

Gold Coast - NMHSPA Bilateral PHN Program

2022/23 - 2026/27

Activity Summary View

PUBLICATION VERSION: JULY 2024



NAB-H2H - 3 - Adult Mental Health Centre and Satellite Network (Head to Health)



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-H2H

Activity Number *

3

Activity Title *

Adult Mental Health Centre and Satellite Network (Head to Health)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description

Aim of Activity *

To work with State and Commonwealth governments to implement a Head to Health adult mental health service centre in the northern Gold Coast region (Ormeau region) that:

- responds to people experiencing crisis or in significant distress.
- provides a central point to connect people to other services in the region.
- provides in-house assessment to connect people to 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.

Description of Activity *

To establish and operate Head to Health adult mental health services in the Ormeau region with establishment being in 2025/26, and service delivery commencing in 2026-27.

In 2023 – 2025 GCPHN will:

- Define the needs of vulnerable adults living in the northern Gold Coast region ensuring the needs of indigenous people and CALD people are well understood.
- Investigate property leasing options in the northern Gold Coast region.
- Collaborate with key regional stakeholders, and, State and Commonwealth government on property fit out and design to best meet the needs of consumers.
- Define the preferred procurement approach for commissioning of the Head to Health adult service centre
- Work with Gold Coast Hospital and Gold Coast Joint Regional Planning Groups to develop protocols to support safe and effective care integration of consumers – this will involve liaison with primary care services, hospital services, General Practitioner clinics, Aboriginal community controlled health services, non-Government organisations, community organisations and lived experience representatives.
- Develop protocols to support integration of the Head to Health intake and assessment phone service.
- Establish arrangements that enable Queensland Health and Gold Coast Hospital to have a role in the governance and commissioning of the service.

In 2025/26 GCPHN will establish a Head to Health adult mental health service that

- Responds to people experiencing crisis or in significant distress.
- Provides a central point to connect people to other services in the region, including through offering information and advice about mental health, service navigation and referral pathways for individuals and their carers and family.
- 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.

Activities delivered during 2025/26 will also include selection of suitable office space, leasing, fit out and set up of premises in preparation for service delivery to commence in 2026/27. Procurement activities will also be undertaken in this period to support selection of a suitable lead agency for the Head to Health adult service.

In 2026/27 GCPHN will support the successful commissioned service provider to commence service delivery of the Head to Health adult mental health service. This will involve:

- Implementation of the Head to Health adult mental health service model.
- Implementation of agreed governance arrangements.
- Implementation of integrated agreed regional referral and service integration protocols.
- Implementation of DoHAC performance reporting.

GCPHN will work in partnership with State and Commonwealth governments from 2025 – 2027 to ensure appropriate governance and commissioning arrangements are established for the service and there is a shared ownership and understanding of the service from service design through to service implementation.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2023

Priorities

Priority	Page reference
Mental Health	162
Aboriginal and Torres Islander people's health and social and emotional wellbeing	304



Activity Demographics

Target Population Cohort

All people aged 18 years+ in the Gold Coast region.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

The following outlines key consultation activities that will be undertaken to support outcomes:

- Property and Infrastructure: GCPHN will consult with the Commonwealth Department of Health and Aged Care, Queensland Health, Gold Coast Hospital, Gold Coast Council and property and infrastructure businesses to support decision making about property/infrastructure for the service.
- Service Commissioning: GCPHN will consult with Queensland Health and Gold Coast Hospital to support commissioning of the service.
- Service Delivery and Service Integration: Consultation will occur with Gold Coast Hospital and Gold Coast Joint Regional Planning Groups to develop protocols to support safe, effective and integrated services for consumers – this will involve liaison with primary care services, hospital services, General Practitioner clinics, Aboriginal Community Controlled Health Services, non-Government organisations, community organisations and lived experience representatives. Consultation will also support development of protocols for integration of the Head to Health intake and assessment phone service.
- Service Governance: GCPHN will consult with Queensland Health and Gold Coast Hospital to support effective governance of the service.

Collaboration

The stakeholders that will be involved in establishing and implementing the Head to Health adult mental health service centre are as follows:

- Consumers
- Commonwealth Department of Health and Aged Care
- Gold Coast Joint Regional Plan Partnership Groups
- Primary Care Providers
- Gold Coast Health
- Queensland Health
- Gold Coast Health and Acute Care Team
- Aboriginal service providers
- Community and non-government organisations and social supports
- GCPHN Primary Health Care Improvement Committee, Clinical Council, Consumer Advisory Council



Activity Milestone Details/Duration

Activity Start Date

30/06/2025

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

No

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

Activity is being co-commissioned as part of the bilateral agreement between the Queensland and Commonwealth Governments.

