

# Townsville HEAD TO HEALTH

**Presented by:**

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*Guest of the Townsville Head to Health Center*



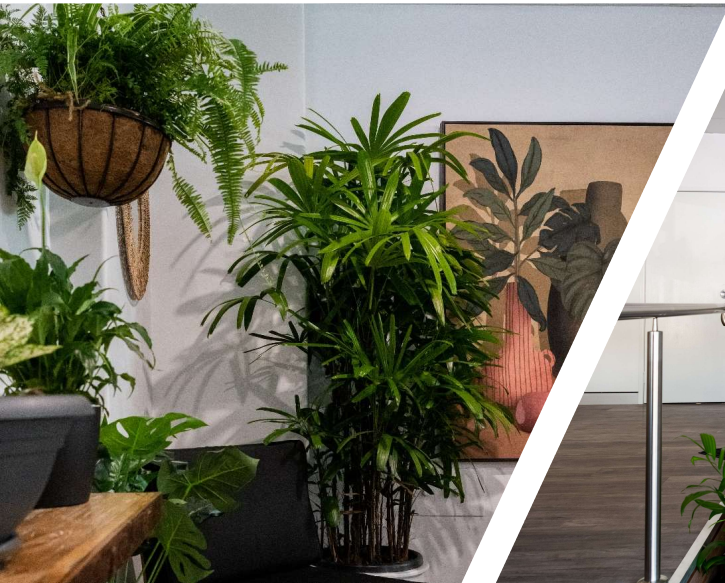


Townsville Head to Health operates on Bindal and Wulgurukaba country.

## Acknowledgement of Country

We acknowledge the Bindal and Wulgurukaba people as the Traditional Owners of the region and pay our respects to Elders past and present.

We recognise that their sovereignty was never ceded and are committed to a positive future for the Aboriginal and Torres Strait Islander community.



# Townsville **HEAD TO HEALTH**

## Townsville Head to Health

- One of eight federally funded Adult Mental Health Centre services
- For people over the age of 18 to access mental health support
- A 'no wrong door' approach
- A provider with local experience
- Known around Australia as Head to Health
- Commissioned by NQPHN and delivered by Neami
- Dedicated lived experience roles, providing 'peer-first, peer-last' support
- A collaboration of Mental Health Professionals from many organisations sharing knowledge and working together



