

Brisbane North - Headspace Demand Management and Enhancement

2024/25 - 2027/28

Activity Summary View



CEI - 1000 - 1.0 - Capital Enhancement and Infrastructure - Demand Management



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI

Activity Number *

1000

Activity Title *

1.0 - Capital Enhancement and Infrastructure - Demand Management

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description

Aim of Activity *

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

Description of Activity *

This activity relates to the following Headspace centres:
Nundah and Caboolture

Tasks undertaken will include:

- relocate headspace Nundah to enable workforce growth to increase the capacity of the services to be provided to support young

people.

- project manage the relocation of the centre including the constructions, materials/labour, purchase of furniture and soft furnishings, appliances/white goods, GP consultation room fit outs, IT, branding/signage, and moving costs.
- relocate headspace Caboolture to a larger site within the next twelve months
- increase the Occasions of Service
- increase the number of consultation rooms and workspaces to increase the capacity to enable recruitment and retention of staff and services.
- re-engage a Trademark License Deed (TMLD) with headspace National to initialise services from new premises.

Target Cohort:

Young people aged 12-25 with mild - moderate mental health difficulties who currently are or will be attending Headspace centres. Also the current and future staff employed at Headspace centres.

Needs Assessment Priorities *

Needs Assessment

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

Priorities

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



Activity Demographics

Target Population Cohort

Young people aged 12-25 with mild - moderate mental health difficulties who currently are or will be attending Headspace centres. Also the current and future staff employed at Headspace centres.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation with property agents for the identification and relocation of Nundah and Caboolture Headspace centres.
Consultation and consistent communication with construction and other relevant companies to supply materials, furniture fittings, appliances and GP consultation room fit out.
Movers from site to site
IT set up
Branding and signage at new sites

Collaboration

Collaboration with the Nundah and Caboolture headspace staff to ensure a smooth transition when moving to new sites. Key stakeholder meetings with headspace staff and relevant companies to ensure materials, fit outs, signage are communicated and organised in a timely and accurate manner.



Activity Milestone Details/Duration

Activity Start Date

30/07/2020

Activity End Date

29/06/2027

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Capital Enhancement and Infrastructure	\$0.00	\$1,845,000.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Capital Enhancement and Infrastructure	\$0.00	\$1,845,000.00	\$0.00	\$0.00	\$0.00	\$1,845,000.00
Total	\$0.00	\$1,845,000.00	\$0.00	\$0.00	\$0.00	\$1,845,000.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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WTRP - 1000 - WTRP 1.0 - Headspace Wait Time Reduction



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

WTRP

Activity Number *

1000

Activity Title *

WTRP 1.0 - Headspace Wait Time Reduction

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health

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

This activity aims to improve the mental health of young people aged 12 to 25 years of age. Brisbane North PHN will achieve this aim by working with headspace centre throughout the Brisbane North region to continue to provide early intervention services for young people with mild to moderate mental health issues. These services are delivered under four core streams: mental health, alcohol and other drugs, vocational/educational support and physical health.

Brisbane North PHN currently commissions 3 providers to deliver headspace services from 5 centre (plus a satellite) who are all seeing significant growth in demand for services. The centre experience challenges ranging from size of premises not supporting funded workforce growth to enhancement positions that are successfully addressing wait list demands but are only funded temporarily. Some areas serviced by headspace also see higher than national average First Nations youth. In November 2024 the Department of Health and Aged Care released a grant opportunity titled 'Youth Mental Health headspace Demand Management and Enhancement Program'. The PHN supported centre to apply for this grant. This grant opportunity is aimed at addressing the priority challenges for each of the 5 centres are a total of 6 proposals including:

- Demand management and wait list reduction at 4 centres (Indooroopilly, Strathpine, Redcliffe and Nundah) will be addressed through the continuation of dedicated Brief Intervention Coordinator roles (currently temporarily funded) that have had significant impact on young people's access to timely, targeted brief interventions and have kept young people engaged and supported whilst waiting for clinical services.

- 2 centres, Caboolture and Nundah, are operating below what their potential is, and below what demand is requiring, due to building spaces that are no longer fit for purpose. These two centres urgently require larger accommodation which would enable them to bring on additional workforce (for which they have funding), expand in-kind and consortium partner services and also expand their offerings to young people through additional appointments and group activities.

