



Partnering for change

Towards a new community
model for mental health
in Toowoomba

2024/2025



phn
DARLING DOWNS
AND WEST MORETON

An Australian Government Initiative



Reimagining and transforming regional mental health care

We acknowledge Aboriginal and Torres Strait Islander peoples as the Custodians of this land, the Jagera, Giabal and Jarowair People of the Wakka Wakka nation. We pay our respect to Elders past, present and emerging, and commit to a future with reconciliation and renewal at its heart.



Help us reimagine and transform regional mental health care

Regional Queensland communities need co-ordinated, integrated mental health services to support their growing needs.

Toowoomba is a diverse, vibrant and multicultural community. As a key funder of mental health services, we recognise that the establishment of better connected and more effective mental health services would help people in Toowoomba access the care they need, when they need it. This would include people living in regional and rural areas, where access to mental health services is particularly challenging, as well as the culturally diverse and Aboriginal & Torres Strait Islander communities.

Together with Darling Downs Health, we have a vision of providing mental health services in Toowoomba that offer a 'no wrong door' approach where everyone is welcome, no matter what level of care they need.

A place where a range of mental health and related services can seamlessly connect to provide continuous and coordinated care for the community.



18,933 (11.2%[^])
with mental and behavioural conditions¹



21,254 (17.3%[^])
18+ yrs consume more than two standard alcoholic drinks per day¹



8,678 (5%[#])
identify as Aboriginal or Torres Strait Islander²



15,758 (9.1%[#])
born in non-English Speaking Background Countries²



17%*
of deaths are from suspected suicide and self-inflicted injuries¹



24,057 (13.9%[#])
were born overseas²

* = age-standardised percentage, as a weighted average of the age-specific rates per 100,000 persons
[^] = age-standardised percentage, as a weighted average of the age-specific rates per 100 persons
[#] = as a percentage of the total population
 1. Social Health Atlas of Australia, 2024
 2. ABS, Census of Population and Housing, 2021



The current situation

An individual's mental health journey is rarely a simple one. There's often a series of up and downs along the way, meaning different levels of support may be needed at different times, usually involving different service providers. If these service providers don't communicate with each other, then the **patient's experience can be frustrating and disjointed and isn't as good as it could be.**

"I don't know where to go for help."

"Services help me in bits and pieces, not as a whole."

