



Planning for a Compassionate and Connected Gold Coast

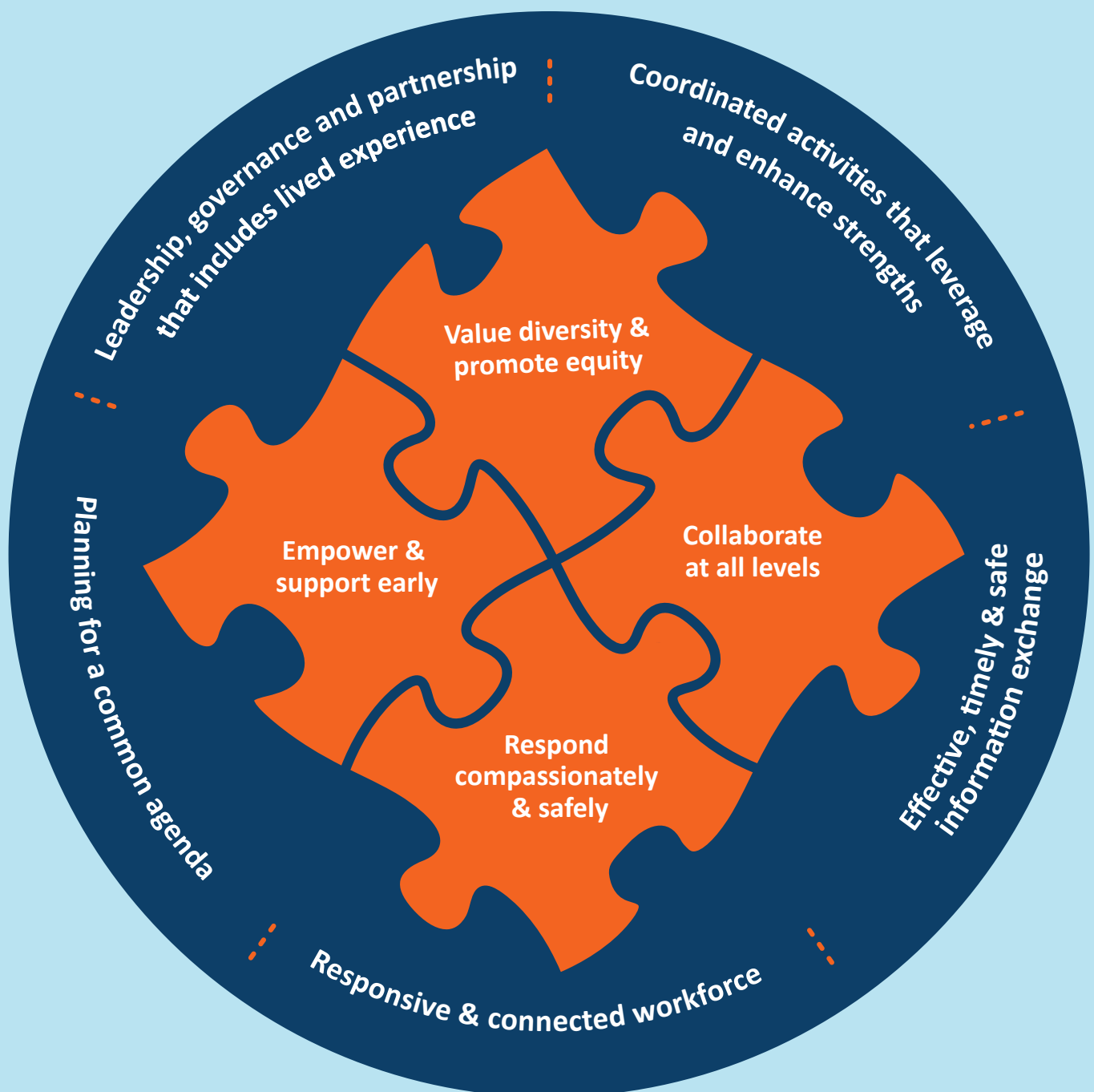
**A Joint Regional Plan for Mental Health,
Suicide Prevention, Alcohol and Other Drugs Services
Implementation Report July 2021**



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The **PEOPLE** of the Gold Coast
LIVE LIFE with **MEANING** and
PURPOSE within a **COMPASSIONATE**,
CONNECTED and **DIVERSE**
COMMUNITY.



Background

In July 2020, Gold Coast Primary Health Network (GCPHN) and Gold Coast Health launched the Joint Regional Plan for Mental Health, Suicide Prevention, Alcohol and Other Drugs Services 2020-2025 (Joint Regional Plan). The plan forms a significant part of GCPHN and Gold Coast Health's response to the commitments made by the Commonwealth and State Governments in the Fifth National Mental Health and Suicide Prevention Plan. Within this policy context, GCPHN and Gold Coast Health jointly led the development of this foundational plan which was informed at a local level by people with a lived experience, service providers, clinicians and community stakeholders. The Joint Regional Plan details a shared understanding of the issues our region faces, a shared vision for the future and a joint strategic roadmap for change through 2025.

First year progress

An aim of the first year was to maintain the momentum and enthusiasm that was present during the development phase while transitioning to the implementation phase. Maintaining momentum was especially challenging with the ongoing impacts of COVID-19; Stakeholders frequently had to prioritise their response to COVID-19, community members and healthcare workers experienced increased level of stress with unprecedented demand on local services, and many organisations have seen a significant reduction in budgets. Within this context, GCPHN and Gold Coast Health have remained committed to the Joint Regional Plan and have had to reassess opportunities to make progress towards the shared outcomes identified in the plan.

Amidst a challenging year, GCPHN and Gold Coast Health have continued to engage with stakeholders and progress a range of activities against the strategic roadmaps outlined in the Joint Regional Plan. Being a foundational plan, the initial focus has been on building the necessary foundations and strengthening partnerships through: establishment of governance arrangements; a focus on better communication between services and across the system; putting in place local arrangements for support and networking; and collecting the necessary data to demonstrate progress against the plan.

To provide leadership and guidance throughout the implementation of the plan, the Strategic Oversight Committee was established in September 2020. This committee meets bi-monthly and provides a platform for leaders, clinicians and people with lived experience and cultural knowledge to come together as partners, using their specific knowledge and expertise to inform the best ways to achieve the shared outcomes identified in the Joint Regional Plan. Additionally, working groups, including the Gold Coast Psychosocial Alliance and the AOD Strategic Partnership Group have been established and will progress workplans aligned to the Joint Regional Plan.

This report is part of GCPHN and Gold Coast Health's ongoing commitment to open communication and highlights key activities that GCPHN and Gold Coast Health have progressed under the Joint Regional Plan.

For more detail about any of the activities mentioned in this report, please contact GCregionalplan@gcphn.com.au

First Year Executive Summary Highlights

July 2020-June 2021

Leadership, governance and partnership that includes lived experience

- Key governance structures established and maintained, including Joint Regional Plan Strategic Oversight Committee, AOD Strategic Partnership Group and Gold Coast Psychosocial Alliance. All groups have at least two lived experience representatives.
- Eight peer support appointments within Gold Coast Health's Crisis Stabilisation and Safe Space services, enhancing these services' focus on lived experience.

