPs and clinicians in Kids Mental Health Centres and Residential Aged Care Facilities as the IAR is adapted for specific vulnerable cohorts and as required by the Department, as well as in Local Hospital Networks/Districts as jurisdictions in our region adopt the IAR via monthly scheduled webinars and facility specific face to face training.
- Meet the GP training target and maintain records to support the GP attendance and remuneration. Payment to GPs who attend and complete the full IAR training will be made available once evaluation forms have been completed. PCLO's will keep records of GP attendance throughout each training session, ensure the training and evaluation forms are completed, and provide informal updates to the Department at monthly meetings. IAR TSOs will provide quarterly reports to the Department with details on how many GPs have been trained and remunerated and how many GPs are booked in for future training.
- Build strong relationships across the TSO network and with other key stakeholders to explore opportunities for cross-boundary learning and collaboration.
- Undertaking targeted implementation improvement and planning activities for the Initial Assessment and Referral for Mental Healthcare Decision Support Tool to optimise effectiveness and enhance mental healthcare accessibility. Meet with the Department and National Project Manager, as required, to report on training numbers for all staff trained, share enablers and discuss any barriers.
- Work with the Department to promote integration of clinical software solutions, once developed, with clinical practices and practice managers within the PHN region.

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- Collect data and report on GP and other clinician training as detailed in the Program Guidance for Primary Health Network Initial Assessment and Referral Training and Support Officers.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

Increasing access and coordination of care

CONSULTATION / COLLABORATION

The following key stakeholder groups will be engaged and consulted during the activity:

- PHN Clinical Council
- Consumer Groups
- Local Networks
- GP / Health Service Provider Advisory Groups.



8. Primary Mental Health Service Navigation

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 7: Stepped care approach

AIM OF ACTIVITY

This activity aims to:

- Reduce the complexity of accessing local services through navigation of stepped care ensuring consumers receive the right care in the right place at the right time.
- Increase General Practitioner knowledge and ability to provide appropriate referrals by utilising an integrated, stepped care approach.
- Increase accessibility to appropriate services within appropriate timeframes.

DESCRIPTION OF ACTIVITY

To support the delivery of mental health services within a stepped care approach and in partnership with the Hospital and Health Services, the Darling Downs and West Moreton PHN is working towards commissioning a suite of mental health activities, to create integrated mental health hubs and neighbourhood models.

This approach will ensure clients who are seeking support for their mental health concerns are provided with person-centred, place based, seamless, integrated referral pathways enabling care to be delivered along the stepped continuum, to meet their needs on their path to wellness. It will reduce siloed service delivery, place the client at the centre of their care and create positive and transformative change within the mental health services system.

Through this Activity, the DDWMPHN will continue the:

- Delivery of assistance and education to consumers, carers, GPs, mental health professionals and other key services for the provision of coordinated integrated services for people with or at risk of developing mental health conditions and complex support requirements from a person-centred approach.
- Provision of navigation of Primary Mental Health Stepped Care at the local level, including mapping of alternative services available within the community to provide information on locally available services and inform the health needs of the region.
- Maintenance of client records to enable shared care models of service delivery where appropriate including holistic integrated/coordinated response.
- Provision of information on locally available services including digital information and applications including Head to Health and other national platforms.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The PHN will be co-designing the integrated mental health hub and neighbourhood models with a range of key stakeholders across our region, to design innovative and place-based responses aligned to discrete community needs across our PHN region.



9. Targeted Regional Initiatives for Suicide Prevention

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 adopt a community-led and systems-based approach to suicide prevention targeting populations identified at risk of suicide or suicidal distress.

DESCRIPTION OF ACTIVITY

Our PHN will work with the Department and key stakeholders to:

- Improve care coordination and service pathways for people at risk of or bereaved by suicide.
- Commission and/or adapt services, activities and training packages for at-risk cohorts in the community to identify and respond early to distress.
- In partnership with community leaders and people with lived experience, commission services that offer support via multiple channels including online, telephone, videoconference and face to face to meet community needs.
- Build the capacity and capability of the local workforce to respond to suicide and distress and link people with appropriate supports and services.
- Commission peer support and mentorship programs for people at risk or impacted by suicide.
- Submit data on activities to the Primary Mental Health Care Minimum Data Set.
- Undertake data analytics and research using data in the Suicide and Self Harm Monitoring System and make the analysis available for use by planners and service providers

Our PHN's Suicide Prevention Regional Response Coordinator takes primary responsibility for engagement, coordination and integration of early intervention and suicide prevention activities across regional stakeholders and service providers. This includes establishing governance groups, developing local action plans and establishing suicide response protocols.

