

Gold Coast - After Hours Primary Health Care 2023/24 - 2027/28 Activity Summary View



AH-HAP - 13 - After Hours Homelessness Primary Care Services



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

13

Activity Title *

After Hours Homelessness Primary Care Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Youth experiencing or at risk of homelessness

Aim of Activity *

The service provides low to medium level primary care support to assist youth who are at risk of homelessness, or are homeless with or without mental health concerns. The service will increase primary care access and the efficiency and effectiveness of primary health care services for youth experiencing or at risk of homelessness. Support services to youth who are at risk of homelessness or are homeless was identified as a service gap in the local community.

Specific objectives:

- (1) Identify and support young people experiencing homelessness and those at risk of homelessness where it is demonstrated that there are physical, geographic, or other barriers to accessing primary care services.
- (2) To provide a connection point to primary care and other appropriate services that are available to support ongoing needs of

people in usual business hours.

(3) Address the health impacts of youth experiencing homelessness or at risk of homelessness including but not limited to mental health, alcohol and other drugs

Description of Activity *

The youth-based homelessness services are to be delivered as a co-located services from the headspace office at Southport. This co-location arrangement will provide a seamless way for youth in need to be referred across to the services for support with issues that are impacting on stability of their housing.

The aim of this service is:

- Address gaps in primary care services to youth who are or at risk of homelessness particularly in the northern Gold Coast, an area of socioeconomic disadvantage and associated higher needs.
- To increase access to clinical supports for youth at risk of homelessness and identify/address the associated health impacts of homelessness. Onward referral of people to primary care and other community-based supports are a key outcome of this service.
- To provide a supplement service to youth at risk of or homeless with health needs who would otherwise present to hospital emergency departments.
- Coordinate with specialist homelessness services via outreach to identify youth who are at risk of or homeless to address barriers to primary health care.

These services will play a critical role in supporting and improving health and wellbeing outcomes through:

- Provision of suitable viable alternatives to hospital emergency department services.
- Provision of community based primary care to people in the community that do not have regular access to mainstream MBS services.
- Provision of suitable clinical support to people presenting with the health impacts associated with homelessness and to provide connection/onward referral of people to appropriate services.

Service delivery will commence in January 2025 with a welcoming, 'no wrong door' option to accessing support, advice, referrals to other services and care planning to mitigate risks or issues impacting on housing stability. Services will operate Monday to Friday 8 am – 5 pm.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Higher rates of mental ill health and mental health related ED presentations among people experiencing homelessness.	102
Cost, transport and stigma limit the ability of people experiencing homelessness to access health care, including health checks, preventative and follow up care.	102
Out-of-pocket costs and safety concerns limit access to health services for people experiencing family and domestic violence.	102
Reduced bulk billing and reducing GP per capita rates leading to poorer access for some vulnerable people.	57
Reported high prevalence of vaping, particularly among young people.	221
Growing numbers of people with socioeconomic	71

disadvantage and associated higher need, especially in the northern Gold Coast.	
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Activity Demographics

Target Population Cohort

Youth aged 12-25 who are at risk of homelessness or are homeless

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Gold Coast - North	30903



Activity Consultation and Collaboration

Consultation

This activity was guided by:
 Joint Regional Needs Assessment

- The Gold Coast Joint Regional Needs Assessment (JRNA) 2024–2026 identifies major health access gaps for people experiencing homelessness. The JRNA highlighted that access barriers include transport, cost, and stigma.
- The JRNA also noted the lack of outreach medical services integrated with homelessness services, underscoring the need for mobile or drop-in health check models.

Engagement with Gold Coast Health / Homeless Health Outreach Team (HHOT)

- Gold Coast Health’s Homeless Health Outreach Team (HHOT) was consulted to understand client needs, referral pathways, and service limitations. HHOT provides multidisciplinary outreach (social workers, nurses, mental health clinicians) for people experiencing homelessness.

- It was identified that while HHOT provides strong mental health and AOD outreach, there are limited focused sexual health interventions for young people, making Youth Check’s focus on including a sexual health component valuable.
- Lived-Experience Input
- Lives Lived Well engaged with youth homelessness organisations to better understand service touchpoints, unmet health needs, and the trust / referral pathways that would support Youth Check engagement.