Planning for a common agenda

- Joint GCPHN and Gold Coast Health co-design process has built on the existing Safe Space service model in the region to more directly support the need to divert people from Emergency Department.
- GCPHN and Gold Coast Health have an overarching data sharing agreement with data supply contracts that enable organisations to request data from each other. This framework has served as a model for other regions within the state. This data sharing agreement between GCPHN and Gold Coast Health is used to safely and securely:
 - Support regular collection of data to inform Joint Regional Plan headline measures
 - Better understand numbers and demographics on the s prevention pathway
 - Inform health needs assessments
 - Inform co-design and planning (e.g. After Hours Safe Space)

Effective, timely and safe information exchange

- Where possible, Gold Coast Health data system (CIMHA) has allowed restricted access for NGOs that have a contract in place with Gold Coast Health (e.g. the Way Back service provider, Wesley Mission Queensland). This facilitates step up/step down referrals between services and reduces the need for clients to tell their story multiple times.
- Gold Coast Health has assigned a dedicated performance analyst to develop a performance dashboard including handover and discharge summary data.

Coordinated activities that leverage and enhance strengths

- Expanded the scope of GCPHN funded Gold Coast Referral and Triage Service, operated by Primary and Community Care Services (PCCS) to respond to enquiries from the general public in addition to GPs and Psychiatrists. Short term funding secured to increase capacity to respond to increased demand due to COVID-19
- Gold Coast Alcohol and Other Drug (AOD) Strategic Partnership Group endorsed the implementation of Alcohol and Drug Information Service (ADIS) Direct Referral Service to enable people to more seamlessly connect with the most appropriate AOD treatment service.
- Health Pathways is now available in the region with Gold Coast Health and GCPHN collaborating to establish localised Health Pathways as a central point of reference for mental health, AOD and suicide prevention services. HealthPathways will provide increased support for primary care providers to manage and refer people presenting with mental health, suicide, alcohol and other drugs concerns

Responsive and connected workforce

- Gold Coast Health established an Aboriginal and Torres Strait Islander advisory group to provide cultural advice and knowledge on cultural pathways of care and development of the Crisis Stabilisation Facility. The advisory group has produced guidelines, Binangma Gulan for cultural care for Aboriginal and Torres Strait Islander, to support the design of culturally safe models of care and service delivery in the region.
- In consultation with Gold Coast Health, GCPHN piloted Queensland Centre for Mental Health Learning (QCMHL) courses to provide suicide prevention risk assessment and response training. Six training sessions were held, targeting clinical staff working with adults as well as clinical and non-clinical staff working with youth.

Children, youth and families

- Adolescent Day Program, a joint initiative between Department of Education and Gold Coast Health to provide an integrated mental health and education program for young people living on the Gold Coast.
- Collaborative approach to child and youth mental health, including through the headspace Consortia meetings and investment to support enhancement of performance for South East Queensland headspace cluster.
- 184 children on the health assessment pathway for two Child Safety Service Centres in the region, with children moving through the pathway quicker as a result of a care coordination role within child safety.

Adults

- Gold Coast Psychosocial Alliance regularly brings key stakeholders together to discuss service capacity, data, trends, themes, challenges, and successes at the meeting. This platform enables open and transparent discussions to ensure there is a maximum uptake of adult non-clinical services across the Gold Coast region.
- GCPHN funded services Community Pathway Connector Service, The Way Back Support Service, and Community Suicide Prevention Support Service provide support to address common causes of situational distress (e.g. housing, finances, domestic and family violence).

Older people

- Integration between Medical and Mental Health Divisions in Gold Coast Health have enabled improved access to Community Services and Orchid Unit and RACFs.
- GCPHN funding for COVID-19 recovery for older persons, provided by Wesley Mission Queensland, has supported 84 older people to reconnect with community organisations, GPs and volunteering opportunities.

Alcohol and Other Drugs

- Key AOD service providers in the region, including Gold Coast Health, QuIHN, Lives Lived Well, Drug Arm, Fairhaven, Goldbridge, Drug Arm, Noffs and Anglicare are progressing formal agreements with ADIS, supporting improved clinical handover and support for people during referral processes.
- GCPHN are partnering with QuIHN to co-fund a community-based withdrawal service, delivered by QuIHN. This service supports individuals who are based in the community who require support to detox from AOD misuse.

Social and emotional wellbeing services for Aboriginal and Torres Strait Islander People

- GCPHN and Gold Coast Health are supporting a collaborative project with Institute of Urban Indigenous Health and University of Queensland to analyse mental health service provision for Aboriginal and Torres Strait Islander populations in South East Queensland.
- Organisational restructure will provide a new, designated Aboriginal and Torres Strait Islander strategic stream and senior Aboriginal and Torres Strait Islander leadership within Gold Coast Health.

Suicide Prevention

- Co-design and establishment of Community Suicide Prevention service funded by GCPHN targeted the identified priority region of the northern Gold Coast. Launched in March, as of 30 June 33 people have been supported by this program.
- Pilot of Carers Support Program funded by Queensland Health MHAOD Branch and jointly led by Wesley Mission Queensland, Roses in the Ocean, Beacon Strategies and GCPHN supported 93 people impacted by suicide.
- GCPHN funded Question Persuade Refer (QPR) training for the community with promotion and media opportunities maximised through GCPHN communication channels. Strong uptake from diverse range of stakeholders with 405 participants as of 30 June 2021.

Mental Health Crisis Reform

- Establishment and commissioning of a Crisis Stabilisation Facility which launched service delivery in August 2021. This Crisis Stabilisation Facility provides an alternative pathway for mental health related presentations to Gold Coast Health's Emergency Departments, supporting crisis resolution for acutely unwell consumers experiencing a mental health crisis, delivering care in a more appropriate clinical setting.
- To support the Crisis Stabilisation Facility to achieve its objectives, Gold Coast Health have ensured the model of care includes a 24/7 mental health co-ordination hub, a 12-chair short-term (23-hour) assessment and Crisis Stabilisation Unit, and an eight-bed short stay inpatient unit with an up to 72-hour length of stay.

Strategic Roadmap: Leadership, governance and partnership that includes lived experience

Desired State 1

Organisations are supported to work together towards shared outcomes

- Joint Regional Plan Strategic Oversight Committee established in September 2020 with Terms of Reference endorsed and six meetings conducted.
- Gold Coast Psychosocial Alliance (GCPA) was maintained, bringing together the current service providers and key stakeholders in the region to collaboratively support implementation of the National Psychosocial Support Measure. This collaboration has been highlighted as a case study to be included in an external evaluation report and recommendations to the Commonwealth Department of Health for positive models of service integration and collaboration, enhancing outcomes for people accessing psychosocial services. A Workplan in place for 2021/22.
- Alcohol and Other Drug (AOD) Strategic Partnership Group established November 2020, with Terms of Reference endorsed and workplan in place for 2021/22.
- Crisis Reform Steering Committee brought together lived experience representatives, senior leaders from within Gold Coast Health, Queensland Health's Mental Health, Alcohol and Other Drugs (MHOD) Branch, including the Chief Psychiatrist, Queensland Ambulance Service, Queensland Police Service, GCPHN and Kalwun to guide the development of the Crisis Stabilisation Facility and other initiatives under the broader Crisis Reform Strategy.
- Partnership established between Runaway Bay Rotary Club, Gold Coast Health and GCPHN to hold a joint symposium which will broaden participation for both annual events and showcase strategic alignment across the sector.
- Embedded Joint Regional Plan outcomes in program logics for GCPHN funded services; this will support GCPHN to monitor progress against the Joint Regional Plan.
- Strategies, processes and partnerships to address mental and physical health needs of children in care developed between Child Safety and a range of services including:
 - ▶ School Based Youth Health Nurse program (all young people in care to receive services)
 - ▶ School Based Vaccination program (streamlined consent to improve the current 50% vaccination rate, catch up schedule in place)
 - ▶ NDIS Early Childhood Early Intervention partner (increasing GP and Child Safety referrals)
 - ▶ NSW Health Out of Home Care coordination (NSW-placed children access to clinical care coordination and priority referrals to Paediatricians, dental and child health)
 - ▶ Community Child Health (training, work instructions, information sheet and pathways)
 - ▶ Oral health service
- Wesley Mission Queensland funded by GCPHN to support implementation of the Suicide Prevention Community Action Plan.
- The Way Back Support Service Steering Committee brings together key partners, including lived experience representatives to provide ongoing guidance and direction for the program.
- Collaborative approach to child and youth mental health services, including through the headspace Consortia meetings and investment to support enhancement of performance for South East Queensland headspace cluster.
- Joint development of Health Pathways including localised mental health and drug and alcohol pathways to support referral and management for GPs into acute health care environment.
- Adolescent Day Program, a joint initiative between Department of Education and Gold Coast Health to provide an integrated mental health and education program for young people living on the Gold Coast.



