

Gold Coast - NMHSPA Bilateral PHN Program

2025/26 - 2028/29

Activity Summary View



NAB-H2H - 3 - Medicare Mental Health Centre



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-H2H

Activity Number *

3

Activity Title *

Medicare Mental Health Centre

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 7: Stepped care approach

Other Program Key Priority Area Description

Aim of Activity *

To work with State and Commonwealth governments to implement a Medicare Mental Health Centre in the northern Gold Coast region (Ormeau region) that:

- responds to people experiencing crisis or in significant distress.
- provides a central point to connect people to other services in the region.
- provides in-house assessment to connect people to the most appropriate services.
- provides evidence-based and evidence-informed immediate and short to medium term episodes of care, including utilisation of digital mental health platforms.

Description of Activity *

To establish and operate Medicare Mental Health Centre in the Ormeau region with establishment being in 2025/26, and service delivery commencing in 2026-27.

In 2023 – 2025 GCPHN will:

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

In the 2025/26 financial year GCPHN will establish a Medicare Mental Health Centre that:

- Responds to people experiencing crisis or in significant distress.
- Provides a central point to connect people to other services in the region, including through offering information and advice about mental health, service navigation and referral pathways for individuals and their carers and family.
- Provides in-house assessment using the IAR decisional support tool to connect people with the most appropriate services.
- Provides evidence-based and evidence-informed immediate and short to medium term episodes of care, including utilisation of digital mental health platforms.

Activities delivered during the 2025/26 financial year will also include selection of suitable office space, leasing, fit out and set up of premises in preparation for service delivery to commence in 2026/27. Procurement activities will also be undertaken in this period to support selection of suitable provider/s for the Medicare Mental Health Centre.

In 2026/27, following commencement of the Medicare Mental Health Centre, GCPHN will support the successful commissioned service provider/s to:

- Implement the Medicare Mental Health Centre model.
- Implement agreed governance arrangements.
- Implement agreed regional referral and service integration protocols.
- Implement DHDA performance reporting.

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

Needs Assessment Priorities *

Needs Assessment

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
Large and growing Pasifika community with higher reported health needs and challenges accessing healthcare.	102
Out-of-pocket costs and safety concerns limit access to health services for people experiencing family and domestic violence.	102
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Constrained system capacity requires investment in alternate models of care, including digital opportunities to manage and mitigate demand.	20
Growing numbers of people with socioeconomic disadvantage and associated higher need, especially in the northern Gold Coast.	71
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
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	221
High demand and limited availability of publicly funded AOD services, including after-hours options, acute detox and residential withdrawal services.	221
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	221
Insufficient resourcing to ensure supported, psychologically safe, meaningful engagement of people with lived experience in planning and service delivery.	221
Growing demand for psychological therapies.	221



Activity Demographics

Target Population Cohort

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

In Scope AOD Treatment Type *

Indigenous Specific *

No

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

Yes

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

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

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

Collaboration

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

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

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

30/06/2025

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

No

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

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

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



NAB-H2H-Op - 6 - Operational - Medicare Mental Health Centre



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-H2H-Op

Activity Number *

6

Activity Title *

Operational - Medicare Mental Health Centre

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



NAB-PRCG - 1 - PHN Regional Commissioning and Governance



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-PRCG

Activity Number *

1

Activity Title *

PHN Regional Commissioning and Governance

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

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

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

This activity aims to progress implementation of the Foundational Joint Regional Mental Health and Suicide Prevention Plan (the Plan) and the updated Joint Regional Mental Health and Suicide Prevention Plan by providing oversight for regional sector collaboration. This includes supporting the sector to work better together towards shared priorities and more effectively use available resources to meet regional needs in the short term.

Description of Activity *

People with lived experience of mental illness, suicide, misuse of alcohol and other drugs (AOD) as well as their carers, face a wide range of issues when trying to access treatment and support. This includes fragmentation of services and pathways, gaps, duplication and inefficiencies in service provision, and a lack of person-centred care.

