

# Australian Capital Territory - Primary Mental Health Care 2022/23 - 2026/27 Activity Summary View



## MH-H2H - 1 - Head to Health Intake and Assessment Phone Service



### Activity Metadata

#### Applicable Schedule \*

Primary Mental Health Care

#### Activity Prefix \*

MH-H2H

#### Activity Number \*

1

#### Activity Title \*

Head to Health Intake and Assessment Phone Service

#### 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 \*

The aim of this activity is to continue supporting intake and assessment for the Head to Health Hub through a dedicated phone service.

#### Description of Activity \*

This activity will ensure:

- a territory-wide intake and assessment phone service for all consumers
- implement the IAR decision support tool to direct people to the most appropriate service
- continue to undertake service mapping to support appropriate referrals
- collect standardised data

## Needs Assessment Priorities \*

### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

### Priorities

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### Activity Milestone Details/Duration

#### Activity Start Date

30/06/2022

#### Activity End Date

29/06/2024



## MH - 1 - Low intensity



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

1

**Activity Title \***

Low intensity

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Mental Health Priority Area 1: Low intensity mental health services

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

The aim of this activity is to increase access to low intensity mental health services to achieve:

- Increased access to services early in illness and episode
- Improved clinical outcomes early in illness and episode
- Reduced wait times for high intensity services/services for moderate to severe presentations

**Description of Activity \***

As part of the NextStep program, an evidence based low intensity service model is in place, delivered by a service provider commissioned in 2017. The model is targeted at providing services to people with mild to moderate symptoms of depression and anxiety.

Low intensity interventions are cognitive behavioural therapy based, with a strong focus on guided self-help. Structured interventions are delivered through telehealth and face to face by a trained non-clinical workforce, who receive intensive ongoing clinical supervision. The workforce is trained to ensure that services that are delivered are appropriate for Aboriginal and Torres Strait Islander people and Culturally and Linguistically Diverse groups.

**Needs Assessment Priorities \*****Needs Assessment**

**Priorities**

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**Activity Milestone Details/Duration**

**Activity Start Date**

30/06/2017

**Activity End Date**

29/06/2025



**MH - 2 - Children's mental health services**



**Activity Metadata**

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

2

**Activity Title \***

Children's mental health services

**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 \*

Provisions of child and youth services for children under the age of 12 at risk of, or who are experiencing mental illness to:  
-Provide early intervention services  
-Improve mental health outcomes for children under the age of 12

### Description of Activity \*

As part of the NextStep program, ACT PHN commissioned a service provider to deliver evidence based mental health services for children under 12 and their families in a stepped care approach with Interventions provided in the form of:  
- structured group programs, including Cool Kids (7-12 years) and Cool Little Kids (3-6 years) to address anxiety  
-individual psychological interventions provide by experienced psychologists. - focused psychological strategies to individuals between the ages of 0-12 years with a priority on children aged 8-12 years, inclusion of family members or carers as required, comprehensive assessments and structured treatment plans.

### Needs Assessment Priorities \*

#### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

Priority	Page reference
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## Activity Milestone Details/Duration

### Activity Start Date

30/06/2016

### Activity End Date

29/06/2025



## MH - 3 - Psychological services for under-served populations



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

3

**Activity Title \***

Psychological services for under-served populations

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

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

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

To ensure underserved and hard to reach groups are receiving timely and appropriate care to mental health services and to address specific identified gaps in services.

**Description of Activity \***

Under this activity, ACT PHN will continue to commission a suite of services tailored for identified groups that have:

- Barriers to access
- Limited community-based treatment options

The 3 services under this activity include

1. Psychological services for older people living in residential aged care facilities: ACT PHN will work with the existing provider of Next Step services to expand services into RACFs and tailor service offerings to residents. Based on RACF populations and mapping of existing services provided into RACFs, staff will identify residents and refer them through to the Next Step Centralised Intake. Intake workers will then liaise with the low intensity coach to schedule assessments. The low intensity service will be available on site at the RACFs on predetermined days and will also be available over the phone. Uptake of the service will be monitored to ascertain demand and increase roll out to reach service capacity. Low intensity services will be the priority for roll out, however, should this service meet demand with remaining capacity, ACT PHN will also work with commissioned service providers and RACFs to expand Next Step High Intensity Services for this cohort.

2. Services for young people with Borderline Personality Disorder (BPD) or experiencing symptoms of BPD. It has been identified that there is a lack of community-based options for people with Borderline Personality Disorder who would benefit from dialectical behavioural therapy (DBT), in particular tailored services for young people. ACT PHN has commissioned a pilot service that provides dialectical behavioural therapy in group and individual sessions. This pilot will be evaluated to ensure that it is increasing access and supporting improved outcomes for this cohort.

