



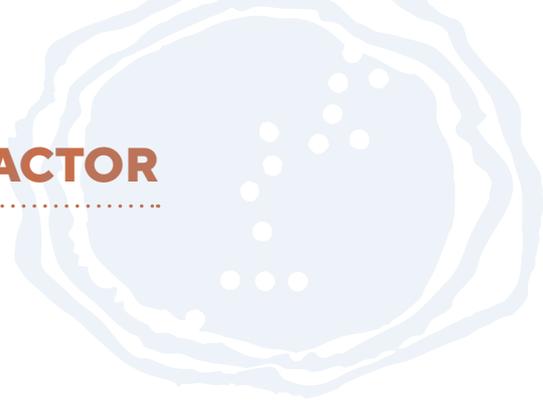
Western Queensland Primary Health Network

PMHC – Primary Mental Health Care

2019–20 – 2023–24 Activity Summary View



ACTIVITY MH1 (21-22) PRIME CONTRACTOR



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health

AIM OF ACTIVITY

Maintain access to high quality evidence based low intensity services, including self-help digital platforms, targeting people living in rural and remote areas, young people and RACF residents who are at risk of, or living with, mild to moderate mental health illness.

To ensure people living in rural and remote, under-served, hard to reach regions, with a diagnosed mental illness, have access to psychological therapies as part of a GP-led stepped care approach.

Maintain support service for school counsellors identifying at risk students for early intervention, triage and assessment for referral to appropriate mental health services within the stepped care approach.

DESCRIPTION OF ACTIVITY

Continue to commission under a Prime Contractor arrangement, the facilitated access to approved low intensity services targeting General Practices, people living in rural and remote areas, young people and RACF residents.

Ensure Prime Contractor:

- continues to support existing commissioned low intensity service providers to accept referrals utilising electronic referral pathways
 - liaises with General Practices, RACFs, as well as social care support agencies, to use agreed referral pathways
 - liaise with school counsellors to promote the service to at-risk children and youth through targeted communication networks
 - encourages commissioned service providers to promote access to their services; i.e. increasing awareness of the services' support for help seeking behaviours
 - investigates and supports the use of telehealth for the delivery of outreach services
 - commissions endorsed psychological service providers aligning with workforce sustainability measures
 - increases access to psychological therapies for the target group
 - maintains data collection for the PMHC-Minimum Data Set (MDS) complying with data governance standards
 - maintains the e-referral pathway so that commissioned stepped care services align with the WQ Health Care Home Model of Care (WQ HCH MoC) including the Locality Strategy (referred to as HCH Neighbourhood)
 - considers outcomes based performance measures; e.g. PREMS/PROMS
 - continues to support primary and secondary schools with the triage and assessment process for at-risk young people for appropriate referral to stepped care services
 - liaises with General Practices, as well as social care support agencies and education providers to create formal referral pathways
 - liaise with school counsellors to promote the service to at-risk children and youth through targeted communication networks
 - continues to manage the existing commissioned mental health service providers to accept WiSE referrals utilising electronic referral pathways.
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Needs Assessment Priorities*

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implementation of the WQ Health Care Home Model of Care	59
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Implement strategies to improve maternal, child and adolescent health and wellbeing	76

Activity Consultation and Collaboration

CONSULTATION

- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- Beyond Blue
- Young People
- Local Mental Health Inter-agency group
- Regional Mental Health Roundtables
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)
- HHSs – SW, CW, NW
- State (Education Queensland) and Private Schools
- Orygen
- headspace National Office (hNO) – school support

COLLABORATION

- Beyond Blue – New Access
- Commissioned stepped care service providers
- CBTi
- General Practices
- HHSs – SW, CW, NW
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)
- RACFs
- Youth severe reference group
- State (Education Queensland) and Private Schools
- Orygen
- headspace National Office (hNO) – school support

ACTIVITY MH2 (21-22) MAINTAIN OVERSIGHT OF COMMISSIONED LEAD AGENCY FOR HEADSPACE SITES

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA*

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

AIM OF ACTIVITY*

Maintain access to high quality youth mental health services for the 12-25 year old age group across the 4 core streams of Mental Health, Alcohol and Other Drugs, Social and Vocational, and Physical Health.

DESCRIPTION OF ACTIVITY*

Continue to commission lead agencies of headspace Mount Isa (hMI) and headspace Roma (hR), targeting at-risk groups in the 12-25 year old age group.

Collaborate with hNO to ensure headspace lead agencies comply with hMIF to ensure maintenance of Trademark licence.

Ensure lead agencies:

- provide a comprehensive suite of mental health early intervention and management services as a response to the absence of youth specific services for vulnerable young people
- continue to promote the service to at-risk and hard to reach young people through targeted social communication networks
- liaise with General Practices, as well as social care support agencies and education providers to create formal referral pathways
- review access to services for outreach support to neighbouring towns and villages.

Needs Assessment Priorities*

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Implement strategies to improve maternal, child and adolescent health and wellbeing	76

Activity Consultation and Collaboration

CONSULTATION

- hMI and hR Consortiums
- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- headspace National Office (hNO)
- Beyond Blue
- Young People
- Local Mental Health Inter-agency group
- NWHHS
- Salvation Army

COLLABORATION

- headspace National Office
- NWHHS
- Salvation Army
- Lives Lived Well
- Private Primary Health Care Providers

ACTIVITY MH3 (21-22) COORDINATED CARE FOR PEOPLE WITH SEVERE AND COMPLEX MENTAL ILLNESS

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA*

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

AIM OF ACTIVITY*

To ensure that people at risk of, or living with a severe or complex mental illness have access to planned and structured GP-led primary care, aimed at supporting access to therapeutic support, improved self-management, lower use of psycho-tropic medication and less crisis interventions including hospitalisation.

DESCRIPTION OF ACTIVITY*

Support a practice-based commissioning approach with General Practice Networks of WQ to enhance care coordination for patients through dedicated workforce to enhance and support care coordination, active surveillance and review, and linkage to team care support across care domains.

Collaboration with local HHS mental health services to improve systemic stepped care referrals between primary and tertiary services.

