



Western Queensland Primary Health Network

NMHSPA Bilateral PHN Program

2024/25 – 2027/28 Activity Work Plan

ACTIVITY: NAB-H2H - 1 - NAB-H2HHUB-1 (25-26)

MEDICARE MENTAL (HEAD TO) HEALTH MOUNT ISA HUB

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health

AIM OF ACTIVITY

The activity aims to provide a physical hub in Mount Isa where consumers can seek support to be connected with mental health supports according to assessed need.

DESCRIPTION OF ACTIVITY

This activity is co-funded by the Australian and Queensland Governments under a Bilateral Agreement.

WQPHN will:

- continue to collaborate with key Mount Isa stakeholders to establish the Medicare Mental (Head to) Health Hub
- continue to work with interim service provider (RHealth) to manage the Hub
- establish and maintain arrangements that enable Queensland Health and the NW HHS to participate in the governance and commissioning oversight of the ongoing operation of the Hub
- ensure adherence to national branding, data collection and reporting requirements as directed and relevant

WQPHN will ensure the engaged Hub lead agency:

- integrates its service model with the established Head to Health intake and assessment phone service for the WQPHN region
- establishes a consumer-focused navigation and referral support model that provides a central point to connect people to other services in the Mt Isa region, including through offering information and advice about mental health, service navigation and referral pathways for individuals and their carers and family
- provides in-house assessment using the IAR decisional support tool to connect people with the most appropriate services
- provides evidence-based and evidence-informed immediate and short to medium term episodes of care, including utilisation of digital mental health platforms
- embeds risk management practices, collaborative connections and referral pathways with other local and regional services, to ensure people experiencing crisis or significant distress are appropriately supported

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN JRHNA 2024-2025

PRIORITIES

| Priority | Page Reference |
|--|----------------|
| Mental health | 11 |
| Digital health | 10 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Systems Issues | 15 |
| Workforce | 15 |
| Young people | 16 |
| Health literacy | 11 |

Activity Demographics

TARGET POPULATION COHORT

Whole population within the Mt Isa region.

Activity Consultation and Collaboration

CONSULTATION

- GPs
- MHSAOD Implementation Plan stakeholders
- Queensland Health, MHAOD Branch and NWHHS
- Commissioned Service Providers
- Social care providers
- Community Consultation – Mount Isa, Normanton, Cloncurry
- Lived Experience Consultation – Mount Isa

COLLABORATION

- Queensland Health, MHAOD Branch and NWHHS
- Commissioned Service Providers
- Social care providers

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2024

ACTIVITY END DATE

30/06/2026



ACTIVITY: NAB-UAS - 1 - NAB-UAS-1 (25-26)

UNIVERSAL AFTERCARE SERVICES

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

AIM OF ACTIVITY

The universal aftercare activity will support the region-wide, consistent and best practice implementation of aftercare services to individuals following a suicide attempt and/or suicidal crisis.

DESCRIPTION OF ACTIVITY

This activity supports an expansion of aftercare services previously funded under the Prioritising Mental Health: Aftercare Following A Suicide Attempt (The Way Back Support Service) Activity through the Primary Mental Health Care schedule. The activity will now be referred to as the Universal Aftercare Service (UAS).

This activity will extend and strengthen previous commissioning arrangements for aftercare services to a broader geographical area, will increase service capacity and facilitate service model enhancements based on experiences and learnings of the original service implementation and evaluation outcomes.

This activity:

- beyond the North West (NW) region, into the Central West (CW) and South West (SW) regions, will expand the development of referral pathways, including discharge protocols between tertiary (eg HHS) and primary care providers (eg General Practices)
- will be implemented across all 3 regions (NW, CW, SW) - Universal Aftercare Service to provide suicide prevention support for individuals following a suicide attempt or suicidal crisis, utilising primary and secondary eligibility criteria for engagement
- will bridge critical service response gaps and provide non-clinical, one-on-one psycho-social and recovery-based care, to guide people safely through the high-risk period and ensure that adequate supports are in place beyond engagement
- will ensure that Universal Aftercare Service teams collaborate with the individual and their support people to identify their needs, develop personalised safety plans and connect them to psycho-social services or clinical care as required
- support service integration and collaboration between community service providers to ensure seamless entry for those engaging in multiple services, particularly with other WQPHN funded services, including headspace, Head to Health
- support effective data collection to ensure the adoption of a service improvement approach
- develop a Family and Friends peer-led support model to assist those engaged with the Universal Aftercare Services

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN JRHNA 2024-2025

PRIORITIES

| Priority | Page Reference |
|--|----------------|
| Mental health | 11 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |

Activity Demographics

TARGET POPULATION COHORT

Age 15 year or older.

Post suicide attempt or suicidal crisis.

Not currently supported by an intensive or assertive outreach service.

Activity Consultation and Collaboration

CONSULTATION

- NWHHS
- SWHHS
- CWHHS
- Qld Health MHAOD Branch
- PHN Collaborative
- Suicide prevention networks – local/regional
- Suicide prevention peaks – state and federal
- QLEWN, MLEEN
- Consumer Advisory Networks
- People with Lived and Living experience of Suicide

COLLABORATION

Collaboration in designing the activities will be undertaken with relevant stakeholders, in particular the HHS and MHAOD Branch, as governance arrangements are developed, with place-based service design occurring across each sub-region.