Reforms continue to progress across the mental health, suicide prevention and AOD sector, with new policy directions introduced at national and state levels. While there is broad strategic alignment at a national and state level, the multiple layers of responsibility, funding and regulation create a complex environment, and there is a need for a regional platform to lead this reform at a local level.

Local level planning, coordination and implementation is required to achieve regional outcomes. The Gold Coast Foundational and updated Joint Regional Mental Health and Suicide Prevention Plans (the Plan) have been developed for this purpose.

Building on previous collaboration, the foundational planning process established joint governance structures between GCPHN and Gold Coast Health and delivered a Plan with shared priorities. Partnership groups were established across key priority areas including children and youth, adult and older people, suicide prevention and alcohol and other drugs that report to the Steering Committee of the Plan. These groups have been and continue to be responsible for driving the implementation of the Plan to date and delivering against the actions.

GCPHN and Gold Coast Health have now developed a strengthened governance structure for implementation of the updated Joint Regional Plan over the next three years. This new governance structure will support the Gold Coast region to leverage more strategic outcomes over the next three years, ensuring enhanced forums for consultation by consumers, carers, First Nations people, NGO service providers, general practice and other mental health service providers.

The Plan will continue to drive evidence-based service and system improvements, addressing identified gaps and maximising opportunities to deliver on regional priorities which have been developed and delivered in partnership with local communities. It is the intent of GCPHN and Gold Coast Health to develop and deliver significant strategic objectives that support significant regional transformation of the mental health service system and associated key services within.

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
High levels of isolation and loneliness among older people.	166
Limited culturally appropriate services for culturally and linguistically diverse older people.	166
Higher rates of chronic obstructive pulmonary disease and asthma diagnoses.	194
Systems and processes do not support consistent, effective clinical handover on discharge from the acute sector to primary and community services to support ongoing care.	57
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Constrained system capacity requires investment in alternate models of care, including digital opportunities to manage and mitigate demand.	20
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
Need to actively eliminate racial discrimination, lateral violence and institutional racism.	86
Ongoing improvements are required in culturally safe service provision across the system to ensure equitable, effective access for First Nations people.	86
Inadequate suicide prevention services and post event services for First Nations community.	86
Low rates of people who identify as First Nations in health workforce, particularly for clinical roles.	86
Limited culturally informed holistic approaches to wellbeing and ill health prevention.	86
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
Increasing acute demand requires improvement in early intervention, prevention and community support for mental health.	221

High demand and limited availability of publicly funded AOD services, including after-hours options, acute detox and residential withdrawal services.	221
Insufficient capacity in sub-acute community based residential mental health services.	221
Poorer mental health outcomes and higher suicidality for LGBTIQAP+ people.	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
Insufficient resourcing to ensure supported, psychologically safe, meaningful engagement of people with lived experience in planning and service delivery.	221
Worsening clinical workforce shortage in the primary, secondary, community and aged care sectors.	41
Some health practitioners have insufficient capability to support patients with complex needs, including mental ill health and social needs.	41



Activity Demographics

Target Population Cohort

People within the GCPHN region with mental health needs, with a particular focus on a number of population cohorts including: children and young people, adults, older people, Aboriginal and Torres Strait Islander people, people with drug and alcohol issues, and people at risk of suicide.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In addition to the joint governance arrangements, several specific working groups have been established to progress key pieces of work in the plan. Membership of such groups is representative across GCPHN, Gold Coast HHS, GPs, people with lived experience and a range of community-based organisations.

Existing groups continue to be actively engaged including mental health consumer and carer groups and panels, the local Aboriginal and Torres Strait Islander Partnership Group, local Mental Health and Drug and Alcohol sector at multiple times during the planning and implementation process.

Collaboration

1. Gold Coast Primary Health Network – Project partner delivering coordination, engagement, data, and planning expertise
2. Gold Coast Health – project partner contributing clinical, data, operational and planning expertise
3. Key regional agencies, NGOs and people with a lived experience – partnering to ensure planning meets the needs of the community, including service system design and delivery to meet the needs of consumers
4. Targeted collaboration with Gold Coast Health, lived experience, NGOs and other service delivery agencies to develop the updated Joint Regional Plan 2025 – 2028.



