

QMHC Leading Reform Summit 2022

Shifting to community

**What approaches are PHNs
employing to support the
development of a community
mental health front door?**





Overview

- Community
- A front door
- PHN support



What is community mental health?

Community mental health care national minimum data set (CMHC NMDS)

The scope includes:

- ambulatory mental health care provided by service units covering all target populations.

The scope excludes:

- all care to admitted patients, including same day admitted patient care delivered by ambulatory mental health care service units
- 'in-reach' mental health service contacts, that is, service contacts provided to patients admitted to admitted patient mental health care services or residential mental health services
- support services that are not specialised mental health care services (see [Specialised mental health service](#)) and services provided by non-government organisations.

Mental health non-government organisation establishments National Best Endeavours Data Set (MH NGOE NBEDS)

Mental health non-government organisations are private organisations (both not-for-profit and for-profit) that receive Australian and/or state or territory government funding specifically for the provision of services where the principal intent is targeted at improving mental health and well-being and delivered to people affected by mental illness, their families and carers, or the broader community.

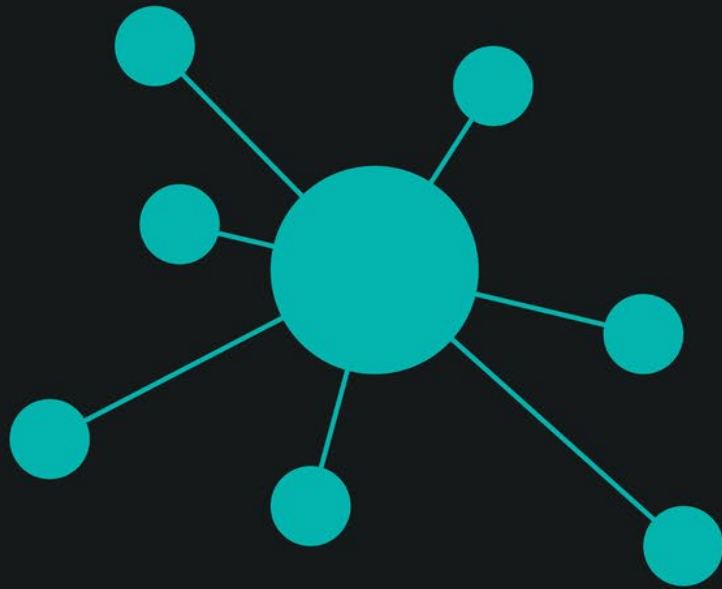
These services focus on providing well-being, support and assistance to people who live with a mental illness rather than the assessment, diagnostic and treatment tasks undertaken by clinically focused services.



A front door?







CENTRALISED



DECENTRALISED



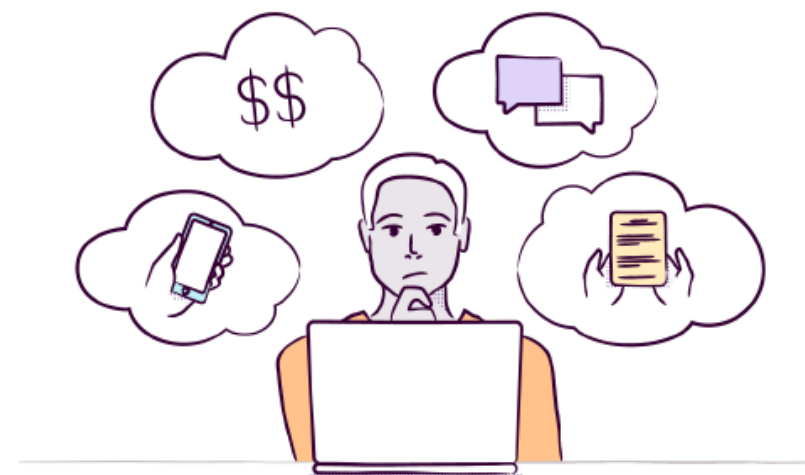
Head to Health - web

Head to Health Digital Platform

The National Head to Health Platform ([trial site](#)), Phone Service and Head to Health centres and satellites are designed to work together to support people to access a range of services delivered online, by phone and face to face.

A trial version of the National Mental Health Platform was released on 31 March 2022, with new features and functionality to help more Australians experiencing mental health challenges access and receive services that meet their needs by:

- Making it easier to navigate more care options (digital, phone, face-to-face)
 - a consumer-facing quiz links to service directories with 350+ digital mental health products, 30+ phone lines, 100+ headspace, PHN and Head to Health centers; and a test integration with the NWM PHN;
- Helping connect users with the right services at the right time; and
- Supporting a wider range of demographic groups.



headtohealth.gov.au

HEAD TO HEALTH

Not feeling like yourself lately? You're not alone.

It's something most people experience at some point. And there are simple things you can do that can help.