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



NAB-UAS - 1 - Universal After Care



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-UAS

Activity Number *

1

Activity Title *

Universal After Care

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 5: Community based suicide prevention activities

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

This activity aims to:

- Increase the efficiency and effectiveness of suicide prevention services for people at risk of suicide.
- Improve access to and integration of primary mental health care and suicide prevention services to ensure people receive the right care in the right place at the right time.
- Encourage and promote a regional approach to suicide prevention including community-based activities, and liaising with Local Hospital Networks (LHNs) and other providers to ensure appropriate follow-up and support arrangements are in place at a regional level for individuals after a suicide attempt, and for other people at high risk of suicide.
- Commission suicide prevention services which are evidence based and consistent with a best practice Stepped Care approach, including incorporating a joined-up assessment process and referral pathways; make best use of the available workforce; are cost effective; and do not duplicate or supplement services that are the responsibility of Commonwealth Programs, state and territory government or other service sectors, including the disability support sector.

Description of Activity *

Key activities will include:

- Working with service providers to ensure services are delivered in line with funding agreements and best practice
- Collaboration with State Government and LHN in the delivery and expansion of The Way Back Support Service (TWBSS)
- Review of models and co-design of enhancements to ensure any future GCPHN commissioned services for people at risk of

Suicide and the Community Suicide Prevention service align to provide evidence-based therapies and are consistent with best stepped care approaches.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2023

Priorities

Priority	Page reference
Mental Health	162
Crisis support and suicide prevention	219



Activity Demographics

Target Population Cohort

Individuals after a suicide attempt.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

This activity is the transition from The Way Back Service (TWBSS) program funding which commenced on 29 June 2020, to Universal After Care funding.

In consultation with local stakeholders it has been decided to use this funding to continue and expand TWBSS. Previous consultation has included contribution to the Nous group evaluation, and ongoing consultation and collaboration with service providers, GPs, Lived Experience representatives and funding organisations through the Steering Committee, and other activities.

Collaboration

The stakeholders that will be involved in implementing Universal After Care through TWBSS activity are as follows:

- Consumers
- Suicide Prevention services, including Wesley Mission Queensland
- Primary Care Providers
- Gold Coast Health
- Queensland Health
- Gold Coast Health and Acute Care Team
- Aboriginal service providers
- Community and non-government organisations and social supports
- Queensland Primary Health Networks
- GCPHN Primary Health Care Improvement Committee, Clinical Council, Consumer Advisory Council, Joint Regional Plan Governance, SPIG committee



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/05/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

In 2023-26, we will undertake the following:

- Support service providers with effective implementation of the “expanded” The Way Back Support Service (2023-24)
- Monitor and review of service performance.
- Regularly consult with involved agencies/providers regarding service performance and potential service improvements.
- Consider any improvements to service model and implement accordingly.
- Work collaboratively with the TWBSS service provider and QLD Health to support service governance and outcomes.
- Work with key stakeholders and funders to identify priority population groups that would benefit from access to the service and determine possible enhancements to the service model to accommodate same (2023 – 2026).
- Work with QLD Health, DoHAC and commissioned service provider on Data Sharing arrangements



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?

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable

Co-design or co-commissioning comments

Activity is being co-commissioned as part of the bilateral agreement between the Queensland and Commonwealth Government.

Service was co-designed as part of the Request for Proposal process to procure the integrated service offering. In addition, during 2022-23 the expansion of the service involved a series of co-design sessions with key stakeholders.



NAB-HE - 2 - headspace Enhancement - Southport



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-HE

Activity Number *

2

Activity Title *

headspace Enhancement - Southport

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

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

The aim of this project is to bolster the clinical and non-clinical service capacity of the existing Southport and Upper Coomera headspace Centres. This will increase service delivery options to young people and families accessing headspace services, increasing the number of young people that can be seen, and decreasing wait times from the point of intake to the point of engaging with a treatment service.

Description of Activity *

Both headspace Upper Coomera and headspace Southport have experienced a reduction in private practitioner workforce in 2021-2023, which has been compounded by the difficulty in recruitment and retention of these positions. This workforce strain continues to place further pressure on core clinical staff in the headspace service to meet demand.

The service reports there has been a noted increase with the complexity of referrals accessing services, placing further pressures on staff to manage complex presentations while young people are waiting to access services.

The investment from this funding will enable both Centres to undertake enhancement activities consistent with the parameters of the headspace Model Integrity Framework (hMIF) and the existing primary headspace model as listed below:

- Enhance capacity to meet the current and increasing needs of young people experiencing, or at risk of, mild to moderate mental illness.

- Improve access to coordinated, multi-disciplinary care for young people through the recruitment of additional clinical and non-clinical staff.
- Supplement salaries for the existing multi-disciplinary workforce and improving workforce attraction and retention.
- Increase community engagement and awareness activities, particularly with priority populations.
- Enhance the capacity of both headspace services to respond to local need in alignment with the headspace model.

Needs Assessment Priorities:

This activity addresses the identified needs outlined in GCPHN needs assessment by focusing on key priorities in child, youth, and family mental health by seeking to expand service capacity, especially in underserved areas such as the Gold Coast northern growth corridor and Southport, with an emphasis on family engagement and workforce challenges. Additionally, this activity recognises the importance of early intervention, promotes community engagement, and integrates Lived Experience Workers, effectively meeting the identified needs for integrated mental health services for children, youth, and families in the region.

In 2023-24, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive (redacted) core service funding.

headspace Southport will be allocated (redacted) enhancement funding through this funding.

Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of (redacted) and surplus enhancement funding of (redacted).

In 2024-25, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive (redacted) core service funding.

headspace Southport will be allocated (redacted) enhancement funding through this funding.

Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of (redacted) and surplus enhancement funding of (redacted)

In 2025-26, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive (redacted) core service funding.

headspace Southport will be allocated (redacted) enhancement funding through this funding.

Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of (redacted) and surplus enhancement funding of (redacted).

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2023

Priorities

Priority	Page reference
Mental Health	162
Primary Healthcare Workforce	26



Activity Demographics

Target Population Cohort

Young people aged 12-25 years with emerging mental health needs.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Both headspace service Centres - headspace Southport and headspace Upper Coomera - are supportive of this project. Consultation was undertaken with the Gold Coast headspace Youth Advisory Council (YAC), private practitioners and the General Practitioner across both sites. As an outcome of this process, priorities and recommendations have been incorporated into all aspects of the design of the enhancement proposal.

Collaboration

1. Gold Coast Primary Health Network – Project partner delivering coordination, engagement, data and planning expertise
2. Lives Lived Well – lead agency contributing clinical, data, operational and planning expertise



Activity Milestone Details/Duration

Activity Start Date

30/04/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/09/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Staff recruitment by September 2023.
Completion of enhancement activities by June 2026 .



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?

No

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

Activity is being co-commissioned as part of the bilateral agreement between the Queensland and Commonwealth Governments.



NAB-HE - 7 - headspace Enhancement - Upper Coomera



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-HE

Activity Number *

7

Activity Title *

headspace Enhancement - Upper Coomera

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

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

The aim of this project is to bolster the clinical and non-clinical service capacity of the existing Southport and Upper Coomera headspace Centres. This will increase service delivery options to young people and families accessing headspace services, increasing the number of young people that can be seen, and decreasing wait times from the point of intake to the point of engaging with a treatment service.

Description of Activity *

Both headspace Upper Coomera and headspace Southport have experienced a reduction in private practitioner workforce in 2021-2023, compounded by the difficulty in recruitment and retention of these positions. This workforce strain continues to place further pressure on core clinical staff to meet demand.

The service reports there has been a noted increase with the complexity of referrals accessing services, placing further pressures on staff to manage complex presentations while young people are waiting to access services.

The investment from this funding will enable both Centres to undertake enhancement activities consistent with the parameters of the headspace Model Integrity Framework (hMIF) and the existing primary headspace model as listed below:

- Enhance capacity to meet the current and increasing needs of young people experiencing, or at risk of, mild to moderate mental illness.

- Improve access to coordinated, multi-disciplinary care for young people through the recruitment of additional clinical and non-clinical staff.
- Supplement salaries for the existing multi-disciplinary workforce and improving workforce attraction and retention.
- Increase community engagement and awareness activities, particularly with priority populations.
- Enhance the capacity of both headspace services to respond to local need in alignment with the headspace model.

Needs Assessment Priorities:

This activity addresses the identified needs outlined in GCPHN needs assessment by focusing on key priorities in child, youth, and family mental health by seeking to expand service capacity, especially in underserved areas such as the Gold Coast northern growth corridor and Southport with an emphasis on family engagement and workforce challenges. Additionally, this activity recognises the importance of early intervention, promotes community engagement, and integrates Lived Experience Workers, effectively meeting the identified needs for integrated mental health services for children, youth, and families in the region.

In 2023-24, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive (redacted) core service funding.
headspace Upper Coomera and will be allocated (redacted) enhancement funding through this funding.

Based on the local needs analysis outlined, headspace Upper Coomera will be allocated the new funding floor of (redacted) and surplus enhancement funding of (redacted).

In 2024-25, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive (redacted) core service funding.
headspace Upper Coomera will be allocated (redacted) enhancement funding through this funding.

Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of (redacted) and surplus enhancement funding of (redacted).

In 2025-26, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive (redacted) core service funding.
headspace Upper Coomera will be allocated (redacted) enhancement funding through this funding.

Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of (redacted) and surplus enhancement funding of (redacted).

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2023

Priorities

Priority	Page reference
Mental Health	162
Primary Healthcare Workforce	26



Activity Demographics

Target Population Cohort

Young people aged 12-25 years with emerging mental health needs.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

**Activity Consultation and Collaboration****Consultation**

Both headspace service Centres - headspace Southport and headspace Upper Coomera - are supportive of this project. Consultation was undertaken with the Gold Coast headspace Youth Advisory Council (YAC), private practitioners and the General Practitioner across both sites. As an outcome of this process, priorities and recommendations have been incorporated into all aspects of the design of the enhancement proposal.

Collaboration

1. Gold Coast Primary Health Network – Project partner delivering coordination, engagement, data and planning expertise
2. Lives Lived Well – lead agency contributing clinical, data, operational and planning expertise

**Activity Milestone Details/Duration****Activity Start Date**

30/04/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/09/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Staff recruitment by September 2023.
Completion of enhancement activities by June 2026 .



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?

No

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

Activity is being co-commissioned as part of the bilateral agreement between the Queensland and Commonwealth Governments.