Description of Activity *

Research indicates that 50 per cent of young people with a diagnosed mental health disorder had developed their disorder before the age of 14 and 75 per cent before the age of 25. There is a clear need and opportunity to intervene early, reduce psychological distress and prevent the development of more advanced stage of mental illness. headspace encourages help seeking and delivers age-appropriate and holistic models of care to young people.

headspace centres throughout Australia have large waiting lists, with Covid exacerbating demand for services. As such, in November 2024, the Department of Health and Aged Care allocated additional funding for headspace centres to apply for, Youth Mental Health headspace Demand Management and Enhancement Program. This grant has 3 streams that headspace centres can apply for:

1. Wait Time Reduction (Indooroopilly, Redcliffe, Strathpine and Nundah have applied for this stream)
2. Building Cultural Capability (not relevant to this CAP)
3. Capital Enhancement and Infrastructure (Caboolture and Nundah have applied for this stream)

In Brisbane North - Caboolture, Nundah, Strathpine, Indooroopilly and Redcliffe have applied for a combination of the 3 streams (as listed above). As such, this activity plan is unknown pending the outcome of the grant applications.

A multidisciplinary workforce at headspace provides support and interventions across 4 streams: mental health, alcohol and other drug, vocational education and physical health. headspace centres also deliver community awareness and engagement activities.

Demand Management funds to reduce wait times for services have been allocated to Nundah, Strathpine, Indooroopilly and Redcliffe. Redcliffe also received capital works funding to upgrade their site to accommodate service delivery options and workforce increases to meet demand as well as improving the layout, look and feel of the older centre. Caboolture did not receive any WTR funding.

Brisbane North PHN will fund headspace Nundah, Strathpine, Redcliffe and Indooroopilly to deliver the following activities.

- Employment of a Brief Intervention worker to increase access to short-term brief intervention for young people who have low mental health support requirements.
- Employment of an intake worker to increase capacity for phone screening and face to face intake appointments.
- The provision of clinical Supervision for students within the centre, allowing students to actively participate as part of the Intake and Assessment team, further increasing the centres capacity for phone screen appointments, face to face Intake Assessments, brief interventions and group programs.

Target Cohort:
This activity is targeted to young people aged 12 to 25 years with mild to moderate mental health issues.

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 targeted to young people aged 12 to 25 years with mild to moderate mental health issues.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

BNPHN manages the funding from the Department of Health and Aged Care and contract manages the lead agencies. Consistent consultation and meetings with contracted service providers to ensure services are running smoothly and targets are being met.

Collaboration

Each headspace centre has a headspace consortium. This is part of the headspace model.

Stride - Lead agency for headspace Nundah

Open Minds - Lead agency for headspace Indooroopilly, Strathpine and Redcliffe

Youturn - Lead agency for headspace Caboolture



Activity Milestone Details/Duration

Activity Start Date

30/07/2020

Activity End Date

30/12/2027

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?

No

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

No

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

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Wait Time Reduction Program	\$0.00	\$644,848.93	\$372,269.00	\$372,269.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Wait Time Reduction Program	\$0.00	\$644,848.93	\$372,269.00	\$372,269.00	\$0.00	\$1,389,386.93
Total	\$0.00	\$644,848.93	\$372,269.00	\$372,269.00	\$0.00	\$1,389,386.93

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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BCC - 1000 - 1.0 - Building Cultural Capability



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

BCC

Activity Number *

1000

Activity Title *

1.0 - Building Cultural Capability

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health

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

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

Description of Activity *

This activity will relate to the following centres:

Indooroopilly, Redcliffe and Strathpine

The following activities will be conducted:

- recruit, employ and train a Social Emotional Wellbeing Worker (SEWB) (1 FTE)

to:

- Support relationship building with First Nations elders, communities and organisations
- Improve access to headspace centres through cultural and environmental improvements
- Actively participate in Open Minds' Being Culturally Responsive Group and contribute to the Action Plan
- recruit, employ and train a Cultural Capability Coordinator (0.33 FTE) to supervise and support the training and development of SEWB workers in line headspace National First Nation's Wellbeing Team guidance.
- recruit, employ and train a role for management support (0.1 FTE)
- provide cultural safety training at an intermediate level for all staff through engagement with local cultural organisations and

supported by organization wide online training modules sourced through Your MobLearning.