Ensure credentialed mental health nurse, RNs, Cert IV or social worker equivalent trained coordinators;

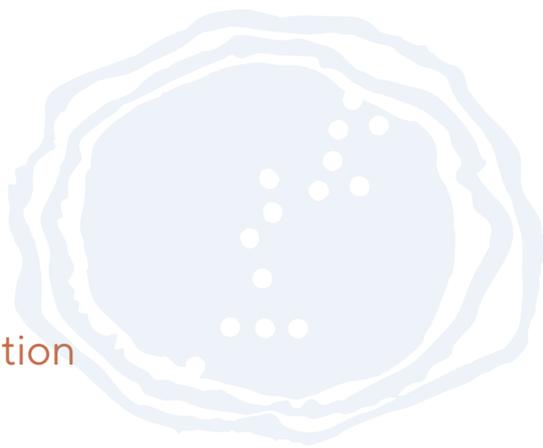
- target people at risk of, or living with severe or complex mental illness
- link in with stepped care approaches using e-referral pathway so that commissioned stepped care services align with the WQ Health Care Home Neighbourhood model
- improve the transition between tertiary and primary care
- maintains data collection for the PMHC- Minimum Data Set (MDS) complying with data governance standards
- support GPs to link with community based recovery oriented services to support improved physical and mental health, decreased hospital admissions and minimised crisis interventions.

Needs Assessment Priorities*

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implementation of the WQ Health Care Home Model of Care	59
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors (cario)	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68



Activity Consultation and Collaboration

CONSULTATION

- Clinical Chapters
- Clinical Council
- Consumer Advisory Council
- Regional Mental Health Roundtables
- Nukal Murra Alliance
- HHSs – SW, CW, NW

COLLABORATION

- General Practice
- Commissioned stepped care service providers
- Nukal Murra Alliance
- HHSs – SW, CW, NW

ACTIVITY MH4 (21-22) INTEGRATED SERVICE SUPPORT FOR VULNERABLE PEOPLE AT ONGOING RISK OF SUICIDE

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA*

Mental Health Priority Area 5: Community based suicide prevention activities

AIM OF ACTIVITY*

Support people in the North West region to stay safe, keep connected with others and to access health and community services as part of their recovery through well-developed patient centred pathways of care and escalation protocols.

DESCRIPTION OF ACTIVITY*

In the North West (NW) region, continue to develop referral pathways, including discharge protocols between tertiary (e.g. NWHHS) and primary care providers (e.g. General Practices) in line with transferred learnings from Maranoa Place Based Suicide Prevention Project (Activity MH-P5.1)

Implement the Way Back Support Service to provide suicide prevention support for up to 3 months following discharge from hospital.

The Way Back bridges that gap and provides non-clinical, one-on-one care to guide people safely through this critical risk period.

The Way Back team works with the individual and their support people to identify their needs, develop a personalised safety plan and connect them to services or clinical care as needed.

Needs Assessment Priorities*

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68



Activity Consultation and Collaboration

CONSULTATION

- NWHHS and Queensland Health
- Beyond Blue
- Local Mental Health Inter-agency group
- Local QAS and QPS
- Regional Mental Health Roundtables
- Commissioned Service Providers for Mental Health
- Mental Health Consortia
- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)
- WQHSIC
- QMHC
- QAMH

COLLABORATION

- Beyond Blue
- NWHHS and Qld Health
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)

ACTIVITY MH5 (21-22) NUKAL MURRA SOCIAL AND EMOTIONAL WELLBEING FRAMEWORK

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA*

Mental Health Priority Area 6: Aboriginal and Torres Strait Islander mental health services

AIM OF ACTIVITY*

To provide a culturally and clinically effective social and emotional wellbeing (SEWB) model of care, acknowledging the Gayaa Dhuwi (Proud Spirit) framework within an integrated stepped care approach for commissioning.

DESCRIPTION OF ACTIVITY*

Ensure the Nukal Murra Alliance as the prime contractor:

- engages with the four AICCHS and mainstream primary care services across the WQPHN region to ensure a social justice methodology is incorporated into commissioned service delivery
- support the harmonisation of the continuity of care, in the delivery of services to Aboriginal and Torres Strait Islander Peoples living with social, emotional or mental wellbeing issues
- influences and supports culturally competent service delivery
- implements culturally appropriate outcomes based performance measures; e.g. population screening, planned and structured care, recovery support, PREMs/PROMs, and General Practice enabled interventions
- supports the adoption of integrated referral pathways through the endorsed web-based e-referral tool

The SEWB Framework will continue as the reference point for the:

- Stay Strong Application
- Stay Strong e-mental Health Support Program
- Better access to mainstream mental health, suicide prevention and AOD services.

Needs Assessment Priorities*

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Improve Aboriginal and Torres Strait Islander people's access to high quality, culturally appropriate health care, including primary care and care coordination services.	n/a
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Improve access to culturally competent PHC for Indigenous People	63
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68

Activity Consultation and Collaboration

CONSULTATION

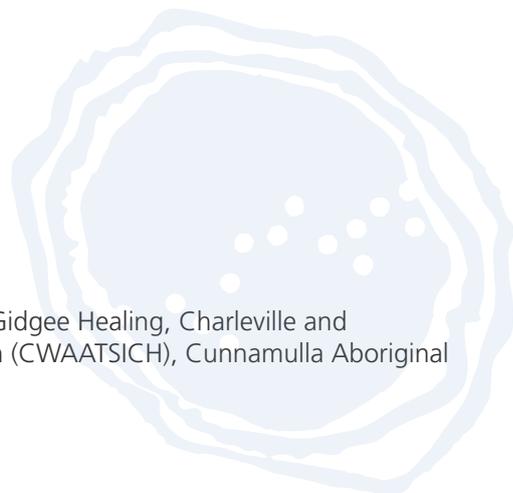
- Nukal Murra Alliance Partners – 4 AICCHS – Goondir Health Services, Gidgee Healing, Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health (CWAATSICH), Cunnamulla Aboriginal Corporation for Health (CACH)
- WQHSIC (Maranoa Accord)
- Clinical Chapters
- Consumer Advisory and Clinical Councils
- Mental Health Roundtables
- QMHC
- QNADA
- Local Mental Health Networks
- Regional Indigenous forums, meetings and events
- HHSs – SW, CW, NW

COLLABORATION

- Menzies School of Research – development and roll out of the foundational element of the Framework – Stay Strong app
- Nukal Murra Alliance Partners – CACH, CWAATSICH, Goondir, Gidgee Healing – a working group of Alliance partner organisations meets regularly to assist in training, monitoring of output and outcome measures, alignment with stepped care and responding to local access, supply and demand issues
- Regional Mental Health Planning Consortia

OTHER COLLABORATIONS:

- Local Traditional Owner or cultural representative groups and organisations
- Other PHNs
- Prime Minister and Cabinet
- Queensland Aboriginal and Islander Health Council (QAIHC)
- Beyond Blue (New Access linkage and suicide prevention)
- RHealth (Data Support)



ACTIVITY MH-P1.1 (20-21: V2) MAINTAIN OVERSIGHT OF EXISTING COMMISSIONED LOW INTENSITY MENTAL HEALTH SERVICES

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 1: Low intensity mental health services

AIM OF ACTIVITY

Maintain access to high quality evidence based low intensity services, including self-help digital platforms, targeting people living in rural and remote areas, young people and RACF residents who are at risk of, or living with, mild to moderate mental health illness.

