

Brisbane North - Commonwealth Psychosocial Support

2025/26 - 2028/29

Activity Summary View



PAE - 3100 - PAE 3.1 - Psychosocial Support Access Enablers



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

3100

Activity Title *

PAE 3.1 - Psychosocial Support Access Enablers

Existing, Modified or New Activity *

Modified



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 *

This activity has evolved from Mental Health service hubs to be encompassed within Medicare Mental Health Centers, aiming to leverage proven delivery approaches by building on the success of PHN-commissioned Integrated Mental Health Hubs and Safe Space models to establish a robust network of community mental health services. This activity outlines the delivery of the integrated Commonwealth Psychosocial Support Program (CPSP) services within the MMHCs

The Brisbane North PHN combined 4 streams of funding:

CPSP Psychological Therapies and Care Coordination to create integrated mental health service hubs that were placed in three

hospital catchments to meet the needs of people in the Brisbane North area.

The Brisbane North PHN has commissioned four regionally located small Medicare Mental Health Centres (MMHCs), ensuring continued access to community-based mental health support across the region. The Centres include the Inner North MMHC (Lutwyche) and the Redcliffe MMHC, both delivered by Communify, the Caboolture MMHC delivered by Stride for Mental Health, and the Strathpine MMHC delivered by Neami National.

The Centres are designed to be locally focused, safe and welcoming environments that serve as highly visible and accessible entry points for individuals experiencing psychological distress.

To bolster the MMHC funding, Brisbane North PHN has also continued to fund the medium- to longer-term integrated services for those with severe and complex mental health concerns, including the Commonwealth Psychosocial Support Program. Where individuals are identified as requiring ongoing, lifelong, or substantially longer-term support beyond the MMHC service model, the CPSP team will facilitate service navigation, including referral pathways to test eligibility for the NDIS.

The continuation of these services facilitates sustained community access to early intervention, reduces pressure on acute and emergency services, and supports improved mental health outcomes for the Brisbane North and Moreton Bay region.

Description of Activity *

The Brisbane North PHN has commissioned four regionally located small Medicare Mental Health Centres (MMHCs), ensuring continued access to community-based mental health support across the region. The Centres include the Inner North MMHC (Lutwyche) and the Redcliffe MMHC, both delivered by Communify, The Caboolture MMHC delivered by Stride for Mental Health, and the Strathpine MMHC delivered by Neami National.

This activity outlines the delivery of the integrated Commonwealth Psychosocial Support Program (CPSP) services within the MMHCs. Alongside MMHCs, the Commonwealth Psychosocial Support Program provides medium- to long-term mental health support for people who are experiencing a severe complex mental health challenges, including facilitating service navigation to alternative supports where lifelong or substantially longer-term care is required.

Service delivery goals for each Centre will align with the National Service Model Guidelines for Medicare Mental Health Centres, ensuring consistency with the national framework while retaining the flexibility to respond to local community needs.

1) Accessible and Inclusive Care

- Continue to provide welcoming and integrated mental health services for individuals, including those with co-occurring substance use or severe mental illness.

2) Peer-Supported Experiences

- Use a peer-first and peer-last approach to ensure compassionate entry and exit, aligned with Stepped Care Guidelines.

3) Crisis Reduction

- Minimise reliance on emergency departments for mental health distress.

4) Flexible and Integrated Services

- Provide extended hours, outreach, co-located services, and digital mental health platforms which meet local needs.
- Immediate support for those in distress, with appropriate escalation as needed.
- Warm referral pathways for those needing more intensive psychosocial and clinical supports.

5) Tailored Support

- Deliver immediate, short to medium-term care for moderate to severe mental health needs.
- Service navigation for complex needs and family/carer support.
- Access to tele-psychiatry, tele-psychology, and digital mental health platforms.

6) Culturally Inclusive Practices

- Implement The Gayaa Dhuwi (Proud Spirit) Declaration, translation services, and culturally safe inclusive care.