3. ACT PHN has also commissioned a new model of care targeting ACT's vulnerable populations. This model of care focuses on LGBTQI+ people. This new model of care will provide both low intensity and high intensity interventions. In addition, ACT PHN will ensure that these services are well integrated with tertiary and secondary services to ensure that duplication is avoided, and that individuals or groups of people are not missed.

## Needs Assessment Priorities \*

### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

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## Activity Demographics

### Target Population Cohort

Underserved/hard to reach groups as identified in the Department of Health guidance. In addition, these services will be targeted at other vulnerable groups identified in the ACT PHN Mental Health Needs Assessment as missing out on services.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2020

### Activity End Date

29/06/2025

N/A

### Co-design or co-commissioning comments

n/a

### Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



## MH - 4 - Severe and complex



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

4

**Activity Title \***

Severe and complex

**Existing, Modified or New Activity \***

Existing



### 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

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

To commission high intensity intervention-based services, including psychological interventions. To ensure that primary mental health care services for people with severe and complex mental illness are well integrated with secondary and tertiary services and avoid duplication.

**Description of Activity \***

As part of the NextStep program, this service provides high-intensity CBT services to people with severe mental illness. ACT PHN will continue to work with the existing provider to deliver this service. A portion of this service, specifically for youth has been expanded.

Clients with severe and complex mental illness may at times receive treatment services through the hospital system or through Adult Community Mental Health, thus strong integration with primary mental health services needs to occur to avoid duplication of service delivery and ensure the best outcomes for shared clients. As part of the primary mental health stepped care model, clients will be supported to step up to tertiary services or back down to primary care services.

**Needs Assessment Priorities \*****Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment



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## Activity Milestone Details/Duration

### Activity Start Date

30/06/2017

### Activity End Date

29/06/2025



## MH - 5 - headspace Canberra



## Activity Metadata

### Applicable Schedule \*

Primary Mental Health Care

### Activity Prefix \*

MH

### Activity Number \*

5

### Activity Title \*

headspace Canberra

### Existing, Modified or New Activity \*

Existing

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## 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 for CHN to commission headspace services that provide:

- Early intervention support to young people ages 12-25
- Provide integrated mental health services alongside AOD, physical health, and educational and vocational support.
- Integration of headspace Canberra (Civic), headspace south (Tuggeranong), and other youth mental health services to ensure young people across the ACT are able to access services easily.

#### Description of Activity \*

ACT PHN will commission two headspace centres in Canberra. One or both headspace centres in Canberra will offer the following services to young people between 12 to 25 years of age:

- Mental Health Counselling- delivered by qualified mental health practitioners offering time-limited, evidence-based counseling services
- Online and phone support - headspace has a range of ways to support young people both online or by phone. Young people can get support for their mental health by simply creating a headspace account.
- GP- support to address physical and sexual health issues as well as mental health consultations by a GP skilled in working with young people
- AOD supports- support to address issues with Alcohol and other drugs delivered on-site by our partner (Directions Health)
- Individual placement and support program (IPS) - provides in-person, one-on-one support for work and study goals. IPS Vocational Specialists will collaborate with a young person's mental health worker to ensure the support they receive helps them achieve their goals.
- Peer support – access to a trained peer worker, who uses their own experiences of a mental health issue to provide support and role modeling as well as linking with services and supports both within headspace and the community
- Care Coordination- support to link with the services and supports in the community that can support recovery
- Family Supports- individual and group interventions that can support families and friends to more effectively support their young person's recovery
- Volunteering- an opportunity for young people to join the Youth Reference Groups and work with other young people to inform service delivery in the centres and deliver community activities
- Community Engagement- a range of community development and education programs delivered in partnership with other agencies across the Canberra region

#### Needs Assessment Priorities \*

#### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

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### Activity Milestone Details/Duration

#### Activity Start Date

30/06/2022

#### Activity End Date

29/06/2025



## MH - 6 - headspace South



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

6

**Activity Title \***

headspace South

**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 for CHN to commission headspace services that provide:

- Early intervention support to young people ages 12-25
- Provide integrated mental health services along side AOD, physical health, and educational and vocational supports.
- Integration of headspace Canberra (Civic), headspace south (Tuggeranong) and other youth mental health services to ensure young people across the ACT are able to access services easily.