Desired State 2

All services are accredited or working towards recognised quality and safety standards

- GCPHN has endorsed and implemented the Queensland Health Service Delivery Quality Performance Framework which guides the quality standards required by NGO organisations who are commissioned by either Queensland health or GCPHN.
- Quality and safety standards included in Gold Coast Health contracts with external providers e.g. Wesley Mission Queensland.
- Australian General Practice Accreditation Limited workshop for GCPHN staff to improve contract management staff knowledge base of Standards and inform work processes to support providers who are not accredited.

Desired State 3

Established culture of openness, trust & inclusion that supports people with lived experience at all levels

- Eight peer support appointments within Gold Coast Health's Crisis Stabilisation and Safe Space services, enhancing capability and focus on lived experience.
- All GCPHN mental health, suicide prevention, alcohol and other drugs committees include at least two lived experience representatives.
- Lived experience representatives included in co-design and procurement processes for GCPHN funded services, including Community Suicide Prevention Service, After hours safe space, COVID-19 Recovery service for Older People.
- GCPHN has refined internal processes and policies to support the safe engagement of people with lived experience.
- Gold Coast Health's Child Youth Mental Health Service's Family Advisory Council is actively engaged including participation in recruitment processes for Adolescent Day Program.

Strategic Roadmap: Planning for a common agenda

Desired State 4

Leaders and decision makers have a shared understanding of the region's mental health, suicide prevention and alcohol and other drug infrastructure to inform decision making

- Foundation plan jointly endorsed by GCPHN and Gold Coast Health Boards June 2020 will serve as a basis for more comprehensive services plans once updated Commonwealth and Queensland Health Mental Health planning complete.
- Joint GCPHN and Gold Coast Health co-design process has built on the existing safe space service model in the region to more directly support the need to divert people from Emergency Department.
- GCPHN worked with community, service providers and related industries to update the health needs assessment for the Gold Coast region. This collaborative assessment of health needs, including data sharing with Gold Coast Health informs planning and procurement of services in the region.
- GCPHN and Gold Coast Health are supporting a collaborative project with Institute of Urban Indigenous Health and University of Queensland to analyse mental health service provision for Aboriginal and Torres Strait Islander populations in South East Queensland.
- Joint meetings between Gold Coast Health and GCPHN Board and executive leadership receive regular updates on the Joint Regional Plan.

Desired State 5

Improved quality and utilisation of Gold Coast data

- GCPHN and Gold Coast Health have an overarching data sharing agreement with data supply contracts that enable organisations to request data from each other. This framework has served as a model for other regions within the state. This data sharing agreement between GCPHN and Gold Coast Health is used to safely and securely:
 - ▶ Support regular collection of data to inform headline measures
 - ▶ Better understand numbers and demographics on the suicide prevention pathway
 - ▶ Inform health needs assessments
 - ▶ Inform co-design and planning (e.g. After Hours Safe Space)
- Progressing a data sharing agreement between GCPHN and Alcohol and Drug Information Service (ADIS) to develop baseline measures for utilisation of these services, with the intention of increasing utilisation through various strategies targeting community, health providers and GPs.
- As of November 2020, Gold Coast Health has moved to record all clinical information and service provision details for consumers of alcohol and other drug services to the CIMHA data system. This provides an integrated statewide source of truth for consumers of mental health and alcohol and other drugs services within Queensland Health.
- Gold Coast Health assigned a dedicated performance analyst for data management, insights, reporting and sharing for mental health services.
- Crisis Stabilisation Unit evaluation materials prepared with YES survey and MAGNET patient experience surveys being undertaken to allow a more comprehensive understanding of the experience of service delivery.
- 100% of PHN commissioned services are required to collect client experience and client outcome measures.

Strategic Roadmap: Effective, timely and safe information exchange

Desired State 6

Improved information flows including clinical handover processes that support continuity of care

- Where possible, Gold Coast Health data system (CIMHA) has allowed restricted access for NGOs that have a contract in place with Gold Coast Health. For example, the Way Back service provider (Wesley Mission Queensland) which facilitates step up/step down referrals between services, reducing the need for clients to tell their story multiple times.
- Gold Coast Health has assigned a dedicated performance analyst to develop a performance dashboard including handover and discharge summary data.
- Queensland Health's alcohol and other drug services data is now captured through CIMHA data system which supports ongoing improvements in data availability for clinical handover and engagement across mental health services.
- Where appropriate to the service model, GCPHN contracts include requirements for timely clinical handover (discharge) summaries. For example, the community based withdrawal management trial includes a 100% compliance requirement to send discharge summaries to the clients' GP and/or referring agencies.



Strategic Roadmap:

Coordinated activities that leverage and enhance strengths

Desired State 7

Region is working towards a more coordinated and consistent approach to intake, assessment, and referrals

- GCPHN commenced implementation of Intake, Assessment and Referral (IAR) Guidance from Commonwealth Department of Health with select PHN commissioned services to improve consistency in decision making of referral management, including incorporation of IAR into operational guidelines as well as sector engagement.
- Expanded the scope of GCPHN funded Gold Coast Referral and Triage Service (operated by Primary and Community Care Services-PCCS) to respond to enquiries from general public in addition to GPs and Psychiatrists. Short term funding secured to increase capacity to respond to increased demand due to COVID-19.
- Exploring alignment between GCPHN funded Gold Coast Referral and Triage service and Gold Coast Health supported 1300 MHCALL service to coordinate their functions and improve the efficiency of both services at a local level.
- Gold Coast AOD Strategic Partnership Group endorsed the implementation of Alcohol and Drug Information Service (ADIS) Direct Referral Service. Key providers including Gold Coast Health, QulHN, Lives Lived Well, Drug Arm, Fairhaven and Anglicare are progressing formal agreements with ADIS to enable people to more seamlessly connect with the most appropriate AOD treatment service.
- GCPHN has reviewed and updated internal and external references to commissioned services to ensure a consistent use of language, based on the National Mental Health Service Planning Framework. Consistency across the following documents and platforms supports a better understanding of which service types have been commissioned in the region: Service agreements, Stepped Care Referral form, website and promotional resources.
- Collaboration between Gold Coast Health, Education Department, Child Safety and headspace to improve support post discharge via follow-up processes.
- Wesley Mission Queensland and Gold Coast Health have held eight transition meetings to improve case management.
- Gold Coast Health nurse navigator programs support individuals to access required services effectively.