7) Streamlined Access for Specific Groups

- Establish safe entry points for individuals with co-occurring alcohol and other drug (AOD) use.
- Offer warm referrals for youth aged 12–25 and support for families navigating complex needs.
- Conduct effective biopsychosocial and IAR-DST assessments tailored to guest needs, using validated tools like the K10.
- Ensure prioritised access for referrals where suicidality has been identified

8) Effective Assessments

- Conduct biopsychosocial and IAR assessments tailored to patient needs, using validated tools like the K10.

1. Service Navigation (including housing connections) Specific service navigation activities include:

- Service navigation, including a warm referral where an individual is transitioned to an alternative service for support.

2. NDIS Referral:

- Support to prepare and/or connect with the most appropriate service to assess NDIS eligibility, including assistance with gathering and documenting supporting evidence.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Mental Health - Service Needs Level 1	3-5
Mental Health - Health Needs Level 1	2



Activity Demographics

Target Population Cohort

This activity is aimed at people of all ages with severe and complex mental health and functional support needs in the Brisbane North PHN region.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future.

Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:

- Psychological services
- Services for people with severe mental illness. As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:
 - People with a lived experience
 - Consumers
 - Carers
 - Psychology providers
 - GPs and practice staff
 - Mental health providers
 - Metro North Hospital and Health Service
 - Academics and policy experts
 - Professional bodies. The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.

Collaboration

This activity will be implemented by Brisbane North PHN

Membership of this group is drawn from the Metro North Hospital and Health Service, Allied Health providers, Queensland Government agencies, peak bodies, consumers and families.

Collaboration between the group will be upheld by Medicare Mental Health Operational meetings and Medicare Mental Health Governance meetings. MMHCs will maintain ongoing consultation with their local communities to identify trends, emerging needs, and service requirements. Where new or changing components of service delivery are proposed, these should, wherever possible, be developed through co-design to ensure services are responsive and relevant.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2027

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: 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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:

- Psychological services
- Services for people with severe mental illness.

As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Psychosocial Access Enablers	\$867,055.75	\$885,605.00	\$818,219.43	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Psychosocial Access Enablers	\$867,055.75	\$885,605.00	\$818,219.43	\$0.00	\$0.00	\$2,570,880.18
Total	\$867,055.75	\$885,605.00	\$818,219.43	\$0.00	\$0.00	\$2,570,880.18

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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PSD - 1100 - PSD 1.1 - Medicare Mental Health Centers – Psychological Therapies and Support- Service Delivery



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1100

Activity Title *

PSD 1.1 - Medicare Mental Health Centers – Psychological Therapies and Support- Service Delivery

Existing, Modified or New Activity *

Modified



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 ***

This activity has evolved from Mental Health service hubs to be encompassed within Medicare Mental Health Centers, aiming to leverage proven delivery approaches by building on the success of PHN-commissioned Integrated Mental Health Hubs and Safe Space models to establish a robust network of community mental health services.

The Brisbane North PHN combined 4 streams of funding:

- Commonwealth Supported Psychosocial Schedule (CPSP), Psychological Therapies and Care Coordination to create integrated mental health service hubs that were placed in three hospital catchments to meet the needs of people in the Brisbane North area.

The integrated mental health hubs were a stepped care approach to mental health, where people's needs are assessed and understood, and they are easily connected to the right service. As part of continued service integration goals service Providers will actively engage in service integration initiatives to reduce fragmentation in the broader mental health system, improving seamless care pathways for service users from the Mental Health Hubs into the Mental Health Centers.

The overall aim of the integrated service hubs with Medicare Mental Health Centers is to support people with severe mental illness in short to medium term delivery via the CPS funding schedule to:

- Provide immediate support to reduce psychological distress for individuals experiencing crisis or poor mental health.
- Offer a “No Wrong Door” approach by providing an accessible entry point for immediate, short and medium-term mental health support.
- Reduce emergency department presentations as well as minimising the associated costs and trauma associated with emergency department mental health presentations.
- Enhance local service integration by reducing fragmentation within available mental health systems by improving collaborative care pathways.
- Deliver flexible services which include access to digital mental health platforms, purposeful outreach, and centre-based services to meet emerging needs.