Collaboration

1. Lives Lived Well (Commissioned Service Provider)
2. Community based youth and/or homelessness services (Collaborative working relationships)
3. General Practice to support linkages with consumers and medical continuity.



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2026

Service Delivery Start Date

15/01/2025

Service Delivery End Date

30/11/2026

Other Relevant Milestones

- Service establishment (including recruitment) – 15/12/24 - 1/2/25
- Development of referral and triage procedures - 15/12/24 - 1/2/25
- Onboarding of new staff member- 15/1/25 – 1/2/2
- Service delivery commencement – 28/04/2025
- Service delivery completion – 30/6/26



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?

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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

GCPHN has co-designed the service in partnership with preferred provider. New service model has been developed along with new referral management and triage procedures. Service will co-locate with headspace to support transition of care and ease of referral for eligible youth.



AH-HAP - 14 - Homelessness Research and Planning for Commissioning



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

14

Activity Title *

Homelessness Research and Planning for Commissioning

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

To gather an integrated body of evidence and recommendations to inform 26/27 commissioning activities for people in housing stress and other intersecting needs across the mental health, alcohol and other drugs and suicide spectrum.

Description of Activity *

Engage competent qualified consultants to develop evidence based strategic recommendations that will inform the future commissioning of integrated services for people experiencing homelessness and intersecting vulnerabilities. Specific objectives include:

- Improve access and quality of care for people experiencing housing stress and other vulnerable populations: Explore how services can better support people facing housing stress and other challenges, improving both access and care quality.
- Recognise and respond to intersectionality: Identify how overlapping vulnerabilities affect people and recommend ways services can better support diverse community needs.
- Inform optimum use of modes when commissioning / recommissioning services: Guide future investment in Gold Coast services by identifying gaps, reducing duplication, and improving delivery across digital, face-to-face, and outreach models.
- Provide input into co-design of Medicare Mental Health Centre: Confirm and build on current evidence to support planning for a new federally funded mental health centre in the area.

Activities include:

- Assess needs, apply best practice, and inform commissioning to improve access, equity, coordination and service quality for

homeless and intersectional populations.

- Assess and optimize digital, outreach, and face-to-face service modes and apply these approaches in commissioned service contracts where applicable.
- Assess Workforce Capability for People with Intersecting Needs and embed these in commissioned service contracts where applicable.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Higher rates of mental ill health and mental health related ED presentations among people experiencing homelessness.	102
Cost, transport and stigma limit the ability of people experiencing homelessness to access health care, including health checks, preventative and follow up care.	102
Growing demand for acute care, specialised rehabilitation and ongoing care for GCHHS catchment residents with spinal cord injuries unable to secure timely access to current statewide service.	20
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	221
Insufficient capacity in sub-acute community based residential mental health services.	221
Insufficient resourcing to ensure supported, psychologically safe, meaningful engagement of people with lived experience in planning and service delivery.	221
Reported high prevalence of vaping, particularly among young people.	221
Prevalence of select chronic disease risk factors (low vegetable intake, high BMI, alcohol) is high and/or significantly increasing for adults in Gold Coast region.	71



Activity Demographics

Target Population Cohort

Homeless with intersectional needs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/04/2025

Activity End Date

29/06/2025

Service Delivery Start Date

01/05/2025

Service Delivery End Date

30/06/2025

Other Relevant Milestones



Activity Commissioning

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

AFTER HOURS AWP 2025-2026 PUBLICATION VERSION

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: Yes
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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-HAP-Ops - 14 - After Hours Homelessness Primary Care Services - Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP-Ops

Activity Number *

14

Activity Title *

After Hours Homelessness Primary Care Services - Operational

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP - 7 - After Hours Community Connector



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

7

Activity Title *

After Hours Community Connector

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Culturally and Linguistically Diverse Populations

Aim of Activity *

To increase and improve the access and referral pathways to health and related services for people who are within the Culturally and Linguistically Diverse (CALD) community.

To highlight well-established, trusted, and respected service providers already specialising in engaging with hard-to-reach groups for the CALD community.