Activity Milestone Details/Duration

Activity Start Date

29/06/2019

Activity End Date

29/06/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

March 2024 – Joint Regional Plan Progress Report submitted
June 2025 - Updated Joint Regional Plan submitted



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): Yes

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?

Co-design or co-commissioning comments

Activity undertaken as a joint development project between Gold Coast Health (HHS) and GCPHN



NAB-UAS - 1 - Universal After Care



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-UAS

Activity Number *

1

Activity Title *

Universal After Care

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 5: Community based suicide prevention activities

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

This activity aims to:

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

Description of Activity *

Key activities will include:

- Working with service providers to ensure services are delivered in line with funding agreements and best practice
- Collaboration with State Government and Gold Coast Health (GCH) in the delivery and expansion of The Way Back Support Service (TWBSS)

- Collaboration with State Government and local primary care providers including local GPs in the establishment and delivery of the new Out of Hospital Pathway service from 1/7/24
- Review of models and co-design of enhancements to ensure any future GCPHN commissioned services for people at risk of suicide ensuring that evidence-based therapies are delivered along the stepped care continuum.

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
Inadequate suicide prevention services and post event services for First Nations community.	86
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
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
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



Activity Demographics

Target Population Cohort

Individuals with suicide ideation and individuals after a suicide attempt.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

This activity is the transition from The Way Back Service (TWBSS) program funding which commenced on 29 June 2020, to Universal After Care funding. The service will include the new Out of Hospital Pathway service from 1/7/24.

Consultation activities to support expansion of The Way Back Support Service and addition of the new Out of Hospital Pathway service have occurred with local service providers, GPs, Lived Experience representatives, Gold Coast Hospital, QLD Health TWBSS Steering Committee.

Collaboration

The stakeholders that will be involved in implementing Universal After Care through TWBSS and the new Out of Hospital Pathway service are as follows:

- Consumers
- Suicide Prevention services, including Wesley Mission Queensland
- Primary Care Providers
- Gold Coast Health
- Queensland Health
- Gold Coast Health and Acute Care Team
- Aboriginal service providers
- Community and non-government organisations and social supports
- Queensland Primary Health Networks

Local GPs

Regional allied health clinicians

- GCPHN Primary Health Care Improvement Committee, Clinical Council, Consumer Advisory Council, Joint Regional Plan Governance, SPIG committee



Activity Milestone Details/Duration

Activity Start Date

30/04/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/05/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

In 2023-26, we will undertake the following:

- Support service providers with effective implementation of the “expanded” The Way Back Support Service (2023-24)
- Establish the new Out of Hospital Pathway service from 1/7/24
- Monitor and review of service performance.
- Regularly consult with involved agencies/providers regarding service performance and potential service improvements.
- Consider any improvements to service model and implement accordingly.
- Work collaboratively with the TWBSS service provider and QLD Health to support service governance and outcomes.
- Work with key stakeholders and funders to identify priority population groups that would benefit from access to the service and determine possible enhancements to the service model to accommodate same (2023 – 2026).
- Work with QLD Health, DHDA and commissioned service provider on Data Sharing arrangements.
- Promote the new Out of Hospital Pathway service to local GPs and allied health clinicians.



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

Yes

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable

Co-design or co-commissioning comments

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

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

The new Out of Hospital Pathways service was co-designed as part of the Expression of Interest Proposal that GCPHN submitted to QLD Health for a 2 year pilot. QLD Health and DHDA will review outcomes and performance of this new service to determine if this service will continue beyond the 2-year pilot period.



NAB-UAS-Ops - 4 - Operational: Universal After Care



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-UAS-Ops

Activity Number *

4

Activity Title *

Operational: Universal After Care

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



NAB-HE - 2 - headspace Enhancement - Southport



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-HE

Activity Number *

2

Activity Title *

headspace Enhancement - Southport

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

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

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

Description of Activity *

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

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

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

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

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

Needs Assessment Priorities:

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

In 2023-24, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive **[funding amount redacted]** in core service funding through the Primary Mental Health Care funding. Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of **[funding amount redacted]**, and **[funding amount redacted]** enhancement funding through this funding.