Description of Activity *

As per advice from Department of Health, Disability and Ageing, Brisbane North PHN was required to work with service providers to transition Mental Health Hubs to Medicare Mental Health Centres from 1 July 2025. In addition to the service delivery outlined in PMHC 4.1, and NAB H2H 3.2, this activity will outline that Medicare Mental Health Centers (MMHCs) will provide tailored, medium to longer-term support for those with a severe and complex mental health concern under the Commonwealth Supported Psychosocial Schedule.

A variation was received to extend the contract term to 30 September 2025 and facilitate the transition of funding and reporting responsibilities to the Medicare Mental Health Centre (MMHC) program. Funding streams previously delivered under the Hub model are now reported under the MMHC contract from 1 July 2025.

The process of transitioning Integrated Mental Health Service Hubs to the Medicare Mental Health Centre (MMHC) model, ensured continuity of care and alignment with the MMHC objectives of providing emotional distress support, short- to medium-term episodes of care, and integrated service navigation.

Work undertaken included collaborative planning, workforce retention, stakeholder engagement, and embedding the Integrated Mental Health Hubs' current services into the MMHC framework. The following activities within MMHC from 1 July 2025 as a result of the transition from the Integrated Service Hubs includes: The Medicare Mental Health Centres (MMHCs) in Inner North Brisbane, Strathpine, Caboolture and Redcliffe will provide immediate support and follow-up for adults experiencing mental health concerns, offering short to medium-term care for moderate to severe mental health needs.

The services will be delivered by multidisciplinary teams over extended hours without requiring an appointment or referral and have no cost to service users.

The Centres will offer a welcoming, inclusive, and safe environment, adhering to the "no wrong door" approach, ensuring anyone seeking mental health support can access appropriate care. MMHCs will integrate clinical and non-clinical services, including support for co-occurring alcohol and drug use issues, and provide access to digital mental health platforms, tele-psychiatry, and tele-psychology.

They will also support navigation and connection to other services, including the NDIS. Integrated within the MMHCs are also the medium to longer term services for those with a severe and complex mental health concern including the CPSP, Clinical Care and Brief Therapies support streams (excluding Redcliffe).

Main areas of activity include:

1. DIRECT SERVICE

- Service Providers will provide a highly visible ‘no wrong door’ entry point for adults, and their families and carers, to access information and services.
- Service providers will deliver tailored, essential mental health support, care and advice, delivered immediately or over the short to medium term, depending on the needs of the service user.
- Centres will be welcome, compassionate, culturally appropriate and safe environments that are inclusive for all people.
- Service providers will offer access across extended hours, ensuring support and advice is available to the community seven days a week, including after hours.

2. ACCESS TO DIGITAL MENTAL HEALTH PLATFORMS, TELE-PSYCHIATRY, AND TELE-PSYCHOLOGY

- MMHCs will offer digital mental health platforms to provide accessible, flexible, and evidence-based care, enhancing service

reach and reducing barriers to support.

- Services will include tele-psychiatry and tele-psychology options, allowing clients to access clinical care remotely, particularly for those in rural and underserved areas.
- Digital services will adhere to the National Quality Digital Mental Health Standards, ensuring safe, effective, and high-quality remote care.
- Providers will integrate digital options with in-person care to deliver a comprehensive, blended care model that meets individual client needs.
- MMHCs will provide staff training to facilitate digital engagement, ensuring clients can navigate and benefit from virtual care platforms effectively.

3. SERVICE NAVIGATION

- Service providers will deliver tailored support to help service users navigate and connect with complex systems in ways that reflect their individual circumstances and current needs, including disability, community housing, and other appropriate services.
- Service providers will explore options for intervention and support that may reduce the need for emergency department attendance.