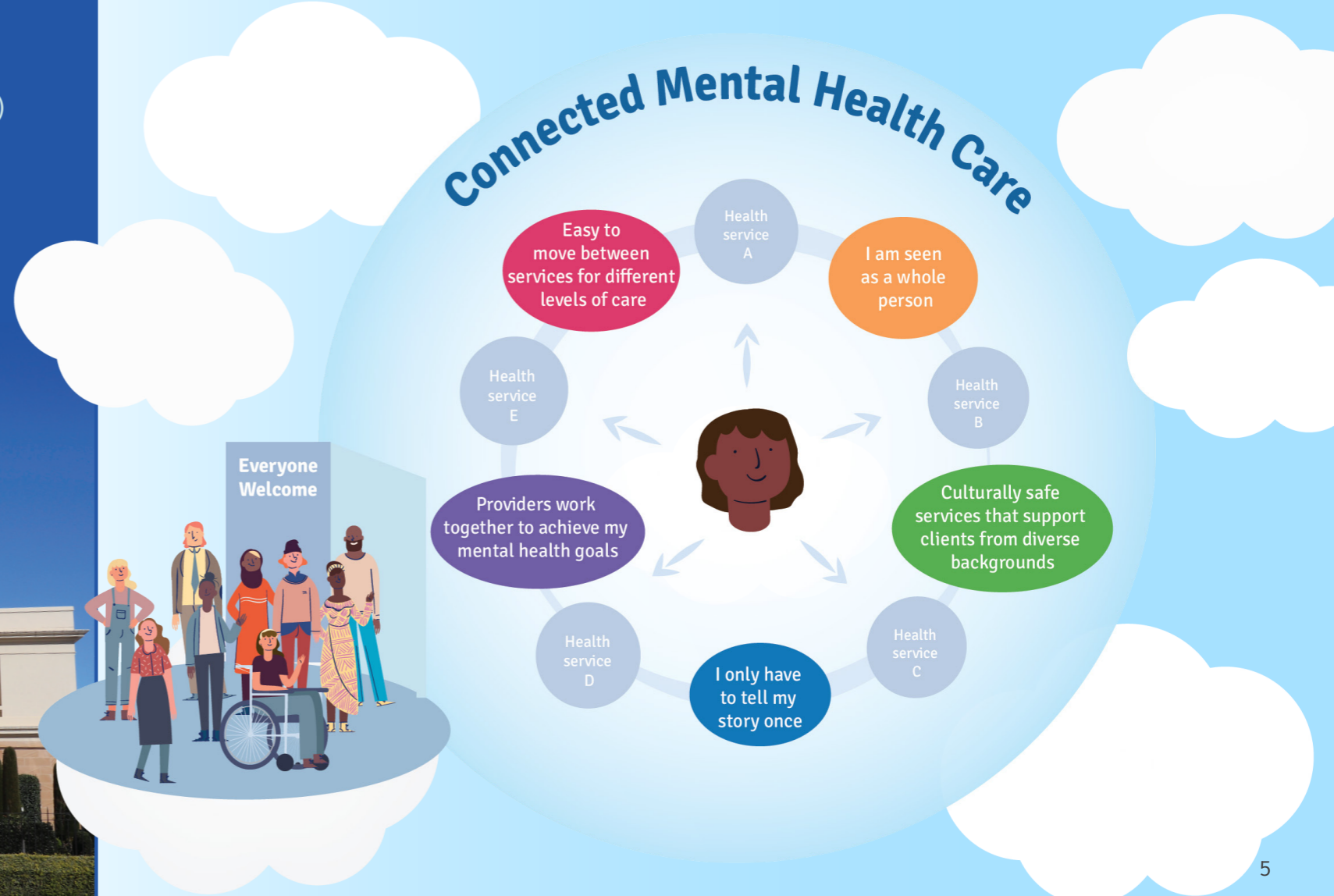


"I need a service provider who understands and respects my culture."

"When I need help from more than one service, I always have to start from scratch."

What does 'good' look like?

We have a vision for a new model, where services are integrated and better connected to improve how mental health care is delivered.





Be a part of our vision!

This vision can only be achieved through collaboration and co-design with communities across the Toowoomba region. We are seeking to partner with community leaders, local services, and community organisations, and learn from local people who would be ultimately using this service.

We are now encouraging input into the development of this project from key stakeholders in the local community, such as yourselves.

We are starting the process by asking your organisation to get behind this vision in a variety of ways.

This could be through (but is not limited to) one of the following ways:

- linking us with contacts you have that might want to be a part of this project
- your active participation in the community co-design process
- helping us to shape the details of how this service will work and where it will be located
- discussing your thoughts and experiences in the sector and sharing your local knowledge.

If you're interested in finding out how you or your organisation can be a part of this vision, please contact:



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About Darling Downs & West Moreton PHN

Darling Downs and West Moreton PHN is one of 31 primary health networks around Australia. Our role in the health system is to both support primary health - the healthcare people seek first in their community, such as GPs, pharmacies and allied health professionals - as well as work with our partners to ensure the right care is there for those who need it most.

While our focus is primary care, we collaborate across the whole system to enable our communities to have access to excellent health care, closer to home. Where needed, we commission additional services in our region, to enable equitable health and wellbeing across our lifespan.

Some of the services the PHN has partnered to offer in our region are:

- Medicare Mental Health Centres (formerly known as Head to Health Centres) in Kingaroy and Ipswich
- Head to Health Phone Service across the region
- Medicare Urgent Care Clinics in Toowoomba and Ipswich
- Carefinder to support vulnerable older people across the Darling Downs and West Moreton region.
- Healthy Minds Healthy Lives: joint regional comprehensive Mental Health, Suicide Prevention, Alcohol and Other Drug Plan

Learn more at www.ddwmpnh.com.au or www.healthymindshealthylives.com.au



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**Local Integrated
Primary Health Care**

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