The Suicide Prevention Regional Response Coordinator also:

- Acts as a key contact for the National Aboriginal Community Controlled Health Organisation's Culture Care Connect Program, which is a first of its kind Aboriginal and Torres Strait Islander community-controlled approach to suicide prevention service coordination, aftercare services and training in alignment with the National Agreement on Closing the Gap.
- Engages with the Suicide Prevention Network and community of practice events, and participate in the suicide prevention capacity building program, which provides expert research, evidence, and implementation support to communities across Australia.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

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The following key stakeholder groups will be engaged and consulted during the activity:

- PHN Clinical Council
- Consumer Groups
- Local Networks
- GP / Health Service Provider Advisory Groups.



10. Regional Approach to Suicide Prevention

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, through a more integrated and systems-based approach in partnership with hospital and health services and other local organisations. This involves ensuring agreement within the region, including hospital and health services, about the need to support person-centred follow-up care to individuals who are at risk of suicide, have self-harmed or attempted suicide, and that there is no ambiguity in the responsibility for provision of this care.

DESCRIPTION OF ACTIVITY

Darling Downs and West Moreton PHN will deliver coordinated follow-up support for individuals who are at risk of suicide, have self-harmed or attempted suicide, particularly during the transition to community care following discharge from a hospital. This will be expanded to include early intervention support for people at significant risk prior to hospitalisation as and when capacity is determined within the aftercare model.

This activity will enable the co-design and commissioning of place based early intervention and prevention responses for those at risk of suicide or self-harm or suicide. This approach adopts a stepped-care approach that:

- Aims to reduce the risk of escalation and the need for hospitalisation by reaching people in distress earlier, with provision of supports to help address individual concerns and risk factors in the short term.
- Supports connections to the broader mental health (including psychosocial) services system as relevant.
- Continues to develop of referral pathways and protocols.
- Continue to coordinate and mobilise resources locally in the context of postvention supports, to reduce the impacts of suicide within our communities.

The Activity allows partnering hospitals, GPs and stepped care providers to assess and refer people to Support Coordinators who follow-up with the person within 24 hours, working with them to develop a safety plan. This plan includes setting goals tailored to the individual which encourages them to re-engage safely in everyday life. It also reduces barriers to accessing follow-up care while tracking appointments with health and other social support services.

Support Coordinators keep in touch with people regularly, either by face to face, phone and/or email. The level of support provided is based on the needs of the individual and can vary from a one-off contact providing essential information, to multiple contacts for up to three months.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The PHN will be co-designing the integrated mental health hub and neighbourhood models with a range of key stakeholders across our region, to design innovative and place-based responses aligned to discrete community needs across our PHN region.

11. Regional Approach to suicide prevention – Aboriginal and Torres Strait Islander People

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 address regional high levels of suicide and suicide behaviour among Aboriginal and Torres Strait Islander people through encouraging and promoting a culturally sensitive and appropriate approach to suicide prevention. Community based activities include the provision of support and appropriate intervention for Aboriginal and Torres Strait Islander people after a recent suicide attempt and for people at high risk.

DESCRIPTION OF ACTIVITY

The Darling Downs and West Moreton PHN will identify and work with Aboriginal and Torres Strait Islander communities within the region that are at heightened risk of suicide to support the implementation of culturally based suicide prevention activities guided by the goals and actions of the National Aboriginal and Torres Strait Islander Suicide Prevention Strategy.

This activity has specific focus on suicide prevention, for Aboriginal and Torres Strait Islander people, delivered in an integrated manner as a combined model of service delivery with Aboriginal and Torres Strait Islander Mental Health Services activity. This is expected to increase access to culturally sensitive, integrated, mental health services for Aboriginal and Torres Strait Islander people and communities.