4. CAPACITY AND STRENGTH-BASED ASSESSMENTS

- Providers will use a multi-modal assessment approach, including the K10 (Matched Pairs), and biopsychosocial frameworks, to identify client needs and strengths.
- Assessments will be completed by multidisciplinary teams (e.g., peer workers, mental health social workers, clinical staff) to ensure a comprehensive understanding of client capacity.
- MMHCs will support Integrated Assessment and Referral (IAR) processes, ensuring assessments align with stepped care principles and the PHN's data collection requirements.
- Regular assessments will inform individualised care planning, service navigation, and engagement with external systems like the NDIS and housing services.

5. COMMONWEALTH SUPPORTED PSYCHOSOCIAL SUPPORT PROGRAM

- Short to medium term integrated services for those with a severe and complex mental health concern including the CSPA, Clinical Care and Brief Therapies support streams (excluding Redcliffe). The following activities describe the types of psychosocial supports that will be delivered:

- Medium to longer term integrated services is covered via the Psychosocial supports – Communities of Interest activity.

The following activities describe the types of psychosocial supports that will be delivered:

- Social skills and friendships
- Family connections
- Managing daily living needs
- Financial management and budgeting
- Finding and maintaining a home
- Vocational skills and goals, including volunteering
- Educational and training goals
- Maintaining physical wellbeing, including exercise
- Managing drug and alcohol addictions, including tobacco
- Building broader life skills including confidence and resilience

6. SERVICE INTEGRATION

- Service Providers will actively engage in service integration initiatives to reduce fragmentation in the broader mental health system, improving seamless care pathways for service users.
- Service providers will build on the success of PHN-commissioned Integrated Mental Health Hubs and Safe Space models to establish a robust network of community mental health services.

7. PHN OPERATIONAL AND GOVERNANCE SUPPORT

- Approximately 1.5 FTE within the PHN will provide operational oversight to support the implementation and quality of the MMHCs.
- The PHN will manage performance improvement plans for providers who do not fully meet EOI criteria and monitor service delivery against national standards.
- The operational team will facilitate cross-sector collaboration to promote integrated, place-based care and align with the

regional mental health strategy.

- There will be dedicated support for the peer workforce, ensuring ongoing training, supervision, and psychosocial hazard management.
- PHN staff will engage in regional governance activities to address emerging issues (e.g., rising acuity, dual diagnosis) and advocate for sustainable funding, including psychosocial streams.
- The operational structure will support data collection and evaluation, ensuring alignment with the PMHC minimum data set and providing comprehensive reporting on service impact and outcomes.

Tangible outputs include:

- The number of IAR-DSTs completed
- Service users on-referred to the suite of commissioned and non-commissioned services
- Episodes of care provided
- Pair-matched outcome measures using either a K10 or K5

Target population: General Population in the Brisbane North PHN region and Priority Populations in the Brisbane North PHN region including:

- Adults (18+) experiencing mental distress or crisis.
- Adults and their supports seeking mental health system guidance.
- Adults (18+) and families needing psychosocial support, excluding NDIS-eligible individuals.
- Adults (18+) with complex, severe mental illness requiring NDIS access support.
- Adults seeking diagnosis or clinical assessment for mental illness.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Mental Health - Service Needs Level 1	3-5
Population Health - Health Needs Level 1	2-3
Mental Health - Health Needs Level 1	2
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

General Population in the Brisbane North PHN region and Priority Populations in the Brisbane North PHN region including:

- Adults (18+) experiencing mental distress or crisis.
- Adults and their supports seeking mental health system guidance.
- Adults (18+) and families needing psychosocial support, excluding NDIS-eligible individuals.
- Adults (18+) with complex, severe mental illness requiring NDIS access support.
- Adults seeking diagnosis or clinical assessment for mental illness.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Mental Health Service Hubs: Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the Planning for Wellbeing: A regional plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services 2018-2025.