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2023

ACTIVITY END DATE

30/06/2026



ACTIVITY: NAB-HE - 1 - NAB-HE-1 (25-26) HEADSPACE ENHANCEMENT - HEADSPACE ROMA

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 provide existing headspace services with additional capacity to increase coordinated, multi-disciplinary care for young people experiencing, or at risk of, mild to moderate mental illness. as well as to improve headspace workforce attraction and retention.

DESCRIPTION OF ACTIVITY

WQPHN will ensure headspace Roma utilises enhancement resourcing, for the following activities:

- recruitment of additional clinical and non-clinical staff
- recruitment of identified positions reflective of community demographics
- enhancing GP remuneration under the Subsection 19(2) exemption (for eligible headspace locations)
- undertaking professional development and upskilling, including upskilling in culturally appropriate care
- improving the implementation of appropriate and evidence-based approaches
- supplementing salaries for the existing multi-disciplinary workforce
- improving care coordination, referral pathways and service integration with state-funded and other PHN-commissioned services
- increasing community engagement and awareness activities, particularly with priority populations

In 2025-26 headspace Roma will receive \$1,334,428 (2024-25: \$1,347,504, 2023-24: \$1,291,459) core service funding via the PMHC funding schedule and is being allocated \$438,074.08 (2024-25: \$420,383.70, 2023-24: \$405,000) enhancement funding through the NAB Schedule. As the enhancement funding allocated to WQPHN's other headspace Centre ensures their overall funding is well beyond the new funding floor requirement, headspace Roma's core service funding already exceeds the new funding floor requirement, and each headspace Centre has identified needs for which their allocation of enhancement funding will be well used, each headspace Centre will be provided their full headspace enhancement allocation with no planned redistribution of surpluses above the \$1.25m funding floor threshold.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN JRHNA 2024-2025

PRIORITIES

| Priority | Page Reference |
|--|----------------|
| Mental health | 11 |
| Digital health | 10 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Young people | 16 |
| Health literacy | 11 |

Activity Demographics

TARGET POPULATION COHORT

Young people aged 12-25 experiencing, or at risk of, mental illness in the Roma region.

Activity Consultation and Collaboration

CONSULTATION

- headspace National
- headspace Roma
- hRoma Lead Agency - RHealth
- SWHHS
- hRoma Consortia
- Mental health networks
- QMHC
- NMHC

COLLABORATION

Collaboration in designing the activities will be undertaken with relevant stakeholders, including:

- hRoma Lead Agency – RHealth
- SWHSS – Mental Health Services
- Local schools – Primary and High School
- AOD services

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2023

ACTIVITY END DATE

30/06/2026

ACTIVITY: NAB-HE - 2 - NAB-HE-2 (25-26) HEADSPACE ENHANCEMENT - HEADSPACE MOUNT ISA

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 provide existing headspace services with additional capacity to increase coordinated, multi-disciplinary care for young people experiencing, or at risk of, mild to moderate mental illness. as well as to improve headspace workforce attraction and retention.

DESCRIPTION OF ACTIVITY

WQPHN will ensure headspace Mount Isa utilises enhancement resourcing, for the following activities:

- recruitment of additional clinical and non-clinical staff
- recruitment of identified positions reflective of community demographics
- enhancing GP remuneration under the Subsection 19(2) exemption (for eligible headspace locations)
- undertaking professional development and upskilling, including upskilling in culturally appropriate care
- improving the implementation of appropriate and evidence-based approaches
- supplementing salaries for the existing multi-disciplinary workforce
- improving care coordination, referral pathways and service integration with state-funded and other PHN-commissioned services
- increasing community engagement and awareness activities, particularly with priority populations

In 2025-26 headspace Mount Isa will receive \$1,253,536 (2024-25: \$1,128,301, 2023-24: \$1,213,171) core service funding via the PMHC funding schedule and is being allocated \$438,074.09 (2024-25: \$420,383.70, 2023-24: \$405,000) enhancement funding through the NAB Schedule. As the core service funding for the other WQPHN headspace Centre already exceeds the new funding floor requirements, the enhancement funding allocated to headspace Mt Isa ensures their overall funding is well beyond the new funding floor requirement, and each WQPHN headspace Centre has identified needs for which their allocation of enhancement funding will be well used for, each headspace Centre will be provided their full headspace enhancement allocation with no planned redistribution of surpluses above the \$1.25m funding floor threshold.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN JRHNA 2024-2025

PRIORITIES

| Priority | Page Reference |
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Activity Demographics

TARGET POPULATION COHORT

Young people aged 12-25 experiencing, or at risk of, mental illness in the Mt Isa region.

Activity Consultation and Collaboration

CONSULTATION

- headspace National
- headspace Mt Isa
- hMt Isa Lead Agency – Gidgee Healing
- NWHHS
- hMI consortia
- Mental health networks
- QMHC
- NMHC

COLLABORATION

Collaboration in designing the activities will be undertaken with relevant stakeholders, including:

- hMtI Lead Agency – Gidgee Healing
- NWHSS – Mental Health Services

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2023

ACTIVITY END DATE

30/06/2026