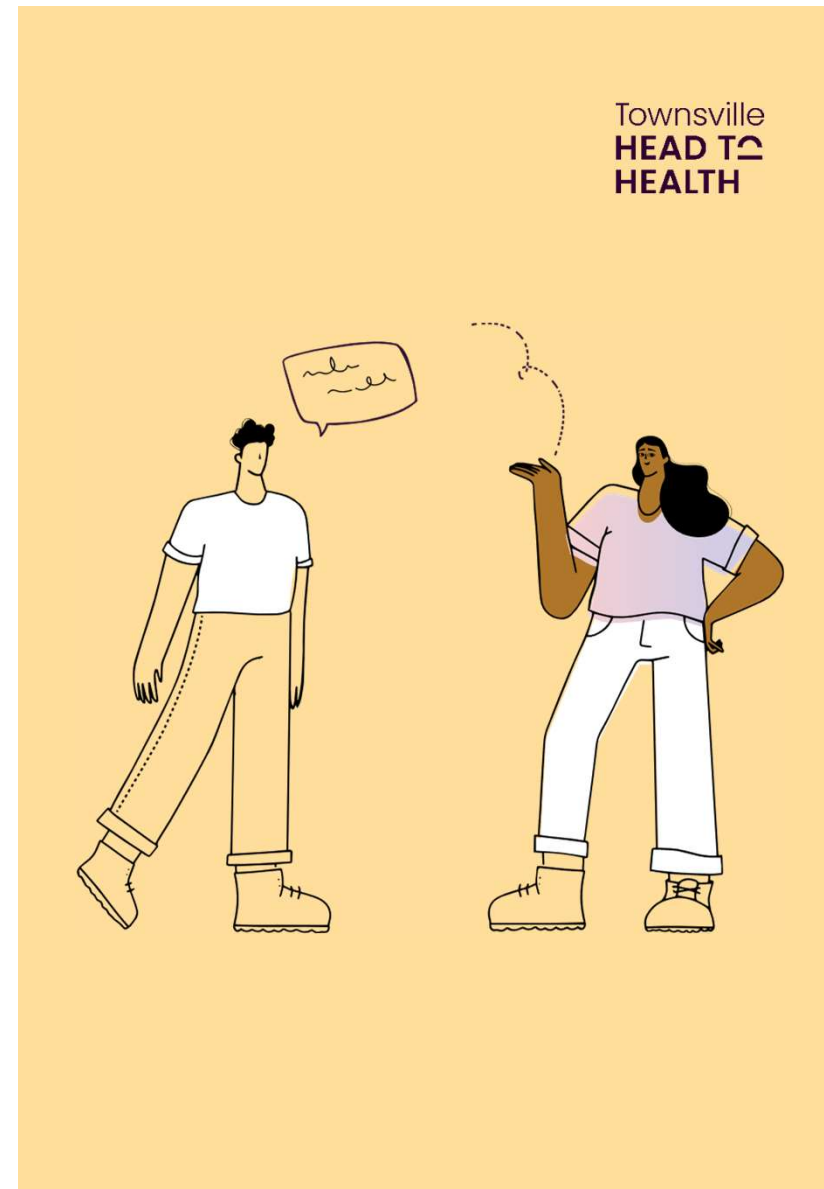
# Enablers and Challenges

## Enablers

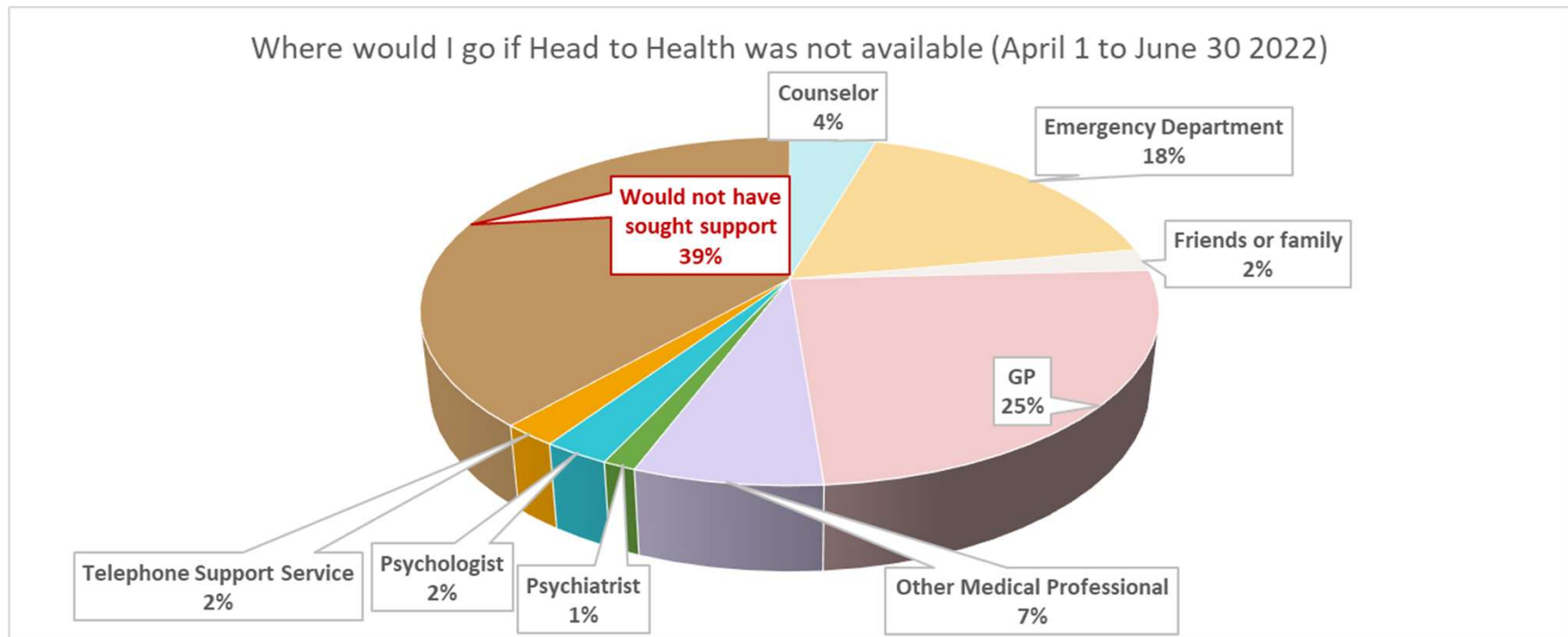
- Co-design
- Partnerships
- Addressing sector gaps

