

Gold Coast - Headspace Demand Management and Enhancement 2025/26 - 2028/29 Activity Summary View



WTRP - 1 - Wait Time Reduction



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

WTRP

Activity Number *

1

Activity Title *

Wait Time Reduction

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

Other Program Key Priority Area Description

Aim of Activity *

To address demand and wait list management at headspace services identified with highest need.

Description of Activity *

headspace Upper Coomera is a high-demand centre serving the rapidly growing Northern suburbs of the Gold Coast. The area has a significant proportion of young people, and all 12 suburbs in the region fall below the national average for disadvantage, with an above-average need for mental health services. Current wait times for the centre are 2-4 weeks.

headspace Upper Coomera will receive funding for 1.3 Full-Time Equivalent (FTE) Mental Health Clinician. The additional clinician will provide additional occasions of service, targeting the reduction of wait times and future proofing the service against

anticipated increases in demand due to ongoing population growth.

headspace Southport services a growing region, with high rates of national and international migration. Service demand is consistently growing with the centre servicing 2.5 times the national average of young people, and 2.39 times the national average of new clients. Currently the wait times for the centre are 1-2 weeks. During 2023/24 the wait time for service increased to 6 months in duration. Of note, the service has also suffered long term reduction in availability of private psychology and psychiatry services since 2020. The service will receive funding for 1.3FTE Mental Health Clinician to increase service capacity and offset the growing demands at the centre. The additional clinician will support the growing demand of the centre and mitigate the impact of ongoing reduction of the Private Practitioner workforce to target reduction in wait times and future proofing the service against anticipated increases in demand in the future.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

Priorities

Priority	Page reference
Constrained system capacity requires investment in alternate models of care, including digital opportunities to manage and mitigate demand.	20
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	221
Growing demand for psychological therapies.	221
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	221
Stigma and shame associated with mental health, suicidality and AOD issues.	221
Inefficient system navigation leads to delayed connection of patients with suitable mental health, AOD and suicide prevention 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

Children and young people aged 12-25 with, or at risk of mental illness across all the activities listed above

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Since services have been commissioned, consultation will focus on the service provider, lead agency, referrers, and clients through a review to inform future service delivery.

Collaboration

The stakeholders that will be involved in implementing the activities and their roles are as follows:

1. Lives Lived Well
2. Headspace National
3. Primary care providers - Referrals and partners in client care
4. Mental health service providers - Referral between services, cross promotion of activity, shared care arrangements
5. Youth service providers, including schools, Department of Child Safety, Department of Education, NGOs - Referrals and partners in improving service integration, regional planning
6. Gold Coast Health – Child and Youth Service, partner in client care and regional integration and service planning
7. Queensland Health - Partner and Commissioner of Services



Activity Milestone Details/Duration

Activity Start Date

30/07/2020

Activity End Date

29/06/2027

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

25-26 FTE increased in line with 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



BCC - 2 - Building Cultural Capability



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

BCC

Activity Number *

2

Activity Title *

Building Cultural Capability

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

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

The aim of this activity is to build the cultural capability of headspace services. Building cultural capability will help to improve access and provide better support for young people from priority groups including but not limited to those from First Nations, LGBTIQ+ and Culturally and Linguistically Diverse (CALD) communities.

Description of Activity *

headspace Upper Coomera is a high-demand centre serving the rapidly growing Northern suburbs of the Gold Coast. To enhance the cultural capability of the centre, additional funding to increase the Community Engagement Officer's hours to full-time (from 0.6 FTE) will be provided. The increased work hours will support the implementation of group work and improve community engagement with people from Culturally and Linguistically Diverse (CALD) backgrounds and First Nation Peoples.

headspace Southport services a growing region, with high rates of national and international migration. To enhance the cultural capability of the centre, additional funding will be provided to increase the Community Engagement Officer's hours to full-time (from 0.6 FTE). This will support the implementation of group work and improve community engagement.

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Gaps in cultural capability across service providers and clinicians, particularly relating to sensitive issues such as mental health, AOD and FDV.	102
Migrants are often unfamiliar with the Australian health system and have lower health literacy.	102
Constrained system capacity requires investment in alternate models of care, including digital opportunities to manage and mitigate demand.	20
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	221
Growing demand for psychological therapies.	221
Stigma and shame associated with mental health, suicidality and AOD issues.	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**

- Children and young people aged 12-25 with, or at risk of mental illness across all the activities listed above.
- CALD community
- First Nations
- LGBTIQAP+

In Scope AOD Treatment Type ***Indigenous Specific ***

Yes

Indigenous Specific Comments

Increased work hours will support the implementation of group work and improve community engagement with people from Culturally and Linguistically Diverse (CALD) backgrounds and First Nation Peoples.