DESCRIPTION OF ACTIVITY

Maintain the diverse low intensity models of service delivery within the stepped care approach, including New Access, approved evidence based models and digital platforms.

Continue to commission under a Prime Contractor arrangement, the facilitated access to approved low intensity services targeting General Practices, people living in rural and remote areas, young people and RACF residents.

Ensure Prime Contractor:

- continues to support existing commissioned low intensity service providers to accept referrals utilising electronic referral pathways
- liaises with General Practices, RACFs, as well as social care support agencies, to use agreed referral pathways
- liaise with school counsellors to promote the service to at-risk children and youth through targeted communication networks
- encourages commissioned service providers to promote access to their services; i.e. increasing awareness of the services' support for help seeking behaviours
- investigates and supports the use of telehealth for the delivery of outreach services.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68

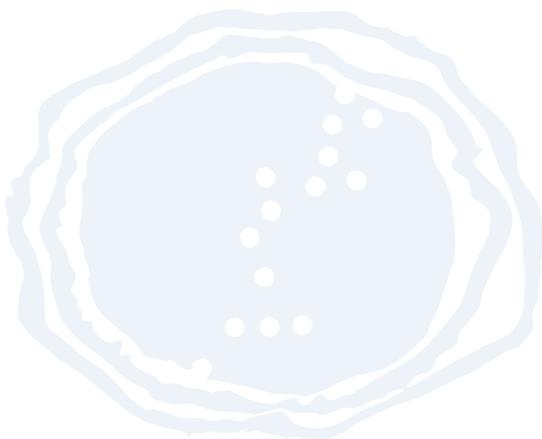
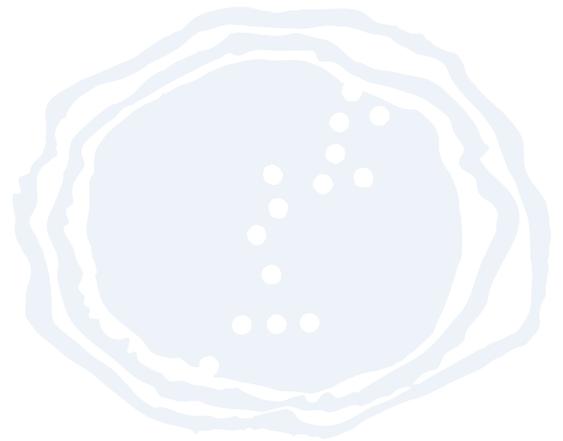
Activity Consultation and collaboration

CONSULTATION

- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- Beyond Blue
- Young People
- Local Mental Health Inter-agency group
- Regional Mental Health Roundtables
- HHSs – SW, CW, NW

COLLABORATION

- Beyond Blue – New Access
- CBTi
- General Practices
- HHSs – SW, CW, NW
- Nukal Murra Allliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)
- RACFs
- Youth severe reference group



ACTIVITY MH-P2.1 (20-21: V2) MAINTAIN OVERSIGHT OF COMMISSIONED LEAD AGENCY FOR HEADSPACE MOUNT ISA SITE



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

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

AIM OF ACTIVITY

Maintain access to high quality youth mental health services for the 12-25 year old age group across the 4 core streams of Mental Health, Alcohol and Other Drugs, Social and Vocational, and Physical Health.

DESCRIPTION OF ACTIVITY *

Continue to commission Gidgee Healing as lead agency of headspace Mount Isa (hMI), targeting at-risk groups in the 12-25 year old age group.

Collaborate with hNO to ensure Gidgee Healing complies with hMIF to ensure maintenance of Trademark licence.

Ensure Gidgee Healing:

- provides a comprehensive suite of mental health early intervention and management services as a response to the absence of youth specific services for vulnerable young people
- continues to promote the service to at-risk and hard to reach young people through targeted social communication networks
- liaises with General Practices, as well as social care support agencies and education providers to create formal referral pathways
- reviews access to services for outreach support to neighbouring towns and villages.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Implement strategies to improve maternal, child and adolescent health and wellbeing	76



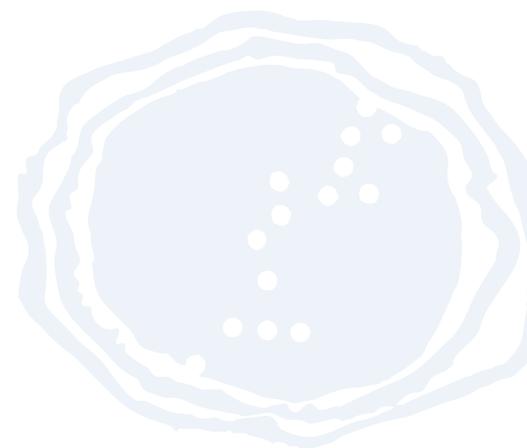
Activity Consultation and Collaboration

CONSULTATION

- hMI Consortium
- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- headspace National Office (hNO)
- Beyond Blue
- Young People
- Local Mental Health Inter-agency group
- NWHHS
- Salvation Army

COLLABORATION

- headspace National Office
- NWHHS
- Salvation Army
- Lives Lived Well
- Private Primary Health Care Providers



ACTIVITY MH-P2.2 (20-21: V2) MAINTAIN THE WELLBEING IN SCHOOLS AND EDUCATION (WiSE) PROGRAM



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

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

AIM OF ACTIVITY

Maintain support service for school counsellors identifying at risk students for early intervention, triage and assessment for referral to appropriate mental health services within the stepped care approach.