- Increase engagement and participation in first Nations Activities and Events.

▪ In partnership with Community Development Officers and the headspace Being Culturally Responsive Group, the SEWB Workers will:

- Participate in consultation and codesign with local community
- Actively engage, plan and participate in headspace and wider community First Nations activities and events scheduled throughout the year.
- Have the opportunity to participate in Vertaview Group RAP Working Group

Target Cohort:

Young people aged 12-25 from First Nations, LGBTIQ+ and Culturally and Linguistically Diverse (CALD) communities.

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
Culturally and Linguistically Diverse Communities - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

Young people aged 12-25 from First Nations, LGBTIQ+ and Culturally and Linguistically Diverse (CALD) communities.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

First Nations communities will be targeted along with other CALD and LGBTIQ+ communities to ensure a culturally safe and capable service.

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Consultation with recruited Cultural Capability coordinator ensuring training and support for development of cultural competency in staff and services.

Consultation with local cultural organisations to train Social Emotional Wellbeing Workers (SEWB) SEWB will participate in consultation and co-design with the local communities to engage and participate in First Nations activities and events throughout the year.

Collaboration

In partnership with Community Development Officers and the headspace Being Culturally Responsive Group, the SEWB Workers will:

- Participate in consultation and codesign with local community

There will also be organisation-wide online training modules sourced from MobLearning to be conducted.



Activity Milestone Details/Duration

Activity Start Date

30/07/2020

Activity End Date

30/12/2027

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?

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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

In partnership with Community Development Officers and the headspace Being Culturally Responsive Group, the SEWB Workers will:

- Participate in consultation and codesign with local community



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Building Cultural Capability	\$0.00	\$571,548.00	\$571,548.00	\$571,548.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Building Cultural Capability	\$0.00	\$571,548.00	\$571,548.00	\$571,548.00	\$0.00	\$1,714,644.00
Total	\$0.00	\$571,548.00	\$571,548.00	\$571,548.00	\$0.00	\$1,714,644.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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BCC-Ops - 2000 - 2.0 - Building Cultural Capablity - Operational



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

BCC-Ops

Activity Number *

2000

Activity Title *

2.0 - Building Cultural Capablity - Operational

Existing, Modified or New Activity *

New Activity



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



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Building Cultural Capability – Operational	\$0.00	\$36,481.79	\$36,481.79	\$36,481.78	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Building Cultural Capability – Operational	\$0.00	\$36,481.79	\$36,481.79	\$36,481.78	\$0.00	\$109,445.36
Total	\$0.00	\$36,481.79	\$36,481.79	\$36,481.78	\$0.00	\$109,445.36

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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CEI_Ops - 2000 - 2.0 - Capital Enhancement and Infrastructure - Operational



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI_Ops

Activity Number *

2000

Activity Title *

2.0 - Capital Enhancement and Infrastructure - Operational

Existing, Modified or New Activity *

New Activity



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



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Capital Enhancement and Infrastructure – Operational	\$0.00	\$178,026.32	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Capital Enhancement and Infrastructure – Operational	\$0.00	\$178,026.32	\$0.00	\$0.00	\$0.00	\$178,026.32
Total	\$0.00	\$178,026.32	\$0.00	\$0.00	\$0.00	\$178,026.32

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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WTRP-Ops - 2000 - 2.0 - Headspace Wait Time Reduction Operational



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

WTRP-Ops

Activity Number *

2000

Activity Title *

2.0 - Headspace Wait Time Reduction Operational

Existing, Modified or New Activity *

New Activity



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



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Wait Time Reduction Program – Operational	\$0.00	\$348,801.99	\$35,920.68	\$35,920.68	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Wait Time Reduction Program – Operational	\$0.00	\$348,801.99	\$35,920.68	\$35,920.68	\$0.00	\$420,643.35
Total	\$0.00	\$348,801.99	\$35,920.68	\$35,920.68	\$0.00	\$420,643.35

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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