**Description of Activity \***

ACT PHN will commission two headspace centres in Canberra. One or both headspace centres in Canberra will offer the following services to young people between 12 to 25years of age:

- Mental Health Counselling- delivered by qualified mental health practitioners offering time limited, evidence-based counselling services
- Online and phone support - headspace has a range of ways to support young people both online or by phone. Young people can get support for their mental health by simply creating a headspace account.
- GP- support to address physical and sexual health issues as well as mental health consultations by a GP skilled in working with young people
- AOD supports- support to address issues with Alcohol and other drugs delivered on site by our partner (Directions Health)

- Individual placement and support program (IPS) - provides in person, one-on-one support for work and study goals. IPS Vocational Specialists will collaborate with a young person’s mental health worker to ensure the support they receive helps them achieve their goals.
- Peer support – access to a trained peer worker, who uses their own experiences of a mental health issue to provide support and role modelling as well as linking with services and supports both within headspace and the community
- Care Coordination- support to link with the services and supports in the community that can support recovery
- Family Supports- individual and group interventions that can support families and friends to more effectively support their young person’s recovery
- Volunteering- opportunity for young people to join the Youth Reference Groups and work with other young people to inform service delivery in the centres and deliver community activities
- Community Engagement- a range of community development and education programs delivered in partnership with other agencies across the Canberra region

**Needs Assessment Priorities \***

**Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

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**Activity Milestone Details/Duration**

**Activity Start Date**

30/06/2022

**Activity End Date**

29/06/2025



**MH - 7 - Early Psychosis Youth Services (EPYS) Program**



**Activity Metadata**

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

**Activity Title \***

Early Psychosis Youth Services (EPYS) Program

**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 \***

ACT PHN will commission an Early Psychosis Youth Service (EPYS) in the ACT, leveraging off local headspace services. The aim of this activity is to reduce the incidence and severity of psychosis within the community through prevention, early detection, reduced risk of transition to full-threshold psychosis, restoration of normal development and functional trajectory, coordinated care delivery, and minimisation of the impact of psychosis.

**Description of Activity \***

ACT PHN will collaborate with local headspace Lead Agencies, Orygen, the Department of Health, ACT Health and Canberra Health Services to establish and implement a community-based EPYS to leverage off headspace Canberra in line with Orygen's EPPIC model.

This activity will provide services to young people aged 12-25 who have had their first episode of psychosis or who are at ultra-high risk of development psychosis. The key overarching features of EPYS is that it will provide easy access to care, an integrated biopsychosocial approach, and a high level of partnerships with service providers.

The service will deliver mobile assessment and treatment, continuing care and functional recovery and will be integrated with existing services in the ACT.

**Needs Assessment Priorities \*****Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

**Priorities**

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## MH - 8 - Culturally appropriate mental health services for Aboriginal and Torres Strait Islander People



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

8

**Activity Title \***

Culturally appropriate mental health services for Aboriginal and Torres Strait Islander People

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

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

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

Enhance and better integrate Aboriginal and Torres Strait Islander mental health services at a local level by facilitating a joined-up approach with other closely connected services including social and emotional wellbeing, suicide prevention and alcohol and other drug services.

**Description of Activity \***

Commission local ACCHO to deliver culturally sensitive mental health services for Aboriginal and Torres Strait Islander people aged between 0-25 years and their families.

**Needs Assessment Priorities \*****Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

**Priorities**

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## Activity Milestone Details/Duration

### Activity Start Date

30/06/2022

### Activity End Date

29/06/2024



## MH - 9 - Targeted Regional Initiatives for Suicide Prevention



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH

**Activity Number \***

9

**Activity Title \***

Targeted Regional Initiatives for Suicide Prevention

**Existing, Modified or New Activity \***

New Activity



### 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 \***

To commission or adapt programs and services to support people at risk of suicide and meet community need, to improve care coordination and service pathways, and to build workforce capability to respond to suicide and distress.

**Description of Activity \***

ACT PHN has recruited a Suicide Prevention Regional Response Coordinator to commence 3rd July 2023 to take primary responsibility for the coordination, engagement and integration of early intervention suicide prevention activities across regional stakeholders. This will include:

- improving care coordination and service pathways
- commissioning and/or adapting services, activities and training packages for at-risk cohorts -utilising data for planning and monitoring
- commissioning services that offer support via multiple channels

The coordinator will also contribute to the development of a Regional Suicide Prevention Action Plan that builds on the Joint Regional Mental Health and Suicide Prevention Plan 2019-2024 to identify regional prevention, capacity building, lived experience/peer support and care coordination activities.

ACT PHN is currently working with ACT Health in the transition of the Way Back Support Program.

