

Gold Coast - Commonwealth Psychosocial Support

2024/25 - 2027/28

Activity Summary View

PUBLICATION VERSION – JULY 2025



PAE - 1 - Psychosocial Access Enablers



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

1

Activity Title *

Psychosocial Access Enablers

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 1: Low intensity mental health services

Other Program Key Priority Area Description**Aim of Activity ***

The purpose of this activity is to ensure that consumers are linked into service supports in the region that match their service need, including support to link with available and suitable mental health services and National Disability Insurance Service (NDIS) services in the region if/as eligible.

Description of Activity *

GCPHN will utilise the funding to commission services to deliver the following activities:

- Service Navigation: including targeted activities to assist clients with accessing stable, safe, and appropriate housing, access to food banks and referrals to other services.
- NDIS testing support: NDIS testing activities and the qualifications of commissioned service provider personnel completing testing activities are not prescribed by GCPHN; the commissioned service provider uses appropriate tools based on the presenting client's needs.
- Capacity and strengths-based assessment: commissioned service providers have indicated that the RAS- DS may not address cultural sensitivity particularly for those with English as a second language, can be time consuming and not program specific. Commissioned service providers utilise the K5, K10, GAD 7, PHQ-9 or a Goals Based Outcome tool.

GCPHN commissions service providers to deliver these activities collectively, with no specific FTE allocated to these activities within these contractual arrangements. Activities are delivered by the providers based on the capacity and capability of the workforce, and the needs of the client accessing the service. Reports are provided to GCPHN across the range of these activities.

This funding also provides for GCPHN operational costs, being GCPHN salaries of 0.75FTE (\$112,894 in 2025-26 and \$115,378 in 2026-27). No specific qualifications are required for this FTE employed by GCPHN

GCPHN will utilise this funding to:

- Establish coordinated referral processes to support consumer access to psychosocial support programs.
- Implement standardised consumer intake processes across providers.
- Work with providers to establish integrated processes for routine information sharing.
- Develop and distribute up-to-date and detailed information resources for service providers.
- Actively engage health professionals, including GPs and Aboriginal community-controlled health services.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	221
Inefficient system navigation leads to delayed connection of patients with suitable mental health, AOD and suicide prevention services.	221
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	221
Stigma and shame associated with mental health, suicidality and AOD issues.	221
Growing numbers of people with socioeconomic disadvantage and associated higher need, especially in the northern Gold Coast.	71
Some health practitioners have insufficient capability to support patients with complex needs, including mental ill health and social needs.	41



Activity Demographics

Target Population Cohort

People aged 16 years and over with severe mental illness.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Key Stakeholders/Partners include:

- Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) providers (Co-design, Implementation)
- Primary Care Providers (Co-design)
- Gold Coast Hospital and Health Service (Co-design, Implementation, Review)
- Queensland Health (Co-design, Implementation, Review, funder of Psychosocial)
- Private psychosocial service providers (Co-design)
- Lived Experience Network (Planning, Implementation, Review)
- Clinical Reference Group (Planning and Review)
- NDIA (Planning)
- Local Area Coordinators – Carers Queensland (Planning, Co-design Implementation)
- Professional Bodies Australian Psychological Society, Mental Health Nurses, Occupational Therapy and Social Workers. (Planning)

Collaboration

Queensland Health – Mental Health Policy and Contracting and Procurement Branches

- To work together to ensure our Mental Health Strategies are complimentary and integrated.
- Work collaboratively on implementation of Mental Health Performance framework for mental health providers.

Gold Coast Health - Mental Health Services

- To work together to ensure our Mental Health Strategies and services are complimentary and integrated.

Regional Mental Health Service Providers

- To work together to ensure our Mental Health Strategies and services are complimentary and integrated in Gold Coast region.

GCPHN Mental Health and AOD Consumer and Carer Network

- To provide consumer and care advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service

delivery components.

GCPHN Clinical Council and Community Advisory Council

- To provide endorsement of advice and recommendations provided by specific mental health and AOD advisory groups.

GCPHN Adult and Older Persons Mental Health Partnership Group

- To guide and inform service pathways and design to support a diverse and responsive regional mental health system.
- To support development and delivery of high-quality mental health services in the region.
- To maximise consumer outcomes and service satisfaction in the region.
- To reduce service duplication and gaps.