Aboriginal Community Controlled Health Organisations (ACCHOs) and Aboriginal Medical Service (AMS) will provide culturally based, community-led initiatives to support Aboriginal and Torres Strait communities that are at high risk of suicide. The Darling Downs and West Moreton PHN will support AMSs and AACCHOs to deliver high quality services that meet the needs of people and their community.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Providing primary mental health care
Improving the health of Aboriginal and Torres Strait Islander peoples



12. Aboriginal and Torres Strait Islander People Mental Health Service

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 6: Aboriginal and Torres Strait Islander mental health services

AIM OF ACTIVITY

This Activity aims to:

- Establish linkages between commissioned and existing services to facilitate an integrated approach to the provision of mental health services for Aboriginal and Torres Strait Islander people. This includes social and emotional wellbeing, suicide prevention and alcohol and other drug services to enhance and better integrate mental health services.
- Support providers to develop and maintain culturally appropriate and safe services that holistically meet the needs of clients and their families.
- Ensure referral pathways are in place to enable and support clients to seamlessly transition between services as their needs change.
- Improve access to culturally appropriate services.

DESCRIPTION OF ACTIVITY

This activity provides a continuum of primary mental health services for Aboriginal and Torres Strait Islander people within a person-centred, stepped care approach providing a range of services to meet local needs. This includes access to services for low intensity interventions, hard to reach populations, severe mental health conditions, child and youth, and suicide prevention ensuring commissioning includes providers of social and emotional wellbeing, suicide prevention and alcohol and other drug services.

Service models holistically meet the needs of each patient, including providing support for affected families and communities through implementing team-based approaches within local communities to deliver efficient and coordinated mental health services.

The Darling Downs and West Moreton PHN will support Aboriginal Medical Services (AMS) and Aboriginal Community Controlled Health Organisations (ACCHOs) to deliver high quality services that meet the needs of people and their community.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

Improving the health of Aboriginal and Torres Strait Islander peoples

13. Cherbourg Child and Youth Mental Health Strategy

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

AIM OF ACTIVITY

The aim of this Activity is to bring a fractured community together to be empowered to have ownership of decisions and responses for the children and young people residing in the discrete Indigenous community of Cherbourg, including those with or at risk of developing mental health conditions and exposed to alcohol and other drug use and addictive behaviour.

DESCRIPTION OF ACTIVITY

This Activity will provide comprehensive, local level Indigenous engagement, consultation and development from the community of Cherbourg, including community members, young people, families, carers and Elders. State and Federally funded providers will be included in consultation and development of the response including Local Government, Queensland Health and other Government Departments.

A solution-focused strategy has been developed and resources provided for the local government to implement key recommendations from the strategy, consultation process and establish formal agreements and community arrangements to address the vulnerability of children and young people in Cherbourg.

The Darling Downs and West Moreton PHN will Support Aboriginal Medical Services (AMS) and Aboriginal Community Controlled Health Organisations (ACCHOs) to deliver high quality services that meet the needs of people and their community.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

Improving the health of Aboriginal and Torres Strait Islander peoples

14. Child and Youth Mental Health Services - Headspace

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

Darling Downs and West Moreton PHN will maintain service delivery within headspace centres, in line with the existing headspace service delivery model (hMIF). This Activity will establish improved integration of headspace centres with broader primary mental health care services; physical health services; drug and alcohol services and social and vocational support services.

The activity provides for the continuation of funding headspace Toowoomba, Warwick and Ipswich which addresses mental health needs of children, young people and young adults aged 12- 25 by offering a range of flexible clinical and non-clinical services. Additionally, the funding is utilised as needed to address ongoing targeted psychosocial, individual and group intervention and community supports to young people.

Funding for this activity includes targeted investment to address areas of high demand for services identified in West Moreton. Service delivery will be scaled up to reduce the waitlist for young people accessing clinical support from the Ipswich headspace Centre.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

15. Headspace Demand Management and Enhancement 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 Centre located in Toowoomba. This activity will also enhance the quality of experience for young people utilising the headspace mental health services within the region.