ACT PHN will work with key local and national stakeholders on the National Suicide Prevention Leadership Support Program. the



Suicide Prevention Capacity Building Program, and the Culture Care Connect Program. The first ACT workshop of the suicide prevention capacity building program was held on Wednesday, 28th June.

### Needs Assessment Priorities \*

#### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

Priority	Page reference
Mental Health	50



#### Activity Milestone Details/Duration

#### Activity Start Date

22/11/2022

#### Activity End Date

29/06/2024



## MH-Op - 1 - Operational



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH-Op

**Activity Number \***

1

**Activity Title \***

Operational

**Existing, Modified or New Activity \***

Existing



## MH-AMHCT - 1 - Head to Health Adult Mental Health Centre



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH-AMHCT

**Activity Number \***

1

**Activity Title \***

Head to Health Adult Mental Health Centre

**Existing, Modified or New Activity \***

Modified



### 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 \*

The aim of this activity is to deliver the Head to Health Adult Mental Health Centre to:

- Respond to people experiencing crisis or in significant distress;
- Provide a central point to connect people to other services in the region;
- Provide in-house assessment using the Initial Assessment and Referral (IAR) decisional support tool, to match people to the services they need; and
- Provide evidence-based and evidence-informed immediate, and short to medium episodes of care in line with a best practice stepped care approach

### Description of Activity \*

The Head to Health Centre provides short to medium term intervention, integrated intake and assessment, crisis support and information to adults aged 18 and above in the ACT PHN region with mental ill-health or who are requiring information and support. The evidence-based short to medium term multidisciplinary care will be delivered by a mental health clinician and aimed at improving psychological wellbeing for people with moderate to severe mental health issues whose needs are not being met through other services.

The Head to Health Centre will seek to build on existing services for people with or at risk of mental illness in the community and promote integration of services, supports and pathways. The Centre will also be an avenue for implementing actions arising from the ACT Joint Regional Mental Health and Suicide Prevention Plan.

In the ACT, there is an identified need for services for people experiencing moderate to severe mental illness who cannot be adequately managed by primary care but do not meet the threshold for tertiary mental health services. The Centre will aim to address this gap between primary care and tertiary care for people with moderate to severe illness. The Centre will also provide integrated intake and assessment and clear service navigation processes to address fragmented pathways between services and ensure people are easily referred to the right service for their needs.

### Needs Assessment Priorities \*

#### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

Priority	Page reference
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## Activity Milestone Details/Duration

### Activity Start Date

30/06/2022

### Activity End Date

29/06/2025



## MH-AMHCT - 2 - Head to Health Satellite



### Activity Metadata

**Applicable Schedule \***

Primary Mental Health Care

**Activity Prefix \***

MH-AMHCT

**Activity Number \***

2

**Activity Title \***

Head to Health Satellite

**Existing, Modified or New Activity \***

New Activity



### 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 \***

ACT PHN will establish and commission a Head to Health Satellite in the ACT. The aim of this activity is to:

- Respond to people experiencing crisis or in significant distress
- Provide a central point to connect people to other services in the region
- Provide in-house assessment using the Initial Assessment and Referral (IAR) decision support tool, to match people to the services they need; and
- Provide evidence-based and evidence-informed immediate, and short to medium episodes of care in line with a best practice stepped care approach

**Description of Activity \***

Through co-design in partnership with ACT Government, ACT PHN will establish and commission a Head to Health Satellite that will integrate with the Head to Health Adult Mental Health Centre, the Head to Health intake and assessment phone service, other key primary care services, hospitals, general practices, Aboriginal Community Controlled Health Services and non-Government and community organisations.

The location of the Head to Health Satellite will be determined through the co-design process in consultation with ACT Government that has commenced.

## Needs Assessment Priorities \*

### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

### Priorities

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Mental Health	50

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### Activity Milestone Details/Duration

#### Activity Start Date

30/04/2023

#### Activity End Date

29/06/2025



# CHHP - 1 - headspace demand management and waitlist reduction



## Activity Metadata

### Applicable Schedule \*

Primary Mental Health Care

### Activity Prefix \*

CHHP

### Activity Number \*

1

### Activity Title \*

headspace demand management and waitlist 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 \*

The aim of this activity is to support headspace to manage demand and reduce waiting times.

### Description of Activity \*

headspace Canberra will deliver a set of initiatives aimed at reducing wait-time and managing demand including  
-Deliver a brief intervention low-intensity stream, increasing availability of services through increased appointments and walk-in options  
- leverages students and MH Interns and relationships are established with local universities to drive this.  
-Provide administrative incentive payments to improve private practitioner retention

### Needs Assessment Priorities \*

#### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

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