Desired State 8

Service providers and people understand the service infrastructure (availability and capability of services)

- Health Pathways is now available in the region and Gold Coast Health and GCPHN are collaborating to establish localised Health Pathways as a central point of reference for mental health, AOD and suicide prevention services.
- Gold Coast Psychosocial Alliance resource developed to inform providers and clients about availability and access to psychosocial supports as part of the National Psychosocial Support Measure.
- GCPHN funded Community Pathway Connector services provide a culturally safe connection point to promote pathways to services for Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.
- Ongoing collaboration and coordination of warm referrals between Gold Coast Health, headspace including the Early Psychosis program, Lighthouse, New Access and other regional services helping to connect young people to the right level of care.
- Localised health assessment pathway for children in care is sustainably operating as business as usual within child safety, supported by Health Liaison Officer in a care coordination role, to enable easier referral pathways and more timely medical and specialist intervention for children.
- Service mapping and mental health resources have been developed specifically to support children in care and their carers.

Desired State 9

Developed relationships that provide opportunities for more meaningful interactions within and between sectors (e.g. housing)

- Regular meetings between GCPHN, Homeless Health Outreach Team, Department of Housing and Public Work, Gold Coast Health, City of Gold Coast, and Queensland Council of Social Service create a platform to share current services options, capacity and potential opportunities to work closer together, including through new funding.
- GCPHN funded Northern Gold Coast Community Suicide Prevention Service is strengthening relationships with Gold Coast Centre against Sexual Violence, the Gold Coast Multicultural Families Organisation's SARA program, Studio Village Community Centre, Pacific Pines Medical Centre, headspace, and Wesley Mission Queensland to build pathways from community touchpoints for people in situational distress.
- Local Level Alliance and the Child Youth Mental Health Service Ed-Linq provide regional platforms for professionals supporting children and families to work together.
- Engagement with City of Gold Coast to promote suicide prevention training for community members and provide input on community crisis supports.
- Gold Coast Psychosocial Alliance is improving sector knowledge regarding broad range of available services.

Strategic Roadmap:

Responsive and connected workforce

Desired State 10

Identification and access to shared development and networking to develop more standardised skills across the sector

- In consultation with Gold Coast Health, GCPHN piloted Queensland Centre for Mental Health Learning (QCMHL) courses to provide suicide prevention risk assessment and response training. Six training sessions were held, targeting clinical staff working with adults as well as clinical and non-clinical staff working with youth.
- GCPHN funded Question Persuade Refer (QPR) training for the community with promotion and media opportunities maximised through GCPHN communication channels. Strong uptake from diverse range of stakeholders with 405 participants as of 30 June 2021.
- Initial Assessment and Referral workshop with Primary and Community Care Services helped to promote a more consistent approach to matching people to the right level of mental health care.
- In total GCPHN supported 16 education and training sessions attended by Gold Coast Health staff and / or the broader sector in 2020-2021.
- Gold Coast Health is currently planning for lived experience training.
- Gold Coast Psychosocial Alliance and AOD Strategic Partnership Group workplans for 21/22 include plans for joint training sessions.

Desired State 11

Increased support for primary care providers to respond to people presenting with mental health, alcohol and other drugs concerns and/or at risk of suicide

- Implementation of Health Pathways for mental health, alcohol and other drugs, suicide prevention and localisation of referral and service information for region.
- Development and promotion of Quality Improvement Toolkits for General Practice: Alcohol and other drugs, Children in Care.
- Engagement of three GP champions and a GP advisor to support to local GPs with Continuous Quality Improvement and advice for people experiencing challenges with AOD use.
- Gold Coast Health's GP liaison service provides a collaborative contact point for GPs and is especially useful for supporting patients who require additional mental health support but may be unable to afford private psychiatry and are not suitable for inpatient or case management by the Mental Health Service. This service includes an ongoing partnership with Kalwun Aboriginal Community Controlled Health Service.
- Establishment of Community of Practice for GPs with a special interest in children in care. The Community of Practice has moved to an increased focus on professional development with an open invitation to other interested GPs.



Desired State 12

Increased capacity in the region to deliver culturally safe and responsive services

- GCPHN continues to fund and support cultural safety training for General Practice, private allied health practitioners and community organisations through the Integrated Team Care program.
- Gold Coast Health supported development of Binangma Gulan for cultural care for Aboriginal and Torres Strait Islanders as part of the Crisis Stabilisation Unit Service Model to ensure design and delivery of culturally safe models of care.
- Gold Coast Health's Cultural Safety group initially established to support service model development for Crisis Stabilisation is now planned to continue to support broader service delivery.
- GCPHN service contracts require continuous professional development and currency in training for cultural competency.
- A review of GCPHN funded Community Pathway Connectors service for Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities was conducted. The review highlighted the capacity of the service to support vulnerable community members during COVID-19 pandemic.
- Community Pathway Connector program has been highlighted nationally by the Centre of Best Practice for Aboriginal and Torres Strait Islander Suicide Prevention as a model for culturally safe and responsive service.
- Commitment by Gold Coast Health to ongoing education program Courageous Conversations about Race to support improvements in health equity in the long term.
- An organisational restructure will provide a new, designated Aboriginal and Torres Strait Islander strategic stream and senior Aboriginal and Torres Strait Islander leadership within Gold Coast Health.

Desired State 13

Strengthened role of lived experience and peer workers in the region through expanded opportunities and consistent support

- Eight peer support workers have been employed within Gold Coast Health across multiple programs of service delivery, including embedding professional peer workers as an integral component of the Crisis Stabilisation Facility's model of service. The professional peer workers will provide support from the moment the consumer engages with the service through to discharge, contributing to increased engagement and patient outcomes.
- GCPHN requires contracted services to consider opportunities to increase the role of peer workforce in their service models.
- GCPHN promotes national and state opportunities for lived experience representatives. Through an EOI process, lived experience representatives have participated in the Mental Health Lived Experience Engagement Network (MHLEEN), state and national conferences.
- GCPHN has refined internal processes and policies to support the safe engagement of people with lived experience.
- GCPHN regularly participates in MHLEEN meetings and reporting through MHLEEN to the Commonwealth Department of Health on lived experience engagement.
- GCPHN funding of scholarships to the 2021 dialogue Lived Experience Workforce Conference.



Strategic Roadmap: Children, youth and families

Desired state CYF1

Collaborative service development for youth specific services

- Adolescent Day Program, a joint initiative between Department of Education and Gold Coast Health to provide an integrated mental health and education program for young people living on the Gold Coast.
- Collaborative approach to child and youth mental health, including through the headspace Consortia meetings and investment to support enhancement of performance for South East Queensland headspace cluster.
- Local Level Alliance and the Child Youth Mental Health Service Ed-Linq provide regional platforms for professionals supporting children and families to work together.
- Family Advisory Council in place at Gold Coast Health to support co-design of service models. Members of this council were included in recruitment processes for Adolescent Day Program.

Desired state CYF2

Strengthened system response for children and young people in care

- 184 children have been included in the health assessment pathway across two Child Safety Service Centres. Significant increase in targets being met with children moving through the pathway quicker with the care coordination of child safety.
 - ▶ 90% of children received a comprehensive health assessment.
 - ▶ 20% of children received a dental assessment.
- Gold Coast Health's EVOLVE service delivery continues (intensive intervention for children and young people with complex therapeutic needs in the care of Child Safety Services; cross-agency initiative).
- Strategies, processes and partnerships to address mental and physical health needs of children in care developed between Child Safety and a range of services including:
 - ▶ School Based Youth Health Nurse program (all young people in care to receive services)
 - ▶ School Based Vaccination program (streamlined consent to improve the current 50% vaccination rate, catch up schedule in place)
 - ▶ NDIS Early Childhood Early Intervention partner (increasing GP and Child Safety referrals)
 - ▶ NSW Health OOHC coordination (NSW-placed children access to clinical care coordination services and priority referral pathways to Paediatricians, dental and child health)
 - ▶ Community Child Health (training held, work instruction developed, information sheet developed, and pathways in place)
 - ▶ Oral health service
- As of 30 June 2021, 70 GP practices have been engaged as part of the 'Strengthening health assessment response for children in care'. A GP with special interest has been subcontracted by GCPHN to further support GP engagement.
- Establishment of Community of Practice for GPs with a special interest in children in care with an increased focus on professional development with open invitation to interested GPs.
- General Practice Quality Improvement Toolkit for children in care has been developed and published.
- Foster and kinship agency health system training has been completed with Anglicare, Life Without Barriers and Churches of Christ.