To provide an integrated approach to navigating services (primary care and other services) and enhancing cultural awareness and understanding across the Gold Coast region for CALD consumers.

For example:

- General Practitioners.
- Allied Health professionals.
- Primary and secondary health care services including mental health, alcohol and other drug treatment and suicide prevention services as well as other chronic disease services.
- Child and Family services.
- Homelessness services.

- Legal services.
- Financial support services.
- Housing services.
- Employment services.
- NDIS.

Description of Activity *

This is an existing GCPHN activity, that is funded through CF3 in the Core Funding Schedule.

The After-Hours Community Connector Program on the Gold Coast is delivered by CURA. This service provides culturally sensitive support to people in the CALD community to support their access to culturally safe service/s when they are unable to access treatment in usual business hours due to other personal, work or family commitments.

People have access to a clinical worker and peer worker to assist with assessment and planning around the priority care needs. Peer workers assist with wrap around support and coordination of planned supports.

This service focuses on:

- Increasing access to community-based support for people in the CALD community who cannot wait for treatment in usual business hours; onward referral of people to primary care and other community-based supports are a key outcome of this service.
- Providing a service option for people in the CALD community in the after-hours period who would otherwise present to hospital emergency departments.

This service plays a critical role in supporting and improving the health and wellbeing of people in the CALD community to achieve outcomes through:

- Provision of suitable viable alternative to hospital emergency department services.
- Provision of community-based service support to people in the community that do not have regular access to mainstream MBS services in the after-hours period.
- Provision of suitable clinical and peer support in the afterhours period to support people presenting with health needs and to provide connection/onward referral of people to appropriate services.

Services will be provided in the after-hours period via telehealth, outreach and place-based services located where higher proportions of people in the CALD community reside (ie. Ormeau-Oxenford). Consumers will be actively supported with treatment, including a plan for linkage to suitable services (primary care and/or other services) in business hours for ongoing support.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Large and growing Pasifika community with higher reported health needs and challenges accessing healthcare.	102
Gaps in cultural capability across service providers and clinicians, particularly relating to sensitive issues such as mental health, AOD and FDV.	102
People from multicultural backgrounds have higher reported prevalence of diabetes, arthritis, and heart disease.	102
Limited effective use of translation services in primary care and ambulance response services.	102

Migrants are often unfamiliar with the Australian health system and have lower health literacy.	102
Reduced bulk billing and reducing GP per capita rates leading to poorer access for some vulnerable people.	57
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Inefficient system navigation leads to delayed connection of patients with suitable mental health, AOD and suicide prevention services.	221
Care coordination and information sharing among mental health, AOD, and suicide prevention services are often inefficient in particular transitions from acute or inpatient care to community services.	221
Growing numbers of people with socioeconomic disadvantage and associated higher need, especially in the northern Gold Coast.	71



Activity Demographics

Target Population Cohort

Culturally and Linguistically Diverse people residing on the Gold Coast

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

This activity has been informed by consultation that has occurred over several years throughout various co-design processes for AOD and mental health services, during AOD specific working groups and the development of needs assessments. Recently building on this, the Joint Regional Plan consultation has highlighted the absence and need for community-based after-hours treatment to specifically support people in the CALD community, as there is currently no dedicated service in the community providing this service in the out of usual business hours period (other than the After-Hours Safe Space service mentioned above).

Collaboration

- CURA - Multicultural service - Major CALD service provider in Gold Coast region.
- Primary Care Community Services - Major stakeholder responsible for delivery of the Gold Coast Head to Health Phone Service.
- Gold Coast Hospital and Health Service (GCHHS) - Key interested party in enabling/supporting the people with primary care needs that can be met in the community, so as to divert people from hospital emergency department/s.
- Gold Coast Hospital and Health Service (GCHHS) - Senior Leadership and Directors - Support to inform service opportunities, gaps, enablers, and integration.
- Lives Lived Well - After Hours AOD service provider; possible referral in/out pathway.
- QuiHN - After Hours AOD service provider; possible referral in/out pathway.
- Primary and Community Care Service – After Hours Safe Space service provider; possible referral in/out pathway.
- QLD Health - Mental Health and Alcohol and Other Drugs Branch - Interested party in significant service/system changes that may negatively impact on presentations to hospital emergency department/s.
- Gold Coast Homeless Network and Homeless Outreach Team - Possible referral in/out pathway.
- General Practice - Major primary care service provider in Gold Coast region - Possible referral in/out pathway.