Activity Milestone Details/Duration

Activity Start Date

29/06/2019

Activity End Date

29/06/2027

Service Delivery Start Date

July 2019

Service Delivery End Date

30/06/2027

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

Service was co-designed as part of the Request for Proposal process to procure the integrated service offering.



PSD - 1 - Psychosocial Service Delivery



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

Psychosocial Service Delivery

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 1: Low intensity mental health services

Other Program Key Priority Area Description**Aim of Activity ***

The purpose of the Commonwealth Psychosocial Support Program is to provide non-clinical services to assist people with severe mental illness who are not more appropriately supported through the National Disability Insurance Scheme (NDIS).

These services help people through capacity building to manage their mental illness, strengthen their relationships with families and friends, manage finances, housing, and develop living skills.

The services provide a range of non-clinical community-based support to these individuals to achieve their recovery goals, as well as support to apply for the NDIS as appropriate.

Description of Activity *

GCPHN will commission Primary and Community Care and CURA to provide psychosocial services as an integrated component of their service models.

Psychosocial activities commissioned through these providers will deliver services in scope of the guidance provided by the Department of Health and Aged Care regarding psychosocial support for people with severe mental illness.

Services will include activities such as:

- Individual and group-based supports.
- Managing mental illness - working towards maintaining wellbeing.
- Social connectedness.
- Improve connections with friendships and family.
- Financial management and budgeting, support for housing.
- Physical wellbeing and health awareness.
- NDIS application supports.
- Support to link consumers with other suitable services in the region.
- Education of services supports available in the community.
- Linkage with Culturally and Linguistically Diverse (CALD) specific supports in the region.

Services will be delivered from centralised offices, and will include assertive linkages to ancillary services such as Centrelink, public housing services, psychological service providers, CALD specific service supports, community lifestyle services and other community agencies.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Out-of-pocket costs and safety concerns limit access to health services for people experiencing family and domestic violence.	102
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	221
Inefficient system navigation leads to delayed connection of patients with suitable mental health, AOD and suicide prevention services.	221
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	221
Stigma and shame associated with mental health, suicidality and AOD issues.	221
Growing numbers of people with socioeconomic disadvantage and associated higher need, especially in the northern Gold Coast.	71
Limited system partnerships addressing social determinants of health.	86
Some health practitioners have insufficient capability to support patients with complex needs, including mental ill health and social needs.	41



Activity Demographics

Target Population Cohort

People aged 16 years and over with severe mental illness

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Key Stakeholders/Partners include:

- CPS program and Mental Health and Community Support Service Providers (Co-design, Service Implementation, Monitoring, Review)
- Aboriginal and Torres Strait Islander and CALD providers (Co-design, Implementation)
- Primary Care Providers (Co-design)
- Gold Coast Hospital and Health Service (Co-design, Implementation, Review)
- Queensland Health (Co-design, Implementation, Review)
- Private psychosocial service providers (Co-design)
- Lived Experience Network (Planning, Implementation, Review)
- Clinical Reference Group (Planning and Review)
- NDIA (Planning)
- Local Area Coordinators – Carers Queensland (Planning, Co-design Implementation)
- Professional Bodies Australian Psychological Society, Mental Health Nurses, Occupational - Therapy and Social Workers. (Planning)

Collaboration

1. Queensland Health – Mental Health Policy Unit
2. Gold Coast Health - Mental Health Specialist Service and CALD/Multicultural specialists
3. Psychosocial and Mental Health Community Support Services Providers
 - Wesley Mission – QH Funded
 - PCCS – GCPHN Funded
4. NDIS
5. GCPHN Joint Regional Plan - Adult and Older Persons Mental Health Partnership Group
 - To guide and inform service pathways and design to support a diverse and responsive regional mental health system.
 - To support development and delivery of high-quality mental health services in the region
 - To maximise consumer outcomes and service satisfaction in the region
 - To reduce service duplication and gaps
6. Transitional Housing Providers
 - RFQ



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2027

Service Delivery Start Date

July 2019

Service Delivery End Date

30/06/2027

Other Relevant Milestones

Psychosocial Services

- CPS program continues to operate and manage demand
- Monitor, Review and respond to emerging issues, challenges, and opportunities across Psychosocial Program
- Support provider to develop and enhance program



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

Service was co-designed as part of the Request for Proposal process to procure the integrated service offering.