Coverage**Whole Region**

Yes



Activity Consultation and Collaboration

Consultation

Since services have been commissioned, consultation will focus on the service provider, lead agency, referrers, and clients through a review to inform future service delivery.

Collaboration

The stakeholders that will be involved in implementing the activities and their roles are as follows:

1. Lives Lived Well
 2. Headspace National
 3. Primary care providers - Referrals and partners in client care
 4. Mental health service providers - Referral between services, cross promotion of activity, shared care arrangements
 5. Youth service providers, including schools, Department of Child Safety, Department of Education, NGOs - Referrals and partners in improving service integration, regional planning
 6. Gold Coast Health – Child and Youth Service, partner in client care and regional integration and service planning
 7. Queensland Health - Partner and Commissioner of Services
 8. Multicultural Communities Council Gold Coast – Referrals and participation in engagement activities
-



Activity Milestone Details/Duration

Activity Start Date

30/07/2020

Activity End Date

29/06/2027

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

25-26 FTE increased in line with activity 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



CEI - 3 - Capital Enhancement and Infrastructure



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI

Activity Number *

3

Activity Title *

Capital Enhancement and Infrastructure

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

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

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

The aim of this activity is to enhance the quality of service, improve access to services and support headspace services by appropriately accommodating current and future staffing needs at headspace sites identified as highest need.

Description of Activity *

headspace Southport has been operating from the current premises since 2017, with key areas including reception, communal areas, and several of the clinical rooms not having been updated since opening. The branding and style of the centre do not align with the most recent headspace branding guidelines and the 'making your location feel like headspace' guide.

Funding will be used to:

- Refresh reception area to align with new facilities guidelines
- Repaint the centre throughout to make it feel more welcoming and vibrant, creating a warm, inclusive atmosphere for visitors.
- Replace old and worn furniture in reception, hallway and four consult rooms.
- Replace furniture and décor in the downstairs foyer to transform the space into a warm and calming space that can be used as a chill out area/ secondary waiting area.
- Enhance kitchen appliances and functionality by adding additional storage and modifications to support use by the functional recovery groups and place café style tables and chairs that make it a more welcoming and user-friendly waiting space.
- Replace lighting throughout the centre from fluorescent lighting to dimmable LED lights.
- Installation of curtains in the group room to provide privacy when two separate groups are running in the group room and on the

balcony.

Due to the size of the centre, all works will be able to be carried out without impacting on service delivery as restricted access to areas can be put in place. Some works will also take place over weekends to avoid disruption to clients and families. Improvements to the furniture and reception area will be done in consultation with the Youth Advisory Council, and in accordance with the headspace Branding Guidelines.

headspace Upper Coomera has received Departmental approval to reallocate capital works funding to upgrade the staff kitchenette within the facility, in order to support the increased number of staff working onsite. Works will include expanding bench space, the install of a dishwasher, and adding a wall-mounted cupboard to improve storage capacity. As works are limited to staff area, impacts to service delivery are to be minimal.

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
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	221
Growing demand for psychological therapies.	221
Inefficient system navigation leads to delayed connection of patients with suitable mental health, AOD and suicide prevention services.	221
Increasing rate of eating disorders, including severe cases requiring medical stabilisation and complex multi-specialty management.	15



Activity Demographics

Target Population Cohort

Children and young people aged 12-25 with, or at risk of mental illness across all the activities listed above

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Since services have been commissioned, consultation will focus on the service provider, lead agency, referrers, and clients through a review to inform future service delivery.

Collaboration

The stakeholders that will be involved in implementing the activities and their roles are as follows:

1. Lives Lived Well – service provider responsible for delivery of capital works
2. Headspace National - funder



Activity Milestone Details/Duration

Activity Start Date

30/06/2025

Activity End Date

30/12/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

Capital works completed at both sites by 30 June 2026



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments





WTRP-Ops - 4 - Operational - Wait Time Reduction



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

WTRP-Ops

Activity Number *

4

Activity Title *

Operational - Wait Time Reduction

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



BCC-Ops - 5 - Operational – Building Cultural Capability



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

BCC-Ops

Activity Number *

5

Activity Title *

Operational – Building Cultural Capability

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



CEI_Ops - 6 - Operational – Capital Enhancement and Infrastructure



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI_Ops

Activity Number *

6

Activity Title *

Operational – Capital Enhancement and Infrastructure

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