



NMHSPA Bilateral PHN Program Activity Work Plan

2022/23 to 2026/27

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1. Adult Mental Health Centre and Satellite Network

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Other: Head to Health Adult Mental Health Centres and satellites

AIM OF ACTIVITY

The purpose of this activity is to establish a Head to Health satellite service in the location of Warwick to improve outcomes for adults experiencing mental health crisis or distress.

DESCRIPTION OF ACTIVITY

The Warwick Head to Health Satellite 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.
- 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.
- Adhering to national branding, data collection and reporting requirements set by the Department of Health and Aged 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 Logicyl MDS portal.

NEEDS ASSESSMENT PRIORITY

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

Needs Assessment Priorities

Providing primary mental health care

Increasing access and coordination of care

2. 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 Activity 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 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 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 (DDWM 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, DDWM PHN 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 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.

Under this activity, our PHN will also fund one full-time family/carer support roles in both the Darling Downs and West Moreton region to provide support for family, friends and loved ones of people experiencing self-harm/attempted suicide as well as those bereaved by suicide. 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 Priorities

Providing primary mental health care

Increasing access and coordination of care

3. 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

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 region.

In 2023-24 headspace Centre Warwick will receive \$862,491.83 core funding and has been allocated \$205,000.00 enhancement funding through the National Agreement Bilateral Schedule. This headspace Centre will not meet the funding floor of \$1.25m this financial year. Should funding exceed the \$1.25m floor in the 2024-25 FY, a local needs analysis will be undertaken with Headspace Warwick to ensure the intended purpose of the enhancement funding will meet the appropriate eligibility criteria.

The Darling Downs and West Moreton PHN will continue to deliver enhancement funding to headspace services in Warwick by:

- Ensure 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.

NEEDS ASSESSMENT PRIORITY

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

Needs Assessment Priorities
Providing primary mental health care
Increasing access and coordination or care

4. 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 West Moreton Region.

In 2023-24 headspace Centre Ipswich will receive \$1,008,753 core funding and has been allocated \$205,000 enhancement funding through the National Agreement Bilateral Schedule. This headspace Centre will not meet the funding floor of \$1.25m in the 2023-24 financial year. Should funding exceed the \$1.25m floor in the 2024-25 FY, a local needs analysis will be undertaken with Headspace Ipswich to ensure the intended purpose of the enhancement funding will meet the appropriate eligibility criteria.

The Darling Downs and West Moreton PHN will continue to:

- Deliver enhancement funding allocations to the existing headspace location in Ipswich to enhance headspace services 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.
 - Providing 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.

NEEDS ASSESSMENT PRIORITY

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

Needs Assessment Priorities

Providing primary mental health care

Increasing access and coordination of care

5. 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 2023-24 headspace Centre Toowoomba will receive \$928,079.00 core funding and has been allocated \$205,000 enhancement funding through the National Agreement Bilateral Schedule. This headspace Centre will not meet the funding floor of \$1.25m this financial year. It is anticipated that for the 2024-25 period, this headspace will continue to not meet the funding floor.

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 Health and Aged Care, 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:
 - running 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 Logicy MDS portal.

NEEDS ASSESSMENT PRIORITY

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

Needs Assessment Priorities

Providing primary mental health care

Increasing access and coordination of care

6. Distress Brief Support Trial

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

AIM OF ACTIVITY

The Distress Brief Support (DBS) service will identify and 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 establish a trial site in the city of Ipswich and service surrounding local government areas within the West Moreton region. The DBS trial site will utilise existing service delivery infrastructure at the Ipswich Medicare Mental Centre to enhance the value, reach, integration, and impact of the service.

The PHN will commission the provider to:

- Identify, engage, support and coordinate non-clinical supports for adults experiencing distress, particularly those who would otherwise be unlikely to seek help.
- Employ a strengths-based approach that empowers the person to cope with their distress by promoting positive help-seeking behaviours.
- Establish connections with and for the service user to connect them to longer-term supports that address the drivers of their distress if required.

In addition, the PHN will:

- Ensure the appropriate development and skilling of workforce within community engagement points and short-term service providers to enable quality implementation of DBS.
- 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; and
 - 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.

NEEDS ASSESSMENT PRIORITY

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

Needs Assessment Priorities

Providing primary mental health care

Increasing access and coordination of care

CONSULTATION / 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

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- North Queensland PHN
- Department of Health and Aged Care





E: info@ddwmpn.com.au

P: 07 4615 0900

W: www.ddwmpn.com.au

Darling Downs Office

Level 1, 162 Hume Street
(PO Box 81),
Toowoomba QLD 4350

West Moreton Office

Level 5, World Knowledge Centre,
37 Sinnathamby Boulevard,
Springfield Central QLD 4300



**Local Integrated
Primary Health Care**

ABN 51 605 975 602