DESCRIPTION OF ACTIVITY

Continue to commission under a Prime Contractor arrangement for the delivery of the Wellbeing in Schools and Education (WiSE) activity targeting at-risk groups in the 5–18 year old age group.

Ensure Prime Contractor:

- continues to support primary and secondary schools with the triage and assessment process for at-risk young people for appropriate referral to stepped care services
- liaises with General Practices, as well as social care support agencies and education providers to create formal referral pathways
- liaise with school counsellors to promote the service to at-risk children and youth through targeted communication networks
- continues to manage the existing commissioned mental health service providers to accept WiSE referrals utilising electronic referral pathways.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to improve maternal, child and adolescent health and wellbeing	76

Activity Consultation and Collaboration

CONSULTATION

- State (Education Queensland) and Private Schools
- Orygen
- headspace National Office (hNO) – school support
- HHSs – SW, CW, NW

COLLABORATION

- State (Education Queensland) and Private Schools
- Orygen
- headspace National Office (hNO) – school support
- HHSs – SW, CW, NW



ACTIVITY MH-P2.3 (20-21: V2) ESTABLISH AND IMPLEMENT THE HEADSPACE ROMA YOUTH MENTAL HEALTH SERVICE

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

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

AIM OF ACTIVITY

Increase access to services for the 12–25 year old age group across the 4 core streams of Mental Health, Alcohol and Other Drugs, Social and Vocational, and Physical Health.

DESCRIPTION OF ACTIVITY

Undertake community engagement and awareness activities in Roma and surrounds.

Commission lead agency through a tender process to manage the headspace Roma site using a consortium model, targeting at-risk groups in the 12–25 year old age group.

Support the successful lead agency with establishment phase, including site set-up and recruitment.

Ensure the lead agency:

- commences the delivery of a comprehensive suite of mental health early intervention and management services as a response to the absence of youth specific services for vulnerable young people.
- promotes the service to at-risk and hard to reach young people through targeted social communication networks.
- liaises with General Practices, as well as social care support agencies and education providers to create formal referral pathways.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Implement strategies to improve maternal, child and adolescent health and wellbeing	76

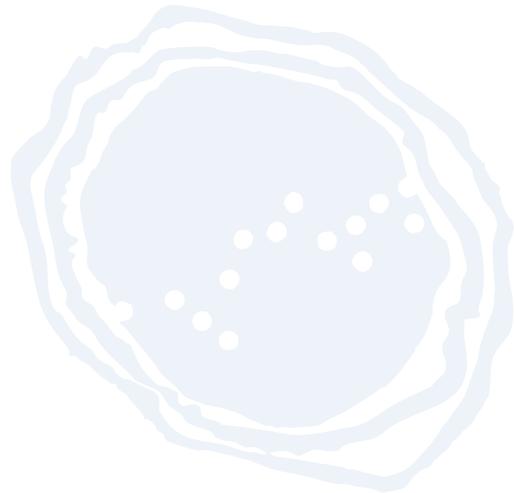
Activity Consultation and Collaboration

CONSULTATION

- Maranoa Regional Council
- Maranoa Place-based Suicide prevention working group
- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- headspace National Office (hNO)
- Beyond Blue
- Young People
- Local Mental Health Inter-agency group
- SWHHS
- Drug ARM
- Lifeline Darling Downs and South West

COLLABORATION

- Maranoa Regional Council
- headspace National Office
- SWHHS
- Drug ARM
- Private Primary Health Care Providers
- Lifeline Darling Downs and South West



ACTIVITY MH-P3.1 (20-21) PSYCHOLOGICAL THERAPIES IN RURAL, REMOTE, UNDER-SERVICED AND HARD TO REACH REGIONS

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-serviced and/or hard to reach groups

AIM OF ACTIVITY

To ensure people living in rural and remote, under-serviced, hard to reach regions, with a diagnosed mental illness, have access to psychological therapies as part of a GP-led stepped care approach.

DESCRIPTION OF ACTIVITY

Ensure the prime contractor:

- commissions endorsed psychological service providers aligning with workforce sustainability measures
- increases access to psychological therapies for the target group
- maintains data collection for the PMHC-MDS complying with data governance standards
- maintains the e-referral pathway so that commissioned stepped care services align with the WQ Health Care Home Model of Care (WQ HCH MoC) including the Locality Strategy (referred to as HCH Neighbourhood)
- considers outcomes based performance measures; e.g. PREMS/PROMS.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20–2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Implementation of the WQ Health Care Home Model of Care	59
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68

Activity Consultation and Collaboration

CONSULTATION

- Clinical Chapters
- Clinical Council
- Consumer Advisory Council
- Regional Mental Health Roundtables
- Nukal Murra Alliance
- HHSs – SW, CW, NW

COLLABORATION

- Commissioned stepped care service providers
- Nukal Murra Alliance
- HHS – SW, CW, NW

ACTIVITY MH-P4.1 (20-21: V2) MENTAL HEALTH SERVICES FOR PEOPLE WITH SEVERE AND COMPLEX MENTAL ILLNESS

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

AIM OF ACTIVITY

To ensure that people at risk of, or living with a severe or complex mental illness have access to planned and structured GP-led primary care, aimed at supporting access to therapeutic support, improved self-management, lower use of psycho-tropic medication and less crisis interventions including hospitalisation.

DESCRIPTION OF ACTIVITY

Support a practice-based commissioning approach with General Practice Networks of WQ to enhance care coordination for patients through dedicated workforce to enhance and support care coordination, active surveillance and review, and linkage to team care support across care domains.

Collaboration with local HHS mental health services to improve systemic stepped care referrals between primary and tertiary services.

