phn BRISBANE NORTH
An Australian Government Initiative

Brisbane North PHN

Year in Review 2025-26

In 2025-26, Brisbane North PHN turned strategy into impact, delivering initiatives alongside our partners that strengthened healthcare and made a meaningful difference in the lives of people across the North Brisbane and Moreton Bay region.

Our year in numbers

220,000 service contacts delivered to **100,108** people



4,130 stakeholders hosted across **300** events

579 GPs and primary care clinicians engaged in education events delivered by GPLO program

752 primary care staff attended **23** education and capacity-building sessions delivered by the PHN's Primary Care team



25 new clinical Health Pathways published and **143** reviewed



83,442 service contacts delivered at five Medicare Urgent Care Clinics across our region

1,945 people, 204 identified First Nations, received services via four Integrated Mental Health Hubs,

31,703 service contacts were delivered to meet individual support needs



204 general practices participated in CQI activities

7,000 extended and after-hours primary care appointments delivered to Aboriginal and Torres Strait Islander community members at IUIH clinics with an additional **1,300** virtual care appointments accessed directly through MobLink

1,852 new participants received ongoing support at our four Medicare Mental Health Centres

3,945 young people received mental health support through headspace, with a total of **14,592** services delivered to meet their individual needs

Open Doors Youth Service saw 244 young people and **2,116** occasions of service

148 people received services from the Social Health Connect social prescribing program, with **98 per cent** reporting a positive (excellent or very good) experience of care

830 older people from priority populations were supported by care finders

2,882 clients supported by Team Care Coordination, 95.4 per cent of whom reported they were more confident living at home after receiving TCC services

Our impact on the ground

Watch the video via this link or **scan the QR code** to hear from our providers and partners directly about the impact of their commissioned work in our community.



Our strategic goals

Underpinned by the Brisbane North PHN Strategic Plan 2024-2027, our strategic goals are embedded into our organisation to help create a community where good health is available to everyone.

Read summaries of how we have progressed against each goal over the last 12 months below.

1. Facilitate care closer to home

- Our network of four Medicare Mental Health Centres (MMHC) in our region continued to evolve and expand in line with community need. Redcliffe and Caboolture are expanding to full centres and procurement for a new MMHC in Chermside commenced.

- The PHN's Care Finder program had its most impactful year yet. Amid aged care reforms and significant sector change, care finders supported more than 700 new clients.



- On Norfolk Island, the PHN supported a mental health clinician to provide short-term services to eligible children, young people and their families, as well as health and wellbeing support.

- Team Care Coordination supported 2,882 clients to remain healthy, connected and independent in the community this financial year, with 95.4 per cent saying they were more confident living at home after receiving Team Care services.



- Launched in mid-2025, the Multidisciplinary Team Diabetes Program is changing the lives of people with diabetes in Strathpine and surrounds. At the end of the financial year, it had delivered more than 1,173 coordinated allied health services.



2. Address health gaps and inequities

- Brisbane North PHN commissioned the opening of Staying Deadly | headspace in March 2026, delivered in partnership with the Institute for Urban Indigenous Health and headspace National Youth Mental Health Foundation. It's Australia's first co-branded metropolitan headspace service designed specifically for First Nations young people.



- Brisbane North PHN's Safe Spaces Network reached a five-year milestone this year, with continued demand for the centres demonstrating they remain an important service.



- The first 12 months of Our Regional Approach to Wellbeing delivered early results including lived experience co-design consultation processes, a regional service review in Kilcoy and initial scoping for a robust Stepped Care Review.

- Open Doors Youth Service (ODYS) continued to make a significant impact across our region, delivering life-changing support to transgender, gender-diverse and LGBTIQA+ young people. ODYS saw 244 young people in this year, with 2,116 occasions of service.

- Universal Aftercare—a non-clinical, person-centred suicide prevention program—supported 782 people across the PHN region with more than 8,100 hours of direct support across face-to-face, phone and other flexible service modalities.

- Brisbane North PHN's two commissioned endometriosis and pelvic pain clinics continue to deliver strong outcomes for patients, seeing 685 patients this financial year.

- Through the After-Hours program, more than 7,000 additional primary care appointments were delivered to Aboriginal and Torres Strait Islander community members at four clinic locations across North Brisbane and Moreton Bay, with an additional 1,300 virtual care appointments accessed directly through Mob Link.

- 2026 marked 10 years of Brisbane North PHN hosting the Brisbane North Aged Care Forum, with three forums being delivered in FY 2025-26, including two in-person events and the inaugural virtual forum. They attracted 783 registrations and 474 attendees, with participant satisfaction rates nearing 100 per cent for each.



- Brisbane North PHN has held 23 education events on palliative as well as hosting 10 meetings of the Brisbane North Palliative Care Collaborative, in response to the release of the Palliative Care Needs Assessment.

- Two additional Medicare Urgent Care Clinics opened in our region in late 2025 and early 2026, with our region now supported by five centres. Collectively, they see around 7,000 patients each month.



- Brisbane North PHN funds Footprints Community to deliver a social prescribing program in our community to help people overcome unmet social needs that are impacting their health and wellbeing. This year 148 clients accessed the service, with 98 per cent reporting an excellent or very good experience of care.

3. Be informed and led by community choice

- People Bank was launched this year to create more opportunities to hear from and respond to the diverse lived and living experiences of people accessing local health services. Community members can sign up to the platform to hear about and participate in engagement opportunities.