Desired state CYF₃

Schools and services providers are aligned in their knowledge, resources and strategies to support children and young people's mental health and wellbeing

- Continuing to build awareness of Beyond Blue's BeYou mental health and education initiative through Gold Coast Health's Child and Youth Mental Health Service-Ed-LinQ network meetings.

Desired state CYF₄

Child and youth service providers have knowledge, resources and capability to effectively engage with families and carers

- Gold Coast Health's Family Advisory Council now in place to support ongoing improvements in knowledge, capability and resource availability.





Strategic Roadmap: Adults

Desired state A1

Current psychological services optimally meet the needs of the region

- Completed initial review of GCPHN funded Psychological Services Program and a clinical advisory group will be established to review recommendations and develop a proposal for GCPHN Board consideration

Desired state A2

Non-clinical supports are easily accessible

- Gold Coast Psychosocial Alliance regularly brings key stakeholders together to discuss service capacity, data, trends, themes, challenges, and successes at the meeting. This platform enables open and transparent discussions to ensure there is a maximum uptake of non-clinical services across the Gold Coast region.
- National Psychosocial Support Interface funding utilised to support the Gold Coast Referral and Triage Service to which facilitates access to non-clinical supports.
- Community Pathway Connector service provides a culturally safe connection point to promote pathways to non-clinical supports for Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
- Queensland Health funded COVID-19 Recovery Service provided by Wesley Mission Queensland supports access to non-clinical supports for people whose wellbeing has deteriorated due to COVID-19.

Desired state A3

People's vulnerability to social determinants is reduced through improved coordination of services across sectors

- Regular meetings between GCPHN, Homeless Health Outreach Team, Department of Housing and Public Work, Gold Coast Health, City of Gold Coast, and Queensland Council of Social Service
- GCPHN funded services Community Pathway Connector Service, The Way Back Support Service, and Community Suicide Prevention Support Service provide support to address common causes of situational distress (e.g. housing, finances, domestic and family violence)

Desired state A4

People with an existing health concern are supported during the perinatal stage

- Gold Coast Health delivers the Together in Mind six-week education program for new mothers in the community; mothers can be referred into the program through the Mental Health Service or Women, Newborn and Children's Services
- GCPHN's review of Psychological Services Program is actively considering the needs of people during the perinatal stage and how best to address them.



Strategic Roadmap: Older people

Desired state O1

Improved co-working across mental health and aged care disciplines to address comorbidities

- Change Future practitioners have been able to be on-site to provide psychological support for residents whilst facilities received COVID-19 vaccinations.
- Integration between Medical and Mental Health Divisions in Gold Coast Health have enabled improved access to Community Services and Orchid Unit.

Desired state O2

Increased older person's mental health specialist support to primary care & RACFs, including training updates and telephone advice

- GCPHN funded Change Futures practitioners have facilitated training for RACF staff in Behavioural Management techniques.
- Improved in-reach to RACFs as a result of integration between Medical and Mental Health Divisions in Gold Coast Health.

Desired state O3

Enhanced community connections to reduce the impact of social isolation and loneliness

- GCPHN funding for COVID-19 recovery for older persons, provided by Wesley Mission Queensland, has supported 84 older people to reconnect with community organisations, GPs and volunteering opportunities





Strategic Roadmap: Alcohol and other drugs

Desired state AOD₁

Increased awareness and utilisation of Alcohol and Drug Information Services (ADIS)

- Gold Coast AOD Strategic Partnership Group endorsed the implementation of Alcohol and Drug Information Service (ADIS) Direct Referral Service in the region. Key providers in the region, including Gold Coast Health, QulHN, Lives Lived Well, Drug Arm, Fairhaven and Anglicare are progressing formal agreements with ADIS which will enable people in the region to more seamlessly connect with the most appropriate AOD treatment service.
- GCPHN is progressing a data sharing agreement with ADIS to develop baseline measures for utilisation of these services, with the intention of increasing utilisation through various strategies targeting community, health providers and GPs.

Desired state AOD₂

Improved accessibility and timeliness of alcohol and other drugs treatment services

- GCPHN funded community based withdrawal service delivered by QulHN will support individuals who are based in the community who require support to detox from AOD misuse.
- GCPHN and Gold Coast Health have explored opportunities to support Opioid Treatment Program patients to receive timely and appropriate care in the community, including through increased GP uptake of Queensland Opioid Treatment Program (QOTP) Prescriber Course and facilitation of practical placements. This work will be progressed as part of AOD Strategic Partnership Workplan 21/22.

Desired state AOD₃

Proactive communication between services supports improved continuity of care

- Gold Coast Health's Nurse Navigator in AOD supports connections between services, including via ADIS to enable client connection to right service at the right time.



Strategic Roadmap: Social and emotional wellbeing services for Aboriginal and Torres Strait Islander People

Desired state SEWB₁

Mental health, suicide prevention, alcohol and other drugs services are actively working towards Reconciliation

- GCPHN commissioning processes now require potential providers to submit a copy of their Reconciliation Action Plan with tender documents or other work they are doing to support reconciliation.
- As of July 2021, quarterly reporting meetings for GCPHN funded services will now include discussion on learnings and opportunities that support health equity and reconciliation.

Desired state SEWB₂

Increased capacity of mainstream services to safely and effectively work with Aboriginal and Torres Strait Islander people

- Development of Binangma Gulan for cultural care for Aboriginal and Torres Strait Islanders as part of Gold Coast Health's Crisis Stabilisation Unit to support culturally safe model of care design and service delivery.
- Ongoing Gold Coast Health mandatory cultural capability training plus ongoing Courageous Conversation About Race program builds understanding and inclusion of race and equity into Gold Coast Health. Program Manager has been recognised nationally for leadership of contextualization and delivery of Courageous Conversations.

Desired state SEWB₃

Aboriginal and Torres Strait Islander mental health, alcohol and other drug workforce is supported to grow

- Organisational restructure will provide a new, designated Aboriginal and Torres Strait Islander strategic stream and senior Aboriginal and Torres Strait Islander leadership within Gold Coast Health.
- GCPHN and Gold Coast Health are supporting a collaborative project with Institute of Urban Indigenous Health and University of Queensland to analyse mental health service provision for Aboriginal and Torres Strait Islander populations in South East Queensland





Strategic Roadmap: Suicide Prevention

Desired state SP1

People with lived experience are supported to share and contribute their knowledge and experience in a safe and meaningful way at every level

- Recruitment processes for the Way Back Steering Group & Community Suicide Prevention, include confirmation of previous training from recognised organisations.
- GCPHN explored options with Roses in the Ocean and other PHNs for a regional suicide prevention lived experience support and training network. While funding is not currently available to support this project, a proposed model has been developed should funding become available.
- Peer worker with the Way Back Service has undertaken dedicated training with Roses in the Ocean.
- The Black Dog Life Span Lived Experience Framework has been socialized with the JRP Steering Committee and Suicide Prevention Leadership Group.
- Family Advisory Council at Gold Coast Health has provided feedback towards improving the model of service for suicidal crises.