Ensure credentialed mental health nurse, RNs, Cert IV or social worker equivalent trained coordinators;

- target people at risk of, or living with severe or complex mental illness
- link in with stepped care approaches using e-referral pathway so that commissioned stepped care services align with the WQ Health Care Home Neighbourhood model
- improve the transition between tertiary and primary care
- maintains data collection for the PMHC-MDS complying with data governance standards
- support GPs to link with community based recovery oriented services to support improved physical and mental health, decreased hospital admissions and minimised crisis interventions.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implementation of the WQ Health Care Home Model of Care	59
Implement strategies to prevent and provide better care for chronic conditions: lifestyle diseases and their risk factors	68
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68

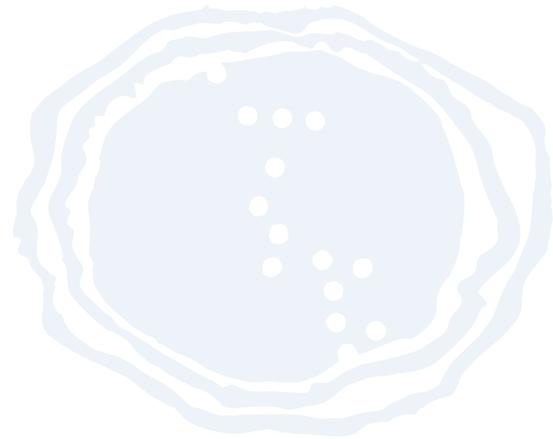
Activity Consultation and Collaboration

CONSULTATION

- Clinical Chapters
- Clinical Council
- Consumer Advisory Council
- Regional Mental Health Roundtables
- Nukal Murra Alliance
- HHSs – SW, CW, NW

COLLABORATION

- General Practice
- Commissioned stepped care service providers
- Nukal Murra Alliance
- HHS – SW, CW, NW



ACTIVITY MH-P5.1 (20-21) MARANOA PLACED BASED SUICIDE PREVENTION PROJECT

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

AIM OF ACTIVITY

Support a reduction of suicide rates in the Maranoa region through a place-based project methodology, which is evidence-based, jointly commissioned, and builds on existing community strengths and resources.

DESCRIPTION OF ACTIVITY

In collaboration with the QMHC, commission the Maranoa Regional Council to establish and manage the Project Coordinator position.

Ensure the project Steering Committee:

- reviews local suicide deidentified data identified through the PMHC-MDS
- continue to promote contemporary suicide prevention frameworks and strategies, as well as resilience as a protective factor against suicide
- focuses on recognition and response to the needs vulnerable groups
- continue support for appropriate referral pathways to care and support for individuals identified as being at risk and/or impacted by suicide.

Delivers on an approved Project Implementation Plan, including an evaluation process, and identify transferable outcomes.

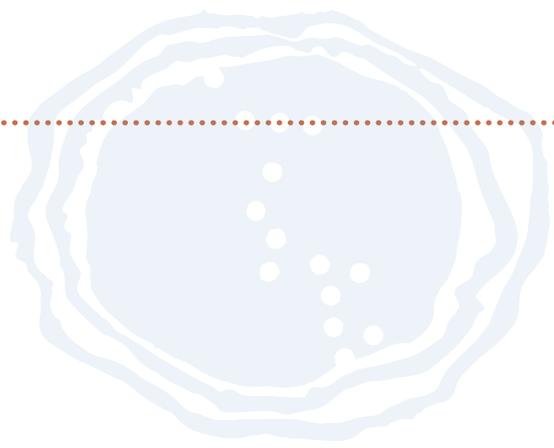
Maintain and review Contract with the Queensland Mental Health Commission (QMHC) on 2-year project outcomes and deliverables.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68



Activity Consultation and Collaboration

CONSULTATION

- MPBSP Steering Committee
- Maranoa Regional Council
- QMHC
- Mental Health Consortia
- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- Local Mental Health Inter-agency group
- Regional Mental Health Roundtables
- SWHHS
- Local mental health and social care NGOs delivering services in Maranoa region (including Indigenous organisations)

COLLABORATION

- QMHC
- Maranoa Regional Council
- MPBSP Steering Committee
- Clinical Chapter
- SWHHS

ACTIVITY MH-P5.2 (20-21) INTEGRATED SERVICE SUPPORT FOR VULNERABLE PEOPLE AT ONGOING RISK OF SUICIDE

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

AIM OF ACTIVITY

Support people in the North West region to stay safe, keep connected with others and to access health and community services as part of their recovery through well-developed patient centred pathways of care and escalation protocols.

DESCRIPTION OF ACTIVITY

In the North West (NW) region, continue to develop referral pathways, including discharge protocols between tertiary (e.g. NWHHS) and primary care providers (e.g. General Practices) in line with transferred learnings from Maranoa Place Based Suicide Prevention Project (Activity MH-P5.1)

Implement the Way Back Support Service to provide suicide prevention support for up to 3 months following discharge from hospital.

The Way Back bridges that gap and provides non-clinical, one-on-one care to guide people safely through this critical risk period.

The Way Back team works with the individual and their support people to identify their needs, develop a personalised safety plan and connect them to services or clinical care as needed.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20–2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68

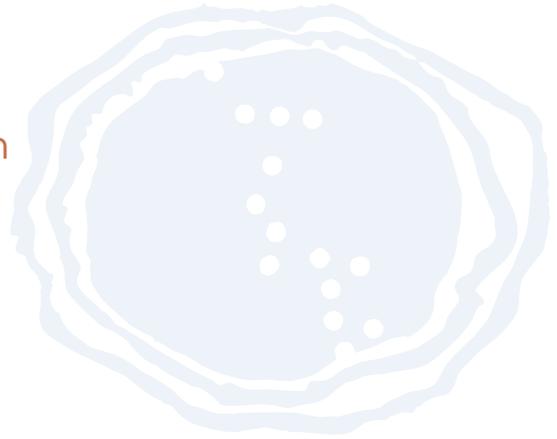
Activity Consultation and Collaboration

CONSULTATION

- NWHHS and Queensland Health
- Beyond Blue
- Local Mental Health Inter-agency group
- Local QAS and QPS
- Regional Mental Health Roundtables
- Commissioned Service Providers for Mental Health
- Mental Health Consortia
- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)
- WQHSIC
- QMHC
- QAMH

COLLABORATION

- Beyond Blue
- NWHHS and Queensland Health
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)



ACTIVITY MH-P5.3 (20-21) COMMISSION SUICIDE PREVENTION ACTIVITIES IN THE CENTRAL WEST REGION

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 5: Community based suicide prevention activities

AIM OF ACTIVITY

Utilise integrated clinical and community wellbeing and engagement activities to address stigma, resilience, coping mechanisms and help seeking behaviours in the Central West region, to reduce the risk of suicide.

DESCRIPTION OF ACTIVITY

Maintain the targeted early intervention and postvention community based suicide prevention service, within the stepped care approach, using evidence-based models and digital platforms (e.g. telehealth).