The outcomes of this activity contribute to the success of the regional plan. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:

- Psychological services
- Infant, child and youth mental health services
- Services for people with severe mental illness. As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:
 - People with a lived experience
 - Consumers
 - Carers
 - Psychology providers
 - GPs and practice staff
 - Mental health providers
 - Metro North Hospital and Health Service
 - Academics and policy experts
 - Professional bodies.

The outcomes of the review into psychological services and services for people with severe mental illness informed the development of the service model and the PHN's approach to the delivery of CoS. MMHC: In the transition and role out of the centers, key stakeholders involved in co-design, across service providers, included a range of stakeholders, service users, and consulting agencies.

Service providers reported a range of co-design activities including community consultation conversations, stakeholder engagement sessions, participant survey data capture and consultation with key priority groups including locally based Aboriginal and Torres Strait Islander and Culturally and Linguistically diverse populations. MMHCs should maintain ongoing consultation with their local communities to identify trends, emerging needs, and service requirements. Where new or changing components of service delivery are proposed, these should, wherever possible, be developed through co-design to ensure services are responsive and relevant.

Collaboration

Brisbane North PHN worked closely with existing providers to transition over from the hubs into the MMHC. Continued collaboration is also undertaken within the MMHC through:

- MMHC Operational meetings
- MMHC Senior Managers meetings
- MMHC Establishment meeting

- Fortnightly decommissioning and establishment meetings.

CPSP providers should maintain ongoing consultation with their local communities to identify trends, emerging needs, and service requirements. Where new or changing components of service delivery are proposed, these should, wherever possible, be developed through co-design to ensure services are responsive and relevant.



Activity Milestone Details/Duration

Activity Start Date

30/08/2018

Activity End Date

29/06/2027

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: 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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the Planning for Wellbeing: A regional plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services 2018-2025. The outcomes of this activity contribute to the success of the regional plan.

In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:

- Psychological services
- Infant, child and youth mental health services
- Services for people with severe mental illness.

As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review into psychological services and services for people with severe mental illness informed the development of the service model and the PHN's approach to the delivery of CoS.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Interest - Commonwealth Psychosocial Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Psychosocial Service Delivery	\$3,293,310.56	\$3,161,648.94	\$3,221,289.08	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Interest - Commonwealth Psychosocial Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Psychosocial Service Delivery	\$3,293,310.56	\$3,161,648.94	\$3,221,289.08	\$0.00	\$0.00	\$9,676,248.58
Total	\$3,293,310.56	\$3,161,648.94	\$3,221,289.08	\$0.00	\$0.00	\$9,676,248.58

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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PSD - 1200 - NPS 1.2 - Psychosocial Supports - Communities of Interest



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1200

Activity Title *

NPS 1.2 - Psychosocial Supports - Communities of Interest

Existing, Modified or New Activity *

Modified



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 *

In the PHN region, 30,842 people are estimated to have a severe mental illness.

People living with severe mental illness are more likely to have higher rates of social isolation, family breakdown and experience stigma.

In addition to this, people from priority population groups can experience higher levels of mental health needs and psychological distress, including Aboriginal and/or Torres Strait Islander people, people from culturally and linguistically diverse groups, LGBTIQ+ communities, and children and young people.

To address this need, the PHN commission psychological services for these priority groups through the Brisbane MIND, Brisbane MIND4Kids programs. However, these programs address clinical needs; leaving a significant gap for those who would benefit from additional psychosocial supports alongside their clinical treatment.

Brisbane North PHN currently commissions several specialist priority community mental health services, including those for Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and children and young people, via PMHC funding. Work with these service providers has identified a need to support clients who are experiencing severe mental ill health with psychosocial supports to help improve their capacity and functioning.

This program will extend the existing commissioned services to provide medium to long term psychosocial support, as part of an

integrated service model, alongside current PMHC funded services. Overall, the aim of this activity is for:

- increased functional capacity;
- reduced need for acute mental health services;
- increased engagement in daily activities, relationships and the community;
- improved or stabilised mental health and wellbeing (improved K10 and RAS-DS scores).