Desired state SP2

Support people in distress in the community through:

- Evidence based treatments for suicidality are available within the community and public health system.
- Primary Care providers are skilled at identifying and responding to individuals in distress or at risk of suicide including the use of compassion.
- People in distress are able to access supports in the community without having to be referred via ED or have a mental health care plan.
- Co-design and establishment of Community Suicide Prevention service funded by GCPHN targeted the identified priority region of the northern Gold Coast. Launched in March, as of 30 June 33 people have been supported by this program.
- Joint GCPHN and Gold Coast Health review of Safe Space service model, with extensive stakeholder engagement, has considered opportunities to support people in distress in the community and divert people from the Emergency Department As of 30 June 2021 service model is being finalised for implementation.

Desired state SP3

Improve support for carers and families impacted by suicide

- information and connection to supports including online.
- prioritisation for care and support alongside people who have attempted suicide or have suicidal ideation.
- Pilot of Carers Support Program funded by Queensland Health MHAOD Branch and jointly led by Wesley Mission Queensland, Roses in the Ocean, Beacon Strategies and GCPHN supported 93 people impacted by suicide.
- Exploring funding opportunities to continue providing support for carers and families impacted by suicide in the Gold Coast region.

Desired state SP4

Develop a responsive workforce and community

- In consultation with Gold Coast Health, GCPHN piloted Queensland Centre for Mental Health Learning (QCMHL) courses to provide suicide prevention risk assessment and response training. Six training sessions were held, targeting clinical staff working with adults as well as clinical and non-clinical staff working with youth.
- GCPHN funded and promoted Question, Persuade, Refer training to support the community to respond to suicide. with 405 participants as of 30 June.
- Explored suicide prevention training options for both health professionals and community with Black Dog Institute for potential future rollout if funding is available.

Desired state SP5

Develop a regional communication strategy/plan to build awareness and maintain momentum

- A group of local executives participated in Push Up Challenge to demonstrate shared leadership and commitment to suicide prevention.
- GCPHN has promoted at least 24 articles highlighting local suicide prevention initiatives across our communication channels.





Strategic Roadmap: Crisis reform

Desired state CR1

Local leadership working together to coordinate a network for responding at a regional level and leading the development of a comprehensive continuum of care available to meet the needs of people who experience mental health crisis

- The Crisis Reform Steering Committee brought together peer workers, senior leaders from within Gold Coast Health, Queensland Health's Mental Health, Alcohol and Other Drugs Branch, including the Chief Psychiatrist, Queensland Ambulance Service, Queensland Police Service, GCPHN and Kalwun to develop the Gold Coast Crisis Reform Strategy 2021-2024 and establishment of the Crisis Stabilisation Facility launched in August 2021.

Desired state CR2

Ongoing work to embed core principles in all aspects of the crisis continuum will underpin any new models of service

- Recovery orientation
- Trauma informed
- Lived experience and involvement of families central to all models of care
- Continuing to build on Zero Suicide principles
- Adopting a Journey to Zero Seclusion and Restraint
- Integrated mental health, alcohol and other drug and physical health care
- Comprehensive care
- Culturally safe and responsive to diversity
- The Crisis Stabilisation Facility service model embeds professional peer workers as an integral component of the team, providing support for consumers from the moment they engage with the service through to discharge. The model aims to provide better and safer health care, improve consumer experience and recovery, reduce consumer distress, increase Emergency Department staff confidence in engaging people with mental health problems/illness and reduction of use restrictive practices.
- Development of Binangma Gulan for cultural care for Aboriginal and Torres Strait Islanders to support culturally safe model of care design and service delivery.



Desired state CR₃

A continuum of care is able to prevent crises from developing or reduce likelihood of re-presentations in the future

- Early Intervention
 - Responding to crisis
 - Crisis resolution
 - Prevention
- Establishment and commissioning of a Crisis Stabilisation Facility launched in August 2021.
 - This Crisis Stabilisation Facility provides an alternative pathway for mental health related presentations to Gold Coast Health's Emergency Departments, supporting crisis resolution for acutely unwell consumers experiencing a mental health crisis, delivering care in a more appropriate clinical setting.
 - To support the Crisis Stabilisation Facility to achieve its objectives, Gold Coast Health have ensured the model of care includes a 24/7 mental health co-ordination hub, a 12-chair short-term (23-hour) assessment and Crisis Stabilisation Unit, and an eight-bed short stay inpatient unit with an up to 72-hour length of stay.
 - Joint GCPHN and Gold Coast Health co-design process has built on the existing safe space service model in the region to more directly support the need to divert people from Emergency Department. Partnership with a non-government organisation will provide the space initiative in two locations in the Gold Coast region with an aspiration to be operating from October 2021.
 - In November 2020, 1300MHCALL service was expanded with the provision of a dedicated overnight clinician. Together with investment in Care Coordination service and Safe Space this will ensure a better response for consumers who contact the 1300MH Call numbers.

Desired state CR₄

Improved access to data drives a continuous improvement approach to Mental Health Crisis Reform and contributes to the evidence base

- Gold Coast Health Mental health service performance analyst identified to enable data reporting and insights.
- Crisis Stabilisation Unit evaluation materials prepared with YES survey and MAGNET patient experience surveys being undertaken to measure client experience.
- Management Information Boards provide up-to-date information on mental health consumers in Emergency Departments and will support management of patient flow across the Crisis Stabilisation Unit and Emergency Departments.

Desired state CR₅

Training and workforce development to support all underlying principles and new models of service

- Crisis Stabilisation Unit staff all underwent training in core principles of the new model of care prior to operationalization of the unit.

Headline measures



During the development of the Joint Regional Plan GCPHN and Gold Coast Health identified headline measures for each of the strategic roadmaps to assess progress towards our shared outcomes. As part of strengthening the foundations for collaborative planning, GCPHN and Gold Coast Health have established reporting processes for the Joint Regional Plan. This includes leveraging a data sharing agreement between the two organisations to safely and securely collect data, including development of baseline data set for headline measures. The information available as of 30 June 2021 as seen in Table 1 and Table 2 will serve as a baseline data set for comparison in future years. Where data sets are currently unavailable, GCPHN and Gold Coast Health have noted available data and progress on development of the data set. These headline measures will be further refined through the planning process for the comprehensive services development plan which is due in 2022 as part of the commitments made by Commonwealth and State governments as part of the Fifth National Mental Health and Suicide Prevention Plan.

Table 1: Headline measures for Foundational Elements

	Headline Measure	Baseline data as of 30 June 2021
Leadership, governance and partnership that includes lived experience	Joint working arrangements established for significant pieces of work	<ul style="list-style-type: none"> • Key governance structures established and maintained, including Joint Regional Plan Strategic Oversight Committee, AOD Strategic Partnership Group, Gold Coast Psychosocial Alliance • Joint working arrangements for the following activities: <ul style="list-style-type: none"> ▸ Crisis Reform ▸ Health Pathways ▸ After hours safe space ▸ The Way Back Support Service ▸ Carers Support Pilot <p><i>Source: JRP reporting</i></p>
	Lived experience involvement at every level (individual, service, strategy)	<ul style="list-style-type: none"> • Eight peer support appointments within Gold Coast Health's Crisis Stabilisation and Safe Space services, enhancing these services' focus on lived experience. • All GCPHN mental health, suicide prevention, alcohol and other drugs committees include at least two lived experience representatives. Additionally, lived experience representatives have been included in co-design and procurement processes for GCPHN funded services, including Northern Gold Coast Community Suicide Prevention Service, Safe Space, COVID-19 Recovery Service for Older People <p><i>Source: JRP reporting</i></p>
	Gold Coast Health, GCPHN agreement on quality and safety standards for commissioned services	<ul style="list-style-type: none"> • Completed. GCPHN has endorsed and implemented the Queensland Health Service Delivery Quality Performance Framework which guides the quality standards required by NGO organisations who are commissioned by either Queensland health or GCPHN. <p><i>Source: JRP reporting</i></p>