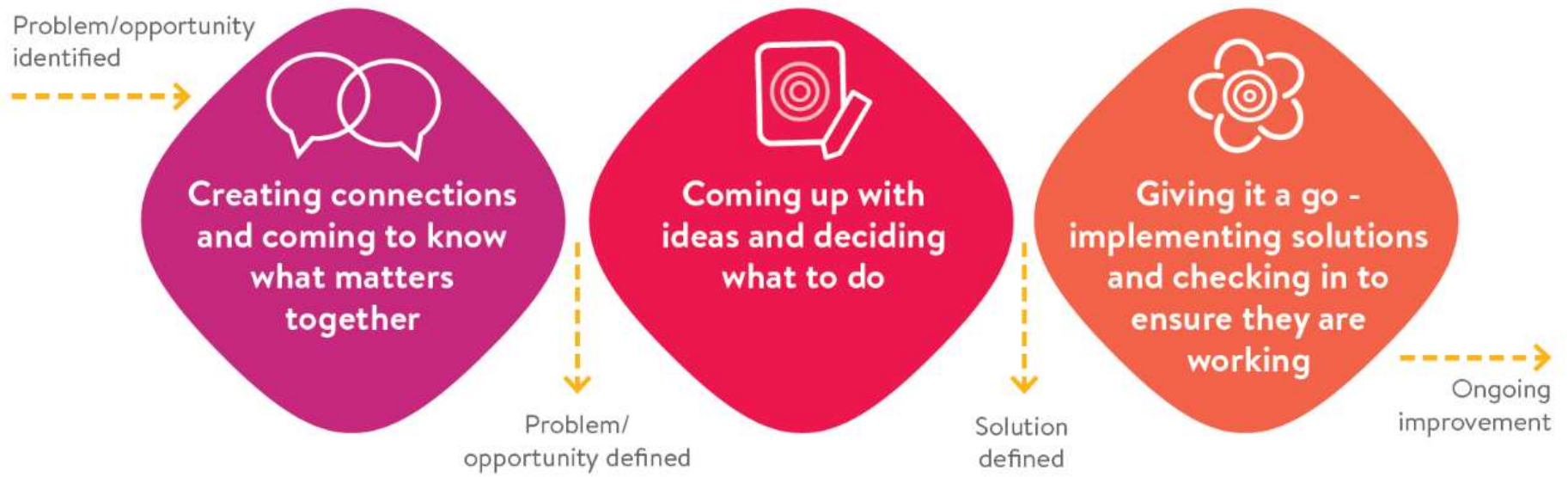
## Barriers

- Sector Integration and Demand
- Local needs alignment with the Commonwealth Model
- Short time frames for establishment
- Data requirements not matching service delivery requirements
- Public Awareness Opportunities while the Model is refined



# Alternate supports





# Co-design Process



# Co-Design Overview

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- Creating connections with the Townsville community
- Understanding the local community
  - Conversations
  - Existing research, needs assessment, local service mapping
- Workshops to explore the:
  - Look and Feel of Head to Health
  - Designing the consumer/stakeholder experience
  - Designing how people can contribute to Head to Health: Governance & lived experience representation



# Why have a co-design process?

- Ensure that Head to Health can best meet the needs of the Townsville community.
- A collaborative and participatory process that involves working with a diverse mix of stakeholders (including the community, people with lived experience and professional experience) to design new services and solutions.
- Taking a co-design approach means 'designing with' people of the Townsville community and involving them in decision making throughout the process.



# Partnerships

A service, partnering to support the mental health and well-being of our community by providing and connecting people to the right care when and where it is needed.



