Building a Compassionate and Connected Gold Coast

Summary of outcomes from Joint Regional Plan Stakeholder Engagement Day

5th December 2024

Gold Coast Health
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An Australian Government Initiative

Intro and context

- Gold Coast Health and Gold Coast PHN hosted a stakeholder engagement event on 5th Dec 2024 to share reflections on the current Joint Regional Plan (JRP) [2020-2025] and inform the development of the next JRP [2025-2028].

- The event comprised opening reflections on the JRP process from lived experience representatives and senior executives from GCH/GCPHN, an overview of relevant needs and information that have emerged from the Joint Regional Needs Assessment process so far, and an interactive workshop session that explored five initial 'priorities' — these priorities included:
  - Leadership, governance and partnerships
  - Community wellness and enablement
  - Access to support closer to where people live
  - Health equity, diversity and inclusion
  - Workforce

- The following slides provide a summary of key themes that emerged from the table discussions throughout the workshop component of the session. These themes are framed as opportunities to be progressed over the next three years. More specific suggestions that were shared on the day have been collated to sit under these themes.

- Following these slides, there will be an invitation to respond to a short survey that aims to collect any additional insights or suggestions you have following the event, as well as any other reflections you have about the process of developing the next JRP.

Exploring the priorities of the next JRP

1. Leadership, governance & partnership

- Interagency involvement and accountability in the JRP from development through to implementation is key for the region

- Reducing siloed working practices by establishing a network of governance structures to promote cross-sector collaboration and integration

- Enhancing sector collaboration through sharing of data, quality improvement initiatives, lessons learned, KPIs, workforce and placement opportunities

- JRP to consider and address challenges of cross-border relationships

- Feedback on plan's progress to be more widely distributed

- Establishing a clear agreed framework that supports ongoing action planning, implementation, performance measurement and learning across the sector that is meaningful for consumers

- Strong governance structures and frameworks that ensure continuity while remaining agile to macro-environmental changes

Exploring the priorities of the next JRP

2. Community wellness and enablement

- Strengthening partnerships and collaboration with a diverse range of providers and stakeholders to enhance community health and wellbeing

- Support for easier navigation and transition across the service system to improve access such as co-location of services, increased hours of operation, promotion to raise awareness, and wayfinding support

- Improving referrals, coordination and information-sharing between services to streamline service delivery and improve outcomes

- Comprehensive models of care that address broad factors influencing the wellbeing of individuals across the range of care providers and professionals

- Focus on mental health awareness, health literacy and early intervention to improve access to care and outcomes, through community awareness campaigns, social media presence, health promotion, school-based education, parental education and corporate wellness initiatives

Exploring the priorities of the next JRP

3. Access support closer to where people live

- Innovative and alternative approaches to delivering support that addresses the diverse needs of individuals

- Making mental health services and support more available at the right time and in the right place, ensuring timely access within local communities

- Embedding services and support within the communities where people live, work and play, and building capacity for community settings to support and respond to needs

- Overcome system-related challenges and barriers (e.g. eligibility criteria, funding, service changes, internal processes) that impact the ability of services to effectively meet people's needs

Exploring the priorities of the next JRP

4. Health equity, diversity & inclusion

- Prioritising equity, diversity and cultural capability in service commissioning and resourcing, with a particular focus on addressing the needs of priority populations including, First Nations communities, multicultural communities, LGBTQIAP+ communities, people living with disability and those experiencing domestic and family violence.

- Understanding and addressing the unique barriers to accessing services experienced by consumers and carers

- Building connections and linkages with community groups and community leaders, particularly those representing marginalised populations

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Exploring the priorities of the next JRP

5. Workforce

- Regionally coordinated approaches to developing a sustainable mental health workforce through education and training, diverse roles, clear pathways (early career and advanced practice), supervision and mentoring

- Workforce development initiatives that are aimed at improving the capacity, capability and responsiveness of the workforce

- Developing a capable, professional and supported Lived Experience workforce that is integrated across services and settings

- Equip the workforce with appropriate technology and virtual models of care to enhance their effectiveness in delivering care

- Exploring innovative service delivery models and approaches that best utilise the wide skills of the mental health workforce to meet the diverse needs of people and communities in the region

- Support and retain the region's workforce by fostering a supportive environment and culture

- Engage the community and other sectors as an effective part of the region's mental health workforce

Other reflections

Throughout the session, we used Mentimeter to gather additional reflections and suggestions from participants. Below is a sample of reflections that were shared:

"We have made a great start on building the next iteration of the JRP and I look forward to contributing to the process in an ongoing way"

"Needing to bring more decision makers to the table... Invite more (the merrier) stakeholders to input into JRP"

"hope to see more NGOs and other First Nations orgs involved in leadership group"

"We need to move away from everyone needing to be everything for everyone and working together to provide all the aspects required"

"It has been nice to be seen and heard - to have an opportunity to shape the plan through this process is meaningful"

"Very useful for me to understand the bigger picture. Glad to hear about the importance given to compassion and keen to see how that will be actioned in practice."

"A regional plan that involves other agencies and broadens the reach and scope of the plan is appealing"

"Highlighted the importance of the going commitment to systemic communication, collaboration, partnering and networking."

Share your feedback with us:

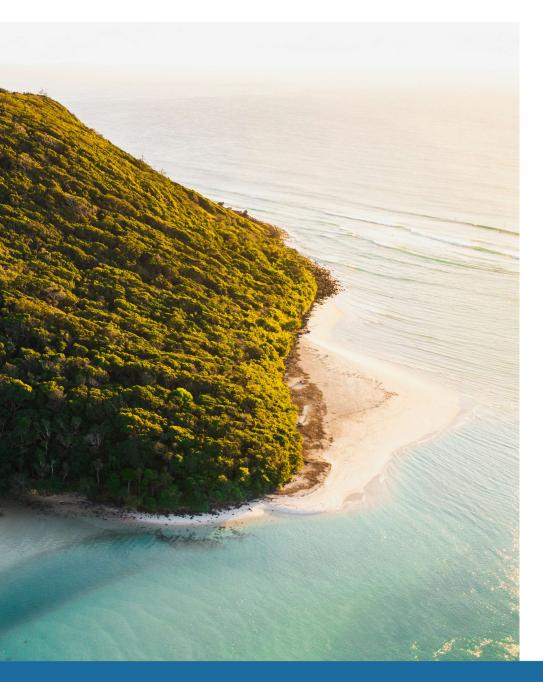Please follow this link to respond to a short survey that will ask you:

https://forms.office.com/r/MZGYHuSvt2

- How well do the themes captured in this summary align with what your group discussed on the day?

- Is there anything important that we've missed from these themes, or is not covered by the five priorities?

- How should we continue to keep yourself and others involved/engaged in the development and ongoing implementation of the plan?

Thank you for participating in shaping the future of mental health on the Gold Coast