- Through a series of online and face-to-face consultations with the PHN, 30 people with lived and living experience of mental health challenges, including service users, family members and carers, shared their insights on what local mental health support should look like for the new Medicare Mental Health Centre in Chermside.

- Community Advisory Committee members contributed to several important PHN projects this year including providing input into the development of Metro North Health's Consumer Feedback Framework, PHN procurement processes and embedding lived/living experience voices across the commissioning cycle.

- PHN staff attended a First Nations engagement workshop led by Kabi Kabi Elders Aunty Deb Jackson and Aunty Lynn Chapman in June 2026 to gain cultural competency in building and strengthening relationships with First Nations peoples and communities.



4. Transform and connect primary care

- The General Practice Liaison Officer (GPLO) program delivered 38 hours of education across six GPLO-led education events for 579 GPs and primary care clinicians; and 12 orientation sessions for resident medical officers and registrars.

- GPLOs participated in 96 committees and working groups, completed 20 general practice visits and responded to 283 enquiries with general practice and primary care stakeholders and published 147 unique articles.

- In June 2026, Brisbane North PHN completed a continuous quality improvement (CQI) initiative with general practices in cervical, bowel and lung cancer screening across the North Brisbane and Moreton Bay region. Sixty-eight practices completed the screening this financial year, undertaking a range of improvement actions.

- The digital health team supported general practices to adopt, optimise and sustain a broad range of digital health initiatives, strengthening connectivity across primary care and the wider health system.

- Brisbane North PHN supported 86 practices with specific queries relating to MyMedicare, featured MyMedicare in 11 editions of our publication Practice Link and distributed 10 dedicated MyMedicare Bulletins. Bulk billing in our region increased by 3.74 per cent over the financial year.

- More than 90 practices completed the Practice Catalyst self-assessment, which was introduced to help general practices across our region better understand their practices' maturity and sustainability. Participating practices received tailored development plans, resources and support, and assessment findings enabled Brisbane North PHN to undertake a sustainability needs analysis for the first time.

- The PHN's Primary Care team delivered responsive, ongoing support to approximately 300 general practices across our region, managing 564 enquiries through the Practice Support email inbox and phone line. The Practice Support website contributed to be a valuable resource with thousands of views each month.



- A total of 84 educational visits on oral anticoagulants for stroke prevention in atrial fibrillation, antidepressants in young people, and menopausal hormone therapy, were delivered across 53 general practices and three residential aged care homes. Sessions engaged 529 health professionals including 341 GPs, 122 nurses, 48 pharmacists and 15 allied health professionals.

- Recognising the importance of allied health professions in primary care, the Allied Health Steering Committee was established this year, the Allied Health Collaborative was reinvigorated and a dedicated allied health newsletter—Allied Health Connect—was launched.

- More than 148,000 HealthPathways pages were viewed this year, with 25 new clinical pathways published and 143 reviewed.

- The Aged Care Onsite Pharmacist Measure has been extremely successful in our region, with more than one third (36 per cent) of residential aged care homes engaging an aged care onsite pharmacist.

5. Be informed and led by community choice

- In February 2026, the Brisbane North PHN office relocated from Lutwyche to Chermside, positioning us closer to our stakeholders and partners, fostering greater opportunities for collaboration. Importantly, the new location positions us in the heart of the communities we serve.
- A testament to its strong workplace culture, Brisbane North PHN was named an Excellence Nominee in the Australian HR Awards in the Employer of Choice (Public Sector and Not-for-Profit) category.
- Brisbane North PHN strengthened its commissioning capability, enhancing approaches to needs assessment, community engagement, outcomes measurement, evaluation and value-for-money assessment.
- As part of Brisbane North PHN's partnership with the Institute for Urban Indigenous Health, Team Care welcomed students from Pathways Our Way Academy for work placement, which aims to create meaningful opportunities for Aboriginal and Torres Strait Islander students. At the same time, the students brought valuable lived experience, cultural knowledge and fresh perspectives that enriched the Team Care team.
- The Clinical Council and Clinicians' Advisory Group contributed to a range of PHN priority projects to ensure clinical expertise is embedded in planning, decision making and communication activities.



Health Alliance

The Health Alliance, a joint initiative of Metro North Health and Brisbane North PHN, is a priority partnership for the PHN, working towards the vision for people in the North Brisbane and Moreton Bay region to experience a seamless, integrated and navigable system of care that delivers quality health outcomes.

In FY 2025-2026, the partnership progressed important initiatives supporting healthy ageing, child development and improved outcomes for people with complex, chronic health needs.

Key projects included:

- **Age Friendly 4017:** supporting older people to live well, stay connected and age in place
- **Caboolture Kids Collective:** a place-based, multiagency project aiming to increase timely access to assessment, supports and treatment for children (and their families) with developmental delay and disabilities in Moreton Bay's northern region
- **Ageing Well in 2041:** Vision and Roadmap: a 15-year strategic vision and roadmap to guide how our region supports older people to live well, safely and independently
- **Governance review:** the Health Alliance led the review of partnership and governance arrangements between Metro North Health and Brisbane North PHN
- **Specialist Pain Assistance Network (SPAN) program:** a multidisciplinary, community-based persistent pain program
- **Care Collective program:** ending on 30 June 2026, the Care Collective delivered 119 per cent return on funding invested in savings to the health system.

Read the full Year in Review 2025-26 online

An extended version of our Year in Review is available online. **Click here** to read the full version or scan the QR code.