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2024

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Noted that this activity has already been operating under Core Funding; start date is for the After Hours funding.

1/7/2024 – CURA to deliver primary care and peer assistance to support onward referrals to people within the CALD community in the out of hours period to primary care and/or other service supports as required.



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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP - 11 - Needs Assessment - Multicultural Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

11

Activity Title *

Needs Assessment - Multicultural Access

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Completion of a needs assessment for the after hours needs of the multicultural population in the Gold Coast region.

Description of Activity *

Completion of a needs assessment for the after hours needs of the multicultural population in the Gold Coast region.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2023

Priorities

Priority	Page reference
Potentially preventable hospital care	69
After hours	55



Activity Demographics

Target Population Cohort

People from a multicultural or culturally and linguistically diverse background 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

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/12/2023

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

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: No
- Direct Engagement: Yes
- 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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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AH-MAP-Ops - 12 - Operational - Multicultural Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP-Ops

Activity Number *

12

Activity Title *

Operational - Multicultural Access

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



AH - 2 - After Hours Primary Care Safe Space



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

After Hours Primary Care Safe Space

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

The After-Hours Safe Space service provides low to medium level community based mental health supports as an alternative to attending a hospital emergency department for those who experience mental health concerns, seeking support outside of usual business hours when their primary care provider/GP/usual supports are unavailable.

Specific objectives:

- (1) To provide a safe alternative to hospital presentations.
- (2) To provide access to a primary care clinician and peer support in the after hours period to support people presenting with needs.
- (3) To provide a connection point to primary care and other appropriate services that are available to support ongoing needs of people in usual business hours.
- (4) Fill gaps in the supply of afterhours primary health care services for those experiencing escalation of a mental health condition.
- (5) To transition the service to alternate funding after funding ceases from After Hours Deed on 31/12/25.

Description of Activity *

After Hours Safe Space services on the Gold Coast will continue to be delivered across two sites via a primary care clinician led service model: Mermaid Beach and Southport by Primary Care Community Services (PCCS).

The aim of this service is:

- To increase access to community based mental health and other services for people who cannot wait for treatment or GP review.
- Onward referral of people to primary care, their usual treating GP, and other community-based supports.
- To provide a service option to people with community based mental health needs in the after-hours period who would otherwise present to hospital emergency departments.

These services will play a critical role in supporting and improving health and wellbeing outcomes through:

- Provision of suitable viable alternatives to hospital emergency department services.
- Provision of community based mental health service support to people in the community that do not have regular access to mainstream MBS services in the after-hours period.
- Provision of suitable clinical and peer support after hours to support people presenting with mental health needs and to provide connection/onward referral of people to appropriate services and their treating GP.

Service delivery initially commenced in September 2018 to support people with a welcoming, 'no wrong door', option to accessing support, advice, referrals to other services and care planning, and services currently operate Monday to Friday 6 pm – 9 pm and Saturday and Sunday 12 pm -8 pm. The service continues to support access for individuals who had previously accessed hospital emergency departments for their care or who have been unable to receive mental health support during usual business hours (sociable business hours).

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Higher rates of mental ill health and mental health related ED presentations among people experiencing homelessness.	102
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	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



Activity Demographics

Target Population Cohort

- Individuals who identify that their mental health symptoms are escalating or are in mental distress and their primary care

provider is unavailable or inaccessible.