Description of Activity *

The psychosocial supports for priority communities' program will address the needs of a number of identified priority populations/communities across the region, through an integrated model with existing Primary Mental Health Care (PMHC) funded clinical services.

Brisbane North PHN currently commissions several specialist priority community mental health services, including those for Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and children and young people, via PMHC funding. Work with these service providers has identified a need to support clients who are experiencing severe mental ill health with psychosocial supports to help improve their capacity and functioning.

This program will extend the existing commissioned services to provide psychosocial support, as part of an integrated service model, alongside current PMHC funded services.

PMHC-MDS data will be collected as a part of the clinical Episode, with service contacts and their funding source indicating a psychosocial type where applicable. This will also include Medicare Mental Health Centers (MMHCs). Medicare Mental Health Centres (MMHCs) bridge this gap by providing free, multidisciplinary, and place-based short-term mental health support. Alongside MMHCs, the Commonwealth Psychosocial Support Program provides medium- to long-term mental health support for people who are experiencing a severe complex mental health challenges.

A) Commissioning approach and consultation/s undertaken:

In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:

- Psychological services
- Services for people with severe mental illness. As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:
 - People with a lived experience
 - Consumers
 - Carers
 - Psychology providers
 - GPs and practice staff
 - Mental health providers
 - Metro North Hospital and Health Service
 - Academics and policy experts
 - Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.

B) Commissioned psychosocial service provider/s:

- Queensland Council for LGBTI Health_Psychosocial Support Program
- World Wellness Group_ Brief Therapies Brisbane MIND and Psychosocial Support Program
- Stride_Brisbane MIND4Kids and Psychosocial Support Program
-

YOURTOWN_Psychosocial Support Program

- IUIH Psychosocial
- Open Minds_headspace_Indooroopilly
- Open Minds_headspace Strathpine
- Open Minds_headspace_Redcliffe
- YouTurn Ltd headspace Caboolture

- Stride_headspace_Nundah

C) Specific support services commissioned (e.g. support to build day-to-day living skills such as budgeting), and standard duration of support including specifying if a maximum limit exists:

- o to complement the existing clinical care provided, non-clinical supports will focus on building personal capacity and stability in one or more of the following areas (to be confirmed with providers, based on the needs of their priority populations);
- o social skills, friends and family connections
- o day to day living skills o financial management and budgeting o finding and maintaining a home
- o vocational skills and goals
- o maintaining physical wellbeing including exercise
- o managing substance use issues
- o building broader life skills including confidence and resilience
- o building capacity to live independently in the community.

D) Specific service delivery models/formats (eg group activities, individual support, outreach support, place-based services such as Clubhouse models, face-to-face and/or virtual):

All clients accessing support will need to complete a capacity and strengths-based assessment at intake, to assess program suitability and identify support needs and goals and the period of time they will likely require support. Based on the capacity and strengths-based assessment and determination of eligibility, an individualised support plan will be developed together with the consumer

- Short to medium term integrated services for those with a severe and complex mental health concerns are covered in activity PSD 1.1 - MMHC Service Delivery.

- Medium to longer term integrated services for those with a severe and complex mental health concern including the CSPS, Clinical Care and Brief Therapies support streams (excluding Redcliffe) is covered via this activity - Psychosocial supports – Communities of Interest activity.

1. Individual Support Supports are tailored to each person's recovery goals and may include:

- Working toward personal recovery goals (e.g., confidence to catch public transport, developing a meal plan, accessing education or training).
- Problem-solving, decision-making, and skill building.
- Emotional support, social connection, and resilience building.
- Practical assistance such as accessing housing services, government supports, or financial help.
- Reconnecting with family, friends, and social networks.
- Navigation of the mental health system, including transport, advocacy, and referral to other services.
- Support to test NDIS eligibility when appropriate.
- Building knowledge and capacity to support physical and mental health.
- Participation in care team discussions, advocacy, and working collaboratively with families/carers.
- Opportunities to practice life skills (e.g., grocery shopping).