Ensure commissioned service provider:

- maintain and promote active linkages with Local Governments through the Remote Area Planning and Development (RAPAD) Board, General Practice and social care support agencies
- actively promotes access to services across the community
- adopts a strengths based methodology that aims to engage people about the impacts of risk factors contributing to mental illness
- ensure pathway for initial assessment and adopt a multidisciplinary engagement model that provides discrete and anonymous counselling services and warm referral to other commissioned clinical service providers utilising electronic referral pathways
- provide face to face and telehealth support.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Implement strategies to improve maternal, child and adolescent health and wellbeing	76



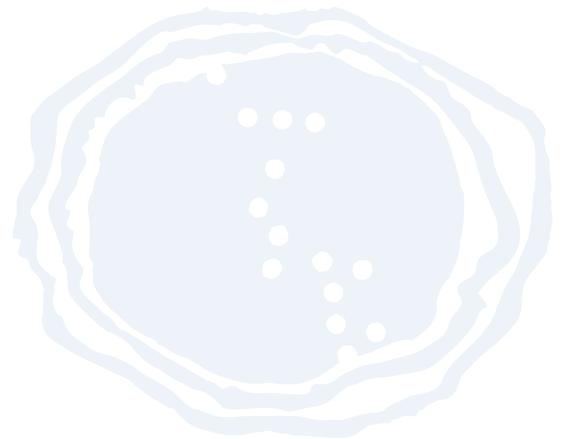
Activity Consultation and Collaboration

CONSULTATION

- Clinical Council
- Consumer Advisory Council
- Clinical Chapters
- Local Mental Health Inter-agency group
- Regional Mental Health Roundtables
- Local Governments – RAPAD Board
- CWHHS
- RFDS Queensland
- Local Mental health and social Care NGOs
- Local primary and secondary schools (and chaplains)
- NQLRA

COLLABORATION

- Local Governments – RAPAD Board
- CWHHS
- RFDS Queensland



ACTIVITY MH-P6.1 (20-21) NUKAL MURRA SOCIAL AND EMOTIONAL WELLBEING FRAMEWORK

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 6: Aboriginal and Torres Strait Islander mental health services

AIM OF ACTIVITY

To provide a culturally and clinically effective social and emotional wellbeing (SEWB) model of care, acknowledging the Gayaa Dhuwi (Proud Spirit) framework within an integrated stepped care approach for commissioning.

DESCRIPTION OF ACTIVITY

Ensure the Nukal Murra Alliance as the prime contractor:

- engages with the four AICCHS and mainstream primary care services across the WQPHN region to ensure a social justice methodology is incorporated into commissioned service delivery
- support the harmonisation of the continuity of care, in the delivery of services to Aboriginal and Torres Strait Islander peoples living with social, emotional or mental wellbeing issues
- influences and supports culturally competent service delivery
- implements culturally appropriate outcomes based performance measures; e.g. population screening, planned and structured care, recovery support, PREMs/PROMs, and General Practice enabled interventions
- supports the adoption of integrated referral pathways through the endorsed web-based e-referral tool.

The SEWB Framework will continue as the reference point for the:

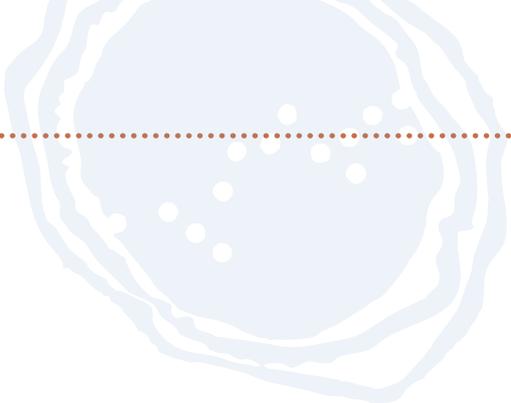
- Stay Strong Application
- Stay Strong e-mental Health Support Program
- Better access to mainstream mental health, suicide prevention and AOD services.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Improve Aboriginal and Torres Strait Islander people's access to high quality, culturally appropriate health care, including primary care and care coordination services.	n/a
Work with partners to integrate both organisationally and financially the health system in Western Queensland.	54
Improve access to culturally competent PHC for Indigenous people.	63
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse.	68



Activity Consultation and Collaboration

CONSULTATION

- Nukal Murra Alliance Partners – 4 AICCHS – Goondir Health Services, Gidgee Healing, Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health (CWAATSICH), Cunnamulla Aboriginal Corporation for Health (CACH)
- WQ Maranoa Accord (WQHSIC)
- Clinical Chapters
- Consumer Advisory and Clinical Councils
- Mental Health Roundtables
- QMHC
- QNADA
- Local Mental Health Networks
- Regional Indigenous forums, meetings and events
- HHSs – SW, CW, NW

COLLABORATION

- Menzies School of Research – development and roll out of the foundational element of the Framework – Stay Strong app
- Nukal Murra Alliance Partners – CACH, CWAATSICH, Goondir, Gidgee Healing – a working group of Alliance partner organisations meets regularly to assist in training, monitoring of output and outcome measures, alignment with stepped care and responding to local access, supply and demand issues
- Regional Mental Health Planning Consortia

OTHER COLLABORATIONS:

- Local Traditional Owner or cultural representative groups and organisations
- Other PHNs
- Prime Minister and Cabinet
- Queensland Aboriginal and Islander Health Council (QAIHC)
- Beyond Blue (New Access linkage and suicide prevention)
- RHealth (Data Support)

ACTIVITY MH-P7.1 (20-21) STEPPED CARE APPROACH

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 7: Stepped care approach

AIM OF ACTIVITY

Further develop strategies to embed the stepped care approach into integrated mental health care service delivery, to ensure access to quality care.