Planning for a common agenda	Comprehensive Joint Regional Mental Health, Alcohol and Other Drug, and Suicide Prevention Plan developed by June 2022	<ul style="list-style-type: none"> Foundational plan jointly endorsed by GCPHN and Gold Coast Health Boards June 2020 and will serve as a basis for more comprehensive services plan once updated Commonwealth and Queensland Health Mental Health planning complete. <p>Source: JRP reporting</p>
	Patient reported experience and outcomes readiness-development, agreement and implementation of standardised tools for Patient Reported Experience Measure and Patient Reported Outcome Measure	<ul style="list-style-type: none"> 100% of PHN commissioned services are required to collect client experience and client outcome measures GCPHN participation in regional working group for YES survey with consideration of a joint approach for implementation YES survey and MAGNET patient experience surveys being undertaken as part of Gold Coast Health's Crisis Stabilisation Unit evaluation. <p>Source: JRP reporting</p>
Effective, timely and safe information exchange	% increase in completion rate of electronic discharge summaries/transfer of care letters within 1 working day	<ul style="list-style-type: none"> 47% of Gold Coast Health Mental Health Service inpatient discharge summaries completed within one hour in 20/21 <p>Source: CIMHA</p>
	Agreements and systems in place that enable timely data exchange	<ul style="list-style-type: none"> GCPHN and Gold Coast Health have an overarching data sharing agreement with data supply contracts that enable to organisations to request data from each other. Where appropriate to the service model, GCPHN contracts include requirements for timely discharge summaries. <p>Source: JRP reporting</p>
Coordinated activities that leverage and enhance strengths:	7-day follow up within the community post discharge from an acute admitted specialist mental health unit	<ul style="list-style-type: none"> 64% of consumers receiving follow up within the community post discharge from an acute admitted specialist mental health unit (1 July 2020- 31 May 2021) <p>Source: CIMHA</p>
	Reduction in readmissions to specialised mental health unit within 7 and 28 days of discharge	<ul style="list-style-type: none"> 81 readmissions within 7 days from 1 July 2020 to 30 April 2021 (5% of episodes) 212 readmissions within 28 days from 1 July 2020 to 30 April 2021 (12% of episodes) <p>Source: CIMHA (iEMR)</p>
	Reduction in rate of mental health ED presentations per capita	<ul style="list-style-type: none"> 1736 mental health Emergency Department presentations per 100,000 people in the Gold Coast region. <p>Source: MIS/ CIMHA</p>
Responsive and connected workforce	Year on year increase of joint training sessions in the region	<ul style="list-style-type: none"> In 2020-2021 there were a total of 16 education and training events supported by GCPHN attended by Gold Coast Health staff and/or the broader sector. <p>Source: JRP reporting</p>
	Identified elements for a consistent approach to training in the region	<ul style="list-style-type: none"> In consultation with Gold Coast Health, GCPHN piloted Queensland Centre for Mental Health Learning (QCMHL) courses with the intent to provide a consistent approach to suicide prevention risk assessment and response training. Learnings will inform further joint and consistent training. Priority areas including crisis response, trauma informed care, Intake, Assessment and Referral were identified and included in 2021 Rotary Symposium. <p>Source: JRP reporting</p>
	Proportion of workforce that identifies as Aboriginal and Torres Strait Islander who job area was mental health (principal area of the practitioner's main job)	<ul style="list-style-type: none"> 12 Nurses and midwives who identify as indigenous and their job area was mental health on the Gold Coast in 2019 <p>Source: Health Workforce Data Tool</p>

Table 2: Headline measures for Focus Areas

 <p>Children, youth and families</p>	Establishment of a child, youth, and families implementation group	<ul style="list-style-type: none"> Refining scope and purpose of the group with plans to establish in 2021 <p><i>Source: JRP reporting</i></p>
	% of children in care with annual health assessments that include mental health intervention	<ul style="list-style-type: none"> 90% of children in care with annual health assessment, which includes a screening for mental health in 20/21 <p><i>Source: Project data collection tool</i></p>
	Rate of youth population (0-18) receiving HHS and PHN funded services	<ul style="list-style-type: none"> 164 young people receiving Gold Coast Health Services per 100,000 children aged 0-18 1,978 young people receiving Gold Coast PHN funded Services per 100,000 children aged 0-24 in 20/21 <p><i>Source: CIMHA</i> <i>Source: PMHC MDS Portal</i></p>
 <p>Adults</p>	Rate of population receiving PHN commissioned psychological services (moderate)	<ul style="list-style-type: none"> 335.88 clients per 100,000 people in the Gold Coast region receiving PHN commissioned psychological services in 20/21 <p><i>Source: PMHC MDS Portal</i> <i>Report: Acc-2</i></p>
	Rate of population accessing MBS funded psychological services (moderate)	<ul style="list-style-type: none"> 22,016 per 100,000 of people aged 15-64 with a Medicare address in the Gold Coast accessing MBS funded GP Mental Health and Allied Health Mental Health Care from 2018-19 <p><i>Source: AIHW - Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2018-19</i></p>
	Rate of Adult population receiving PHN commissioned clinical care co-ordination services for people with severe and complex mental health	<ul style="list-style-type: none"> 76.7 clients per 100,000 people in the Gold Coast region receiving PHN commissioned clinical care coordination services for severe and complex mental health in 20/21 <p><i>Source: PMHC MDS Portal</i> <i>Report: Acc-3</i></p>
	Rate of adult population accessing GCPHN and QH Community support services (Psychosocial)	<ul style="list-style-type: none"> 38.6 people per 100,000 have accessed GCPHN funded psychosocial support services in the Gold Coast region in 20/21 <p><i>Source: PMHC MDS Portal</i> <i>Report: A1</i></p> <ul style="list-style-type: none"> Will progress work to obtain information from Queensland Health funded servicee
	Rate of RACF residents accessing psychological services (PHN funded)	<ul style="list-style-type: none"> 14,380 residents per 100,000 people living in RACFs in the Gold Coast region during 20/21 <p><i>Source: PMHC MDS</i> <i>Report: A1</i> <i>Gen Aged Care: Aged care service list: 30 June 2020</i></p>



Older people

Rate of older people presenting to Gold Coast Health Emergency Departments with mental health concerns

- 784.6 per 100,000 people aged 65 and older presenting to Gold Coast Health Emergency departments with mental health concerns during 20/21. Note, this includes delirium, dementia and alcohol intoxication in 20/21

Source: CIMHA

Rate of older people admitted to Gold Coast Health Mental health wards and Case Management team

- 532.3 per 100,000 people aged 65 and older Gold Coast Health admitted to Gold Coast Health mental health inpatient and community/ambulatory services in 20/21

Source: CIMHA

Rate of older people accessing MBS mental health services

- 9582.1 clients per 100,000 people aged 65 and older with a Medicare address in the Gold Coast accessing MBS funded GP Mental Health and Allied Health Mental Health Care from 2018-19

Source: AIHW - Medicare-subsidised GP, allied health and specialist health care across local areas: 2013-14 to 2018-19

Number of referrals to/from ADIS

- Progressing a data sharing agreement between GCPHN and ADIS to develop baseline measures for utilisation of these services

Source: JRP Reporting

Proportion of Gold Coast population accessing ADIS

- Progressing a data sharing agreement between GCPHN and ADIS to develop baseline measures for utilisation of these services

Source: JRP report



Alcohol and Other Drugs

Proportion of Gold Coast Population accessing withdrawal management support

- 21.9 clients per 100,000 people living in the Gold Coast region accessing withdrawal aged 15 and over withdrawal management support

Source: AIHW HSE250 2021. Alcohol and other drug treatment services in Australia 2019-20

Proportion of Gold Coast Population accessing after hours AOD support

- 23.4 clients per 100,000 people living in the Gold Coast aged 15 years and over accessing after hours AOD support in 20/21

Source: LLW and QulHN reporting to PHN

Proportion of Gold Coast Population accessing residential rehab

- 91.3 closed treatment episodes for rehabilitation per 100,000 people living in the Gold Coast region

Source: AIHW HSE250 2021. Alcohol and other drug treatment services in Australia 2019-20

% of GCPHN and QH funded services with Reconciliation Action Plans

- GCPHN now asks about Reconciliation Action Plans in procurement processes and will include in provider reporting commencing in 21/22.