2. Group Support Group programs focus on increasing wellbeing, skills, and social connection, and may include:

- Psychoeducational groups (mindfulness, selfcare, emotional wellbeing).
 - Daily living skills sessions (budgeting, nutrition).
 - Information sessions with external providers about services and referral pathways.
 - Visits to education centres to explore study options.
 - Social and skill building activities such as art, cooking classes, gardening, drop-in spaces, and family inclusive sessions.
 - Opportunities for meaningful contribution such as volunteering.
 - Physical activity groups (walking, yoga, dance).
 - Excursions, community events, and cultural activities.
- Assessment, Planning, and Duration of Support:
- All clients complete a RASDS capacity and strengths-based assessment at intake to determine program suitability, identify goals, and estimate support duration.
 - An individualised support plan is developed collaboratively.
 - Support intensity is flexible and may fluctuate due to the episodic nature of mental illness.
 - Most clients receive support for 3–6 months.
 - Extensions may be provided following a plan review.

- Clients needing support for more than 12 months are encouraged to test for NDIS eligibility.
- Inclusive approaches are used for individuals with cooccurring conditions such as intellectual disability, cognitive disability, or autism.

E) Location of the activities:

Providers are located across the following locations:

Brisbane inner city, north and west. Moreton Bay North, Pine Rivers, and Redcliffe to North Lakes

F) Target cohort and the process/tools used to determine eligibility, including any inclusive approaches for people with co-occurring conditions, such as intellectual or cognitive disability, autism, etc:

This activity is targeted to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities, children and young people who are accessing supports for moderate and severe mental health needs and would benefit from psychosocial supports to help improve their functioning and wellbeing.

G) How program/client outcomes (e.g. employment, social connectedness, reduced mental health related hospitalisations) are being measured/evaluated:

- Internal systems and processes are in place to enable reporting against requirements.
- IAR and K10 score are collected by providers
- Referrals are received through the rediCASE system and data captured in the PMHC-MDS.

Improved wellness and re-ablement is measured through the proportion of service users who showed an improvement in functioning, as measured by the RAS-DS capacity and strengths-based assessment.

Patient experience is also measured through the Your Experience of Service (YES) survey.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Mental Health - Service Needs Level 1	3-5
Mental Health - Health Needs Level 1	2
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

This activity is targeted to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and children and young people who are accessing supports for moderate and severe mental health needs and would benefit from psychosocial supports to help improve their functioning and wellbeing.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Funding will be provided to the Institute for Urban Indigenous Health to support their existing integrated social and emotional wellbeing model.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:

- Psychological services
- Services for people with severe mental illness.

As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.

Collaboration

Contract management by Brisbane North PHN will support collaboration between commissioned providers and ensure effective program governance. Each provider operates under its own clinical and practice governance framework, and quarterly review meetings are held to discuss program implementation and any emerging governance issues.

In addition, the Australian Government Department of Health, Disability and Ageing has commissioned Nous Group (Nous) to conduct an independent evaluation of the Commonwealth Psychosocial Support Program (CPSP), running from June 2025 to June 2027. Throughout the evaluation, Nous will be engaging widely with key stakeholders across Australia - including service users, families and carers, PHNs, Service Providers, workforce, and other sector stakeholder - through interviews, focus groups, and surveys.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2027

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: 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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Co-design with existing service providers will be ongoing to develop an integrated clinical and non-clinical model for priority populations, including determining referral pathways and program indicators. CPSP providers will maintain ongoing consultation with their local communities to identify trends, emerging needs, and service requirements. Where new or changing components of service delivery are proposed, these should, wherever possible, be developed through co-design to ensure services are responsive and relevant.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Psychosocial Service Delivery	\$1,883,390.06	\$1,756,433.60	\$1,532,949.41	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Psychosocial Service Delivery	\$1,883,390.06	\$1,756,433.60	\$1,532,949.41	\$0.00	\$0.00	\$5,172,773.07
Total	\$1,883,390.06	\$1,756,433.60	\$1,532,949.41	\$0.00	\$0.00	\$5,172,773.07

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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