DESCRIPTION OF ACTIVITY

Continue to:

- ensure all stakeholders are aware of the significance of the stepped care approach to the WQPHN's strategic direction
- incorporate stepped care outcome measures and performance metrics into commissioned service provider agreements
- promote the role of commissioned service providers, General Practice, tertiary and other primary care providers in the national reform process and in the stepped care approach
- promote links to Head-to-Health electronic resources on relevant digital platforms; e.g. WQPHN website, My Community Directory, and relevant media opportunities
- support consumer leadership, capacity and advocacy for stepped care approaches
- facilitate training for commissioned service providers on the stepped care approach
- increase access and uptake of the electronic on-line referral tool
- adopt the National Mental Health Triage and Assessment tool.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68

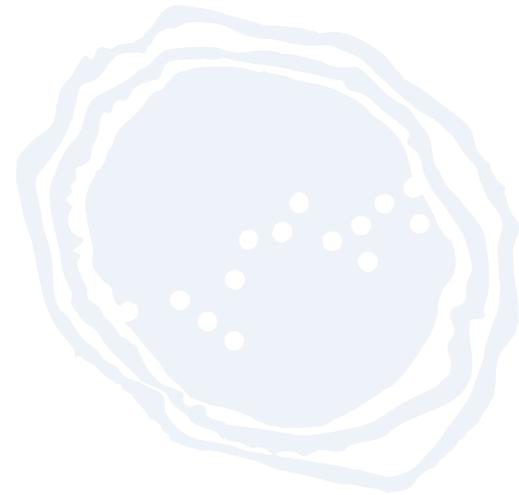
Activity Consultation and Collaboration

CONSULTATION

- Commissioned service providers
- Clinical Chapters
- Consumer Advisory and Clinical Councils
- HHSs (SW, CW, NW) MHAODS
- Local Mental Health Networks
- Regional Mental Health Roundtables
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)

COLLABORATION

- Commissioned service providers
- Clinical Chapters
- Consumer Advisory and Clinical Councils
- HHSs (SW, CW, NW) MHAODS
- Local Mental Health Networks
- Regional Mental Health Roundtables
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)



ACTIVITY MH-P8.1 (20-21: V2) REGIONAL MENTAL HEALTH, SUICIDE PREVENTION AND AOD REGIONAL PLAN IMPLEMENTATION



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 8: Regional mental health and suicide prevention plan

AIM OF ACTIVITY

Facilitate integrated mental health service delivery across the region and into tertiary services, consistent with the 5th National Mental Health Plan and the National Mental Health Service Planning Prevalence Framework.

Three HHSs (SW, CW, NW) endorse and support the Plan.

DESCRIPTION OF ACTIVITY

Maintain a MHSPAOD Consortia to assist with the ongoing review and implementation of the Plan.

Work with three HHSs (SW, CW, NW) to implement joint activities in the endorsed Plan.

Ensure the Plan continues to address:

- the impact on physical health and mental health of people with a lived experience
- referral pathways between General Practice, MHSPAOD providers and acute mental health services
- the embedding of the stepped care approach into regional mental health service planning and delivery
- consultation with existing mental health networks
- adoption of the Gayaa Dhuwi (Proud Spirit) declaration and ensure unique perspectives of Aboriginal and Torres Strait Islander people are incorporated into the Plan
- the National, State and Local policy directions, commissioning expectations and other contemporary clinical, financial and quality domains
- consumer and carer interests.

Continue to promote the revised and approved 2020-23 Plan.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54
Implement strategies to prevent and provide better care for chronic conditions: mental health and substance misuse	68
Develop and broaden access to AOD Treatment services and training for commissioned organisations and General Practice/AICCHS/HHS and NGOs regarding AOD.	83

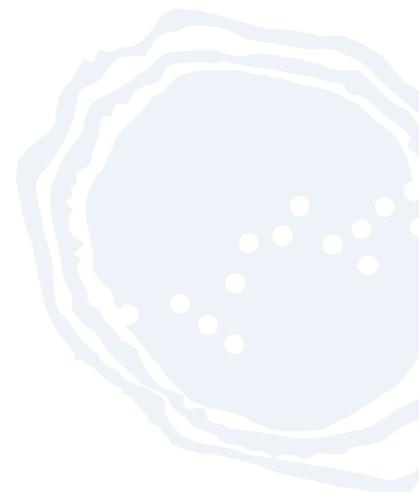
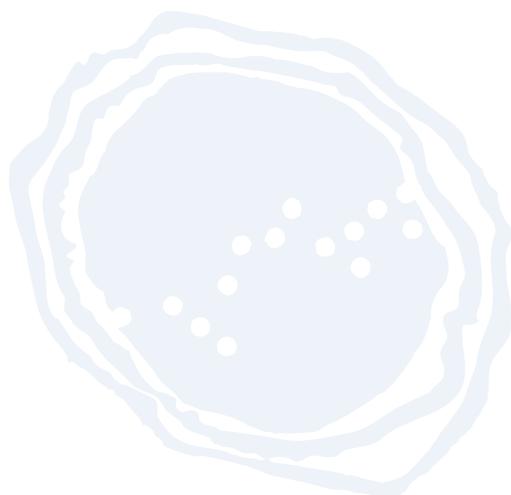
Activity Consultation and Collaboration

CONSULTATION

- Regional Mental Health Planning Consortia
- Regional Mental Health Roundtables
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)
- WQ Maranoa Accord (WQHSIC – planning and design, evaluation, cross jurisdictional endorsement)
- Consumer and Carer Groups
- WQPHN Commissioned Service Providers and other selected MH, SP, and AOD NGOs in Western Queensland

COLLABORATION

- HHSs – SW, CW, NW
- Clinical Chapters
- Consumer Advisory and Clinical Councils
- Queensland Mental Health Commission
- Local Government Agencies
- QNADA
- Health Workforce Queensland
- RFDS Queensland
- Nukal Murra Alliance – partners (CWAATSICH, CACH, Goondir and Gidgee Healing)



ACTIVITY MH-CV19-1 (20-21) MENTAL HEALTH COVID-19 – ENHANCED MENTAL HEALTH SERVICE FOR ATSI



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 6: Aboriginal and Torres Strait Islander mental health services

AIM OF ACTIVITY

- Enhance existing commissioned mental health services targeting Aboriginal and Torres Strait Islander people;
- Promote availability of mental health services and supports associated with the mental health response to the pandemic to Aboriginal and Torres Strait Islander people in the region; or
- Build capacity of services to better meet the needs of Aboriginal and Torres Strait Islander people background during the pandemic and to build protective factors.