- Individuals that require mental health support that do not have a primary care provider and cannot access clinical support at the time they require it.
- Individuals that have experienced or are experiencing barriers to accessing primary mental health care and/or other mental health supports.
- Individuals identified as hard to reach as specified in the 2022 GCPHN Mental Health Needs Assessment.
- Individuals who contract the GCH Mental Health line and can be diverted to attend the After-Hours Safe Space.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Beaudesert	31101
Gold Coast Hinterland	30904
Surfers Paradise	30910
Robina	30908
Southport	30909
Ormeau - Oxenford	30907
Mudgeeraba - Tallebudgera	30905
Nerang	30906
Gold Coast - North	30903
Broadbeach - Burleigh	30901
Coolangatta	30902



Activity Consultation and Collaboration

Consultation

September 2017 - October 2017: GCPHN led a targeted consultation process to build on findings from the broad consultation undertaken in 2016. The 2017 workshops were conducted, with representatives from Queensland Government agencies, consumers, carers and community service providers from the non-government sector and clinical service providers, with over 120 people participating. Initial design for the first After Hours Safe Space was defined from this consultation.

May 2019 – August 2019: GCPHN/GCHHS/Queensland Health and key community stakeholders were involved in further consultation for design of the After Hours Safe Space with a view to potentially co-commissioning of a second After Hours Safe Space service by GCHHS. Co-commissioned elements that were adapted at this time were: service model, workforce profile and

structure, implementation of leadership/governance structure, reporting measures, and, data sharing.

August 2019 – June 2020: Preparation work was undertaken to manage change elements for the service including investigation of options for a new service delivery site. A second site in Southport was determined as suitable. GCHHS funded this new service, and the new service was established and commenced service delivery in October 2020.

October 2020 – Current: Two After Hours Safe Spaces have been running over this time, located at Mermaid Beach and Southport. These services are co-commissioned by GCPHN and GCHHS. The Southport site has steadily increased service delivery to consumers over this time. The same workforce profile and service model has been implemented across both service sites.

Ongoing regular leadership/governance meetings are attended by the provider, GCPHN, and GCHHS to support service performance and to review and endorse quality service improvements.

Collaboration

- Primary Care Community Services - Major stakeholder responsible for delivery of activity deliverables and outcomes.
- Gold Coast Hospital and Health Service (GCHHS) - Key interested party in enabling/supporting the people with primary care needs that can be met in the community, to divert people from hospital emergency department/s.
- Gold Coast Hospital and Health Service (GCHHS) - Senior Leadership and Directors - Support to inform service opportunities, gaps, enablers, and integration.
- Lives Lived Well - After Hours AOD service provider and possible referral in/out pathway.
- QuIHN - After Hours AOD service provider and possible referral in/out pathway.
- QLD Health - Mental Health and Alcohol and Other Drugs Branch - Interested party in significant service/system changes that may negatively impact on presentations to hospital emergency department/s.
- Kalwun - Aboriginal and Torres Strait Islander service - Major indigenous service provider in Gold Coast region - Possible referral in/out pathway.
- Gold Coast Homeless Network and Homeless Outreach Team - Possible referral in/out pathway.
- CURA - Multicultural service - Major CALD service provider in Gold Coast region.
- General Practice - Major primary care service provider in Gold Coast region - Possible referral in/out pathway.



Activity Milestone Details/Duration

Activity Start Date

30/06/2018

Activity End Date

30/12/2025

Service Delivery Start Date

Mermaid Site – 1 July 2018; Southport Site – 1 Oct 2021

Service Delivery End Date

31/12/2025

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?

Yes

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?

Yes

Decommissioning

No

Decommissioning details?

No – the service model will be refined for this service to a non-clinical service from 01/01/26 until the 30/06/26 utilising funding within the Commonwealth Psychosocial Support Program.

This service will continue until 30/6/26. Commonwealth Psychosocial Support funding and funding from Gold Coast Health will support funding of the service from 1/1/26 - 30/6/26.

Co-design or co-commissioning comments

Extensive codesign activities were undertaken with Gold Coast Health and key regional stakeholders to ensure effective design and integration of the service into the Gold Coast service system. Gold Coast Health also co-commission the Southport site and have indicated commitment to maintain commission of this service given current outcomes, particularly related to volume of consumers who are accessing the service as opposed to presenting to emergency departments.

GCPHN would like to continue co-commissioning this service on an ongoing basis given the positive impact it is having on mental health consumers, alongside co-commissioners Gold Coast Health and Queensland Health who together have contributed many resources to the implementation, establishment, marketing, and ongoing management of the program.