DESCRIPTION OF ACTIVITY

This activity is designed to facilitate the relocation and expansion of the headspace Centres in the township of Toowoomba, which will stimulate increased demand and improve the Centre's ability to manage the needs of the region.

Enhancement of the existing headspace service in Toowoomba has occurred.

Our PHN will continue to facilitate the use of the enhancement funding to conduct capital enhancements, and upgrade centre infrastructure. Enhancements to headspace Centres will enable a broader range of services to be offered, including the introduction of complementary health services, a dedicated telehealth facility and increased services for early intervention and school suspension programs in a more modern, comfortable environment, employing a flexible staffing model to meet demand.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The following key stakeholder groups will be engaged and consulted during the activity:

- PHN Clinical Council
- Consumer Groups
- Local Networks
- GP / Health Service Provider Advisory Groups
- Consortium members of headspace Centres

16. Child and Youth Mental Health Services

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:

- Support the broader rollout of evidence-based early intervention services for children and young people with, or at risk of, severe mental health conditions.
- Promote local partnerships between primary mental health care services and the education sector.
- Work with Queensland Health services and other regional organisations to ensure appropriate pathways for referral and support are available for children and young people in the context of implementation of the Regional Mental Health, Alcohol and Other Drugs Plan.

DESCRIPTION OF ACTIVITY

Darling Downs and West Moreton PHN will continue to develop flexible and responsive models in line with evidence-based best practice, which make use of a broader range of workforce, including vocational support, links to education, allied health providers, and case managers, as well as offering additional psychological therapy. Models will consider integrated approaches to provision of services to young people with or at risk of severe mental health conditions and comorbid substance use.

Services include wrap-around care-coordination support for children and young people with complex/severe mental health conditions. The service engages with other child and youth services and providers of education and vocational support to build opportunities for re-engagement and reduce social and familial isolation.

Psychological therapies will be delivered with the least restriction to access, particularly for early intervention and urgent and priority referrals from general practice in the primary care setting.

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.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Providing primary mental health care
Increasing access and coordination of care

17. Mental health support for Australians affected by floods

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-serviced and / or hard to reach groups

AIM OF ACTIVITY

The aim of this activity is to increase the provision of mental health services to meet the short and medium-long term needs arising from the trauma and loss associated with the 2022 South East Queensland Flood events.

DESCRIPTION OF ACTIVITY

The following activities will be provided to support the mental health of communities in our region affected by floods:

- Psychological Therapies – boost the availability of psychological therapies delivered by local service providers for people affected by floods based on need.
- Wellbeing and Resilience Grants – support the commissioning of small community grants that fund activities that help mental health and healing following the floods and allow communities to actively participate in their recovery.
- Headspace Services – assist with managing increased demand at specified headspace Services in areas significantly impacted by floods to ensure support for young people aged 12 to 25.

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

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care

CONSULTATION / COLLABORATION

The following key stakeholder groups will be engaged and consulted during the activity:

- Darling Downs and West Moreton Hospital and Health Service;
- Emergency Services Groups which include key State Government Departments;
- Community Working Group/s;
- PHN Clinical Council;
- GP / Health Service Provider Advisory Groups;
- Aboriginal Community Controlled Health Services;
- Non-Government and community organisations including consumer and carer representative groups or lived experience representatives.

18. COVID-19 Emergency Mental Health Support

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 1: Low intensity mental health services

AIM OF ACTIVITY

This Activity aims to support the Australian Government's mental health response to the COVID-19 pandemic to support vulnerable people including frontline health workers, older Australians, indigenous Australians, and those that are socially isolated or financially impacted by the COVID-19 pandemic to access mental health services and supports.

DESCRIPTION OF ACTIVITY

Darling Downs and West Moreton PHN will deliver the mental health services to:

- Work with the regional community to build capacity of existing services and workforce to provide services for Aboriginal and Torres Strait Islander People.
- Enhance and promote availability of mental health services and supports associated with the mental health response to the pandemic to CALD groups in the region.
- Promote and improve access to physical and mental health services for older people who may be at risk of mental illness.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Providing primary mental health care





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