Consortium Partners

Community

Townsville  
**HEAD TO  
HEALTH**

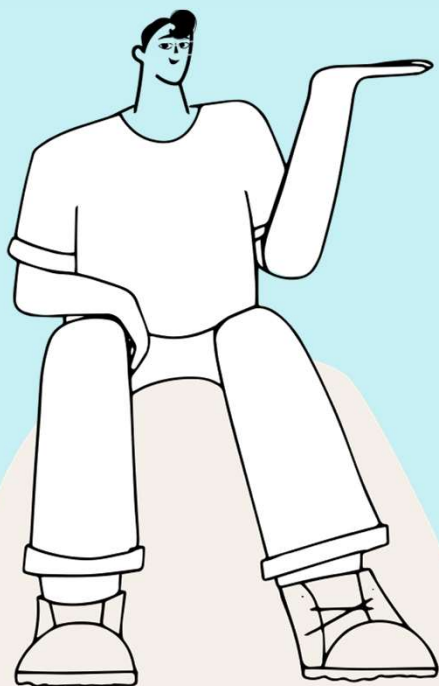
Other  
Partners

## Neami Collaborative Recovery Model (CRM).

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- A person-centred, strengths-based recovery approach that supports collaboration, autonomy and responsibility.
- The CRM helps define what it is we do and how we do it.





## Perspective of new model

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- Lived Experience + Clinical Model
- Crisis, and Short-term episodes of care
  - no wrong door approach
  - no access barriers
  - mod to high mental health need / reduction in ED / people not eligible for LHD
- Evidence-based approaches including digital delivery
- Future development with linkage to the IAR service

# Learnings and Development

## For Seamless Delivery

- Clinician based in the ED and working alongside the HHS
- In House representative of HHS in the centre
- Embedding of resources for seamless transition

## For consumer connection

- Outreach
- More funding for strengthened and dedicated community engagement (e.g mobile opportunities)

## Under development

- Developing relationship with TAIHS
- GP in-reach
- Accessing psychiatric support
- Accessible legal support
- LGBTIQ+ dedicated worker
- Social and emotional wellbeing workers

# Lived Experience of Townsville Head to Health

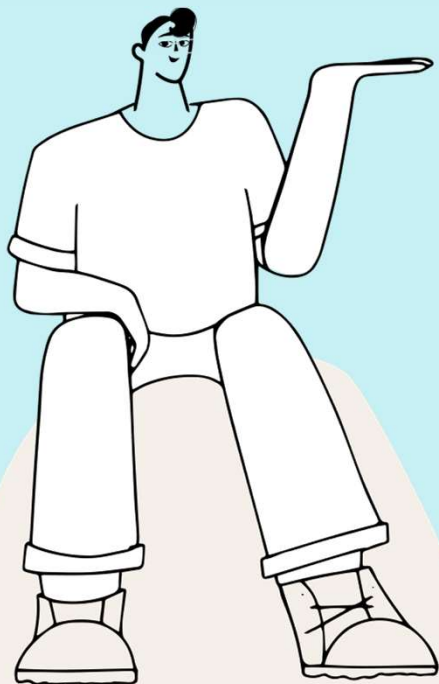
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*Struggling to negotiate things alone can be such a Soul-destroying affair*

- A safe place to be able to express my emotions, concerns, and challenges
- The staff that you employ, are second to none
- Non-judgemental interactions between the service, and service users
- Drawn encouragement throughout my engagement with Head to Health, whilst walking through the depths of my own despair

*Where do people turn, when they have lost hope in such a failing system?*

I am so thankful to have been welcomed, and included... encouraged and supported, by people that genuinely do care about the Mental Health and Wellbeing of other members in this community, that really are struggling to negotiate the issues that they are forced to face... And I commend them for the assistance they have given throughout this part of my journey



## How to remain involved and hear updates

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- Visit our website - <https://www.neaminational.org.au/our-services/head-to-health/townsville-head-to-health/>
- Subscribe to our newsletter
- You can send us an email with any questions to
  - [karen.Thomas@neaminational.org.au](mailto:karen.Thomas@neaminational.org.au)
  - [leigh.kennedy@neaminational.org.au](mailto:leigh.kennedy@neaminational.org.au)