Source: JRP reporting

Proportion of Aboriginal and Torres Strait Islander workforce

- 222 Aboriginal and Torres Strait Islander (Australian born) in workforce on the Gold Coast in 2019:

- 6 Psychologists
- 6 Paramedicine Practitioners
- 13 Physiotherapists
- 4 Pharmacists
- 5 Occupational Therapists
- 159 Nurses and Midwives
- 4 Medical Radiation Practitioners
- 15 Medical Practitioners
- 4 Dental Practitioners
- 3 Chinese Medicine Practitioners

Source: Health Workforce Data Tool



Social and emotional wellbeing services for Aboriginal and Torres Strait Islander People

Proportion of GP Practices registered for Practice Incentives Program (PIP) Indigenous Health Incentive

- 79.9% (n=143 of 179 accredited general practices) were registered for Indigenous PIP
- Source: ChillIDB via Qlik Sense*

Rate of Aboriginal and Torres Strait Islander peoples who received an Aboriginal and Torres Strait Islander Peoples Health Assessment

- 29.88% of Aboriginal and Torres Strait Islander peoples who received an Aboriginal and Torres Strait Islander peoples Health Assessment
- Source: AIHW 2018/2019*

Number of GP, private allied health professionals completing GCPHN Cultural Competency Training

- 2 cultural competency sessions attended by 35 staff including:
 - 4 GP's
 - 9 nurses
 - 5 practice manager
 - 10 admin staff
 - 4 Allied Health Professionals
 - Complementary Therapist
 - Student
 - Director
- Source: GCPHN Chili data base*

Number of identified people trained to safely shared their lived experience story

- Limited progress in 2020-2021 due to competing priorities
 - Two lived experience scholarships funded by GCPHN
- Source: JRP reporting*

Deliverable: Endorsed Black Dog Life Span Lived Experience Framework

- Limited progress in 2020-2021 due to competing priorities.
- Source: JRP reporting*



Suicide Prevention

100% of suicide prevention activity includes representation of the lived experience voice

- People with lived experience embedded in
 - Relevant GCPHN governance and service development activities
 - GCH Crisis Stabilisation Unit development and in the service delivery model
- Source: JRP reporting*

Proportion of people referred to PHN commissioned services due to a recent suicide attempt or because they were at risk of suicide followed up within 7 days of referral

- 83.10% of people referred to the Way Back Support Service, Psychological Services Program and Community Suicide Prevention Service due to a recent suicide attempt or because they were at risk of suicide followed up within 7 day of referral.
- Source: PMHC MDS*
Report: App-3; Manipulated CSV export

Clearly identified services for carers and families (resources/referral pathways developed)

- Carers Support Program established and supported 93 people impacted by suicide.
 - Gold Coast Health's Carers Packs updated every year and provided to families, carers and other supports for people receiving mental health services.
- Source: JRP reporting*

Deliverable- evaluation report for Carers Support Program

- Carer's Support Program Mid-term Implementation Report delivered, final evaluation in progress, report expected to be delivered in 2021.
- Source: JRP reporting*

Establishment of a Gold Coast regional multiagency Leadership group to oversee the progress of Crisis Reform on the Gold Coast

- The Crisis Reform Steering Committee brought together peer workers, senior leaders from within Gold Coast Health, Queensland Health's Mental Health, Alcohol and Other Drugs Branch, including the Chief Psychiatrist, Queensland Ambulance Service, Queensland Police Service, GCPHN and Kalwun to develop the Gold Coast Crisis Reform Strategy 2021-2024 and associated work streams.
- Source: JRP reporting*

	<p>Evidence that all services developed as part of the crisis care continuum adopt these core principles: Recovery orientation, Trauma informed, Lived experience and involvement of families central to all models of care, Continuing to build on Zero Suicide principles, Adopting a Journey to Zero Seclusion and Restraint, Integrated mental health, alcohol and other drug and physical health care, Comprehensive care, Culturally safe and responsive to diversity</p>	<ul style="list-style-type: none"> • The Crisis Stabilisation Facility service model embeds professional peer workers as an integral component of the team, providing support for consumers from the moment they engage with the service through to discharge. The model aims to provide better and safer health care, improve consumer experience and recovery, reduce consumer distress, increase ED staff confidence in engaging people with mental health problems/illness and reduction of use restrictive practices. • Development of Binangma Gulan for cultural care for Aboriginal and Torres Strait Islanders to support culturally safe model of care design and service delivery. • Crisis Stabilisation Unit staff all underwent training in core principles prior to operationalization of the unit. <p><i>Source: JRP reporting</i></p>
	<p>Establishment and commissioning of a Stabilisation Unit in 2021</p>	<ul style="list-style-type: none"> • This Crisis Stabilisation Facility launched in August 2021 provides an alternative pathway for mental health related presentations to Gold Coast Health's Emergency Departments, supporting crisis resolution for acutely unwell consumers experiencing a mental health crisis, delivering care in a more appropriate clinical setting. <p><i>Source: JRP reporting</i></p>
	<p>Establishment and commissioning of a Crisis Safe Space in 2021</p>	<ul style="list-style-type: none"> • Joint GCPHN and Gold Coast Health co-design process has built on the existing safe space service model in the region to more directly support the need to divert people from Emergency Department. Partnership with a non-government organisation will provide safe space initiatives at two locations in the Gold Coast region with an aspiration to be operating from October 2021. <p><i>Source: JRP reporting</i></p>
 <p>Mental Health Crisis Reform</p>	<p>Establishment and commissioning of a 24/7 1300 Hub with capacity for real time reporting, in 2021</p>	<ul style="list-style-type: none"> • In November 2020, 1300MHCALL service was expanded with the provision of a dedicated overnight clinician. Together with investment in Care Coordination service and safe space initiatives this will ensure a better response for consumers who contact the 1300 MHCALL number. This expanded service came into effect on 9 August 2021, alongside the Crisis Stabilisation Unit. <p><i>Source: JRP reporting</i></p>

The following additional measures have been identified for additional exploration and inclusion in future reports.

- Proportion of workforce accounted for by the lived experience workforce
- Rate of Adult population receiving Gold Coast Health specialist community services (clinical staff)
- Rate of older people receiving access to mental health specialist support (Gold Coast Health) while in RACF
- See client within 7-days for referrals to HHS - 100% with a tolerance of 90%
- Contact within 24/48 hours for referrals to suicide prevention services

Level 1, 14 Edgewater Court Robina QLD 4226 | PO Box 3576, Robina Town Centre QLD 4230

P 07 5635 2455 | E info@gcphn.com.au | W www.gcphn.org.au

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