In 2024-25, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive **[funding amount redacted]** in core service funding. Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of **[funding amount redacted]** and **[funding amount redacted]** enhancement funding through this funding.

In 2025-26, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive **[funding amount redacted]** in core service funding. Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of **[funding amount redacted]** and **[funding amount redacted]** enhancement funding through this funding.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

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
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Growing numbers of people with socioeconomic disadvantage and associated higher need, especially in the northern Gold Coast.	71
Ongoing improvements are required in culturally safe service provision across the system to ensure equitable, effective access for First Nations people.	86
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,	221

suicidality and AOD issues.	
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
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 demand for psychological therapies.	221



Activity Demographics

Target Population Cohort

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

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

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

Collaboration

1. Gold Coast Primary Health Network – Project partner delivering coordination, engagement, data and planning expertise

2. Lives Lived Well – lead agency contributing clinical, data, operational and planning expertise



Activity Milestone Details/Duration

Activity Start Date

30/04/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/09/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Staff recruitment by September 2023.

Completion of enhancement activities by June 2026.

In 2023-26, we will undertake the following:

- Support effective implementation and performance monitoring of the “enhanced” headspace service
- Regularly consult with involved agencies/providers regarding service performance and potential service improvements.
- Work with key stakeholders to identify priority population groups that would benefit from access to the service and determine possible enhancements to the service model to accommodate same.



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

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



NAB-HE - 7 - headspace Enhancement - Upper Coomera



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-HE

Activity Number *

7

Activity Title *

headspace Enhancement - Upper Coomera

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

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

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

Description of Activity *

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

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

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

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

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

Needs Assessment Priorities:

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

In 2023-24, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive **[funding amount redacted]** in core service funding through the Primary Mental Health Care funding. Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of **[funding amount redacted]**, and **[funding amount redacted]** enhancement funding through this funding.

In 2024-25, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive **[funding amount redacted]** in core service funding. Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of **[funding amount redacted]** and **[funding amount redacted]** enhancement funding through this funding.

In 2025-26, both headspace Centres (Southport and Upper Coomera) combined (both operated by lead agency Lives Lived Well) will receive **[funding amount redacted]** in core service funding. Based on the local needs analysis outlined, headspace Southport will be allocated the new funding floor of **[funding amount redacted]** and **[funding amount redacted]** enhancement funding through this funding.

Needs Assessment Priorities *

Needs Assessment

Gold Coast PHN_HNA 2024

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
Insufficient service capacity to meet growing demand due to population growth, particularly in northern Gold Coast.	20
Growing numbers of people with socioeconomic disadvantage and associated higher need, especially in the northern Gold Coast.	71
Ongoing improvements are required in culturally safe service provision across the system to ensure equitable, effective access for First Nations people.	86
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,	221

suicidality and AOD issues.	
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
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
Reported high prevalence of vaping, particularly among young people.	221
Growing demand for psychological therapies.	221



Activity Demographics

Target Population Cohort

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

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

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

Collaboration

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



Activity Milestone Details/Duration

Activity Start Date

30/04/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/09/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Staff recruitment by September 2023.

Completion of enhancement activities by June 2026.

In 2023-26, we will undertake the following:

- Support effective implementation and performance monitoring of the “enhanced” headspace service
 - Regularly consult with involved agencies/providers regarding service performance and potential service improvements.
 - Work with key stakeholders to identify priority population groups that would benefit from access to the service and determine possible enhancements to the service model to accommodate same.
-



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

Yes

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

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

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



NAB-HE-Ops - 5 - Operational - headspace Enhancement



Activity Metadata

Applicable Schedule *

NMHSPA Bilateral PHN Program

Activity Prefix *

NAB-HE-Ops

Activity Number *

5

Activity Title *

Operational - headspace Enhancement

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