Comments from the Department

Comment	Date Created
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AH-HAP - 12 - Alcohol and Other Drugs After Hours – Treatment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

12

Activity Title *

Alcohol and Other Drugs After Hours – Treatment

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Alcohol and Other Drugs

Other Program Key Priority Area Description

Aim of Activity *

The community-based alcohol and other drugs (AOD) after hours service aims to support people requiring specialist treatment who cannot access this treatment during traditional business hours.

This activity aims to:

- Increase availability of AOD treatment services in the community.
- Increase timely access to specialist AOD treatment services for individuals and their families.
- Improve AOD treatment outcomes for clients.
- Reduce harm associated with drugs and alcohol use, with a focus on methamphetamine use.

Description of Activity *

After Hours Alcohol and Other Drugs Treatment services on the Gold Coast will continue to be delivered by two providers, Lives Lived Well (LLW) and QuiHN. The aim of these services is to:

- Increase access to AOD services for people who cannot wait for treatment (primary care and/or other treatment) in usual business hours.
- Increase access to AOD services for people who are unable to access AOD treatment in usual business hours due to other personal, work or family commitments.
- Provide a service option to people with AOD treatment needs in the after-hours period who would otherwise present to hospital

emergency departments.

These services will play a critical role in supporting and improving health and wellbeing outcomes through:

- Provision of suitable viable alternatives to hospital emergency department services.
- Provision of specialist AOD service support to for people in the community that do not have regular access to mainstream MBS services in the after-hours period.
- Provision of suitable AOD services to consumers who cannot access services (primary care or other services) in usual business hours.

GCPHN's evaluation of these services (completed in November 2021) provided information on value and effectiveness of these services, with value seen in its ability to meet a previous unmet AOD service need for people in the community outside usual business hours.

Service delivery in the evenings and on Saturdays is currently supporting access for individuals who had previously accessed hospital emergency departments, or who had been unable to attend individual or group support during usual business hours (sociable business hours) due to work commitments, family commitments, issues with transport and/or complex family matters.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
High demand and limited availability of publicly funded AOD services, including after-hours options, acute detox and residential withdrawal services.	221
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



Activity Demographics

Target Population Cohort

Individuals 18+ requiring after hours treatment support for alcohol and/or other drug use, including individuals experiencing co-occurring mental health and substance related disorders.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Beaudesert	31101
Gold Coast Hinterland	30904
Surfers Paradise	30910
Robina	30908
Southport	30909
Ormeau - Oxenford	30907
Mudgeeraba - Tallebudgera	30905
Nerang	30906
Gold Coast - North	30903
Broadbeach - Burleigh	30901
Coolangatta	30902



Activity Consultation and Collaboration

Consultation

This activity has been informed by consultation that has occurred over several years throughout various co-design processes for AOD and mental health services, during AOD specific working groups and the development of needs assessments. Recently building on this, the Joint Regional Plan consultation has highlighted the absence and need for community-based after-hours AOD treatment.

Gold Coast Health Alcohol and Other Drugs branch has regularly reported the need for after-hours AOD support for clients they cannot service. Consumers, community members and other service providers have reported this as a need and an important addition to the current treatment delivery landscape, not only to increase the overall availability of treatment in the region. It will also provide an option to individuals who cannot attend appointments during business hours because they work full-time or are full-time carers, for example.

Collaboration

- Lives Lived Well - Contractor for delivery of activity deliverables and outcomes.
- QuIHN - Contractor for delivery of activity deliverables and outcomes.
- Gold Coast Hospital and Health Service (GCHHS) - Key interested party in enabling/supporting the afterhours AOD service to divert people from emergency and AOD services.
- Gold Coast Hospital and Health Service (GCHHS) - Senior Leadership and Directors - Support to inform service opportunities, gaps, enablers, and integration. Define projects and activities for implementation.
- QLD Health - Mental Health and Alcohol and Other Drugs Branch - Interested party in significant service/system changes that may negatively impact on presentations to hospital emergency department/s.
- Regional AOD and mental health services - Interested party as part of the regional service system. Possible referral in/out pathway.
- After Hours Safe Space Service (delivered by Primary and Community Care Services) - Interested party as a provider of community-based afterhours services. Provider of the Head to Health Phone Service for Gold Coast region.