DESCRIPTION OF ACTIVITY

Appoint a Capacity Coordinator from one of the four ACCHOS within the Nukal Murra Alliance (NMA) to lead the embedding of the Stay Strong app and resultant Social and Emotional Wellbeing (SEWB) plan into each of the NMA services. The role would also develop a more sustainable model for use of Stay Strong as a key tool in addressing the SEWB of Aboriginal and Torres Strait Islander people in the WQPHN region, and in supporting both quality SEWB practice and integration of SEWB into client/patient's broader primary care. Amongst other things it is envisaged that the SEWB Capacity Coordinator will facilitate;

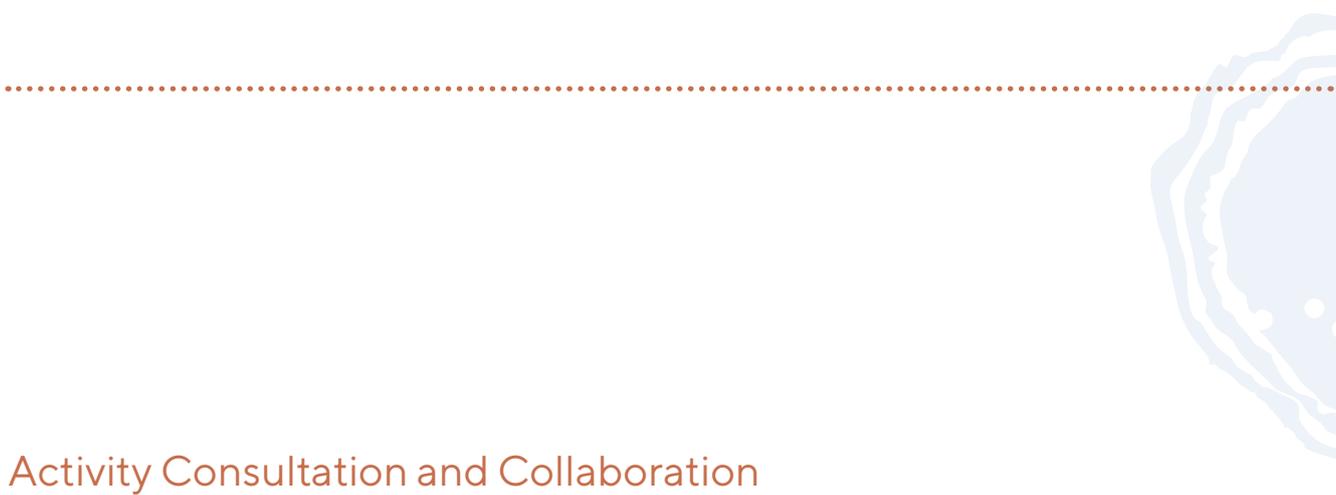
- Stay Strong app training for all P6 SEWB workers and other nominated clinical and primary health care staff
- assist with the implementation of "Stay Strong" in conjunction with the P6 Workers and other relevant staff in the NMA member services including the induction of all new staff as they come on board and the embedding of Stay Strong and its resultant Stay Strong Plan into 'usual clinical care' and practice and client management systems, and development of any needed 'clinical governance', policy and SEWB practice procedures incorporating Stay Strong/Stay Strong plans.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54



Activity Consultation and Collaboration

CONSULTATION

Consultation is through the Nukal Murra Alliance (NMA) which enables a joint commissioning approach across Western Queensland AICCHS in partnership with the WQPHN. The NMA provides the mechanism through which the WPHN consults on Aboriginal and Torres Strait Islander Initiatives. The NMA reflects and symbolises the leadership and collaboration of the members and our shared aspirations to strengthen service alignment, integration and consumer engagement to improve Aboriginal and Torres Strait Islander health outcomes in Western Queensland. The location of the four AICCHS within the Western Queensland catchment ensure that AICCHS are well positioned to support a place-based approach that enables coverage across the catchment of the WQPHN.

COLLABORATION

- Nukal Murra Alliance Members (CWAATSICH, Gidgee Healing, CACH and Goondir)
- Clinical Chapters (SW, NW, CW)
- Clinical and Consumer Councils
- Mainstream General Practices
- RFDS Queensland
- HHSs (CW, NW, SW)
- Check UP – Regional Coordinators
- Allied health Commissioned Services Providers

ACTIVITY MH-CV19-2 (20-21) MENTAL HEALTH COVID-19 – ENHANCED MENTAL HEALTH SERVICES FOR CALD PEOPLES



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Mental Health Priority Area 1: Low intensity mental health services

AIM OF ACTIVITY

- Enhance existing commissioned mental health services and healthy ageing organisations as well as General Practice to enrol people and target both the Culturally and Linguistically Diverse (CALD) and Aged community;
- Promote availability of mental health services and supports associated with the mental health response to the pandemic CALD and Aged community in the region; or
- Build capacity of services to better meet the needs of CALD and Aged community during the pandemic and to build protective factors around increasing mental health and wellbeing through attending regular health checks with a focus on Mental Health and Wellbeing as well as participating in physical activity aimed at the target group.

DESCRIPTION OF ACTIVITY

Engage with Healthy Ageing and CALD groups in the Region to orientate them to the SW Seniors Games concept which involves the following key activities:

- Link the person up with the Healthy Ageing group in the community who have been supplied with skills and knowledge and a physical kit of resources to undertake the outback seniors games functions.
- Have the participant attend at the General Practice to access an Older Persons Health Check (which includes an Older Persons Mental Health assessment)
- Participants attend weekly at the Healthy Ageing group to participate in training in the Outback Seniors Games functions. Prior to commencing the training, the group will participate in basic health screening (when available) and complete a modified mini mental.
- The program will run for 12 weeks initially with a view to having regional Seniors Games events in each region. The sustainability of the model and the linking of the Healthy Ageing and other types of providers in the region will mean that this program will be ongoing and provide linkages with General Practice and Commissioned Service Providers in improving both the physical and mental health of this cohort of our community.

Needs Assessment Priorities

WQPHN Needs Assessment 2019-20 – 2021-22

PRIORITIES

Needs Assessment Priority	Page Reference
Work with partners to integrate both organisationally and financially the health system in Western Queensland	54



Activity Consultation and Collaboration

CONSULTATION

Consultation is through the various CALD organisations within the region as well as with the Health Ageing programs or significant other aged care providers within the regions. It is envisaged that partnering with these groups will allow for the role out of the project and provide sustainability of the project. The introduction of the Health Care Home and Neighbourhood which involves collaboration with both General Practice and commissioned service providers will ensure that there are clear pathways for health and wellbeing for the cohort of people as part of the project but also going forward.

COLLABORATION

- Healthy Ageing and 60's and Better providers in the WQPHN area
- Clinical Chapters (SW, NW, CW)
- Clinical and Consumer Councils
- Mainstream General Practices
- RFDS Queensland
- HHSs (CW, NW, SW)
- Mental Health and Allied health Commissioned Services Providers