- Kalwun - Aboriginal and Torres Strait Islander service - Major Indigenous service provider in Gold Coast region - Possible referral in/out pathway.
- General Practice - Major primary care service provider in Gold Coast region - Possible referral in/out pathway.



Activity Milestone Details/Duration

Activity Start Date

30/03/2020

Activity End Date

29/06/2026

Service Delivery Start Date

July 2021

Service Delivery End Date

30/06/2026

Other Relevant Milestones

1. June 2021 – June 2025 – Contract management and performance monitoring, quarterly performance meetings and regular relationship manager engagement
2. December 2024 – March 2025 - Review to determine decommissioning of the service, source alternative funding.



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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH - 15 - AOD Detoxification Service



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

15

Activity Title *

AOD Detoxification Service

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Alcohol and Other Drugs

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

This activity aims to:

- address the needs of vulnerable people in the Gold Coast region related to after-hours access to specialist AOD detoxification services, including those with complex pain management issues
- provide support to general practices, hospital and community-based after-hours services to improve quality of care for vulnerable people with AOD misuse issues .
- improve access and coordination of care for vulnerable people with specialist AOD needs, including those with complex pain management issues.

Description of Activity *

The high prevalence of substance use, including those with complex pain management issues, is a growing concern in the Gold Coast region. There is limited availability of specialist AOD services in the region. Many specialist services are hospital-based which create inherent challenges for individuals including the time commitment required, potential stigma, and disruption to daily life all contributing to reduced access. Additionally, community-based services do not currently offer specialist AOD treatment services, such as AOD withdrawal support so trial of a community based program that can better support community health needs for vulnerable people in this regard would be of benefit, particularly in the afterhours period to further improve access.

This activity includes:

- Commissioning of a new GP/health professional-led AOD withdrawal community-based service in a primary care setting in the afterhours period.
- Developing appropriate referral pathways between existing community and primary care services to specialist services such as withdrawal and pain management services.

Key outcomes include:

- Increased access to treatment services that cater to a person’s holistic needs.
- Seamless pathways of care for vulnerable people as they move through their treatment journey.
- Improved access for individuals requiring alcohol and other drugs treatment that is flexible and responsive to their needs.
- Reduced problematic substance use or safer substance use.

This activity will leverage the existing infrastructure of the programs commissioned through Activity AOD - 2 - NIAS Mainstream AOD Treatment Service Delivery.

Service Model:

- Under development.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
High demand and limited availability of publicly funded AOD services, including after-hours options, acute detox and residential withdrawal services.	221
Inefficient system navigation leads to delayed connection of patients with suitable mental health, AOD and suicide prevention services.	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



Activity Demographics

Target Population Cohort

People requiring community support to manage their AOD issues.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

This activity has been informed by consultation that has occurred over several years throughout various co-design processes for AOD and mental health services, during AOD specific working groups.

Extensive consultation to inform the 2024 Health Needs Assessment was undertaken in partnership with Gold Coast Hospital and regional stakeholders. The 2024 Needs Assessment indicates ongoing need in Gold Coast region for access to community based AOD withdrawal services.

Gold Coast Health Alcohol and Other Drugs branch has regularly reported the need for increased access to specialist AOD withdrawal services. Consumers, community members and other service providers have reported this as a need and an important addition to the current service delivery landscape.

Collaboration

1. Gold Coast Health (Collaborative working relationship)
2. Aboriginal and Torres Strait Islander services, mental health services referrals
3. Community based AOD and mental health services (Collaborative working relationships)
4. General Practice including those providing withdrawal management and chronic pain management support.



Activity Milestone Details/Duration

Activity Start Date

30/06/2025

Activity End Date

29/06/2026

Service Delivery Start Date

01/01/26

Service Delivery End Date

30/06/2026

Other Relevant Milestones

01/07/2025 – 30/09/2025 – service design and consultation.
01/10/2025 – 31/10/2025 – service model development
01/11/2025 – 31/12/2025 – contract extension.



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?

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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-Op - 1000 - After Hours Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1000

Activity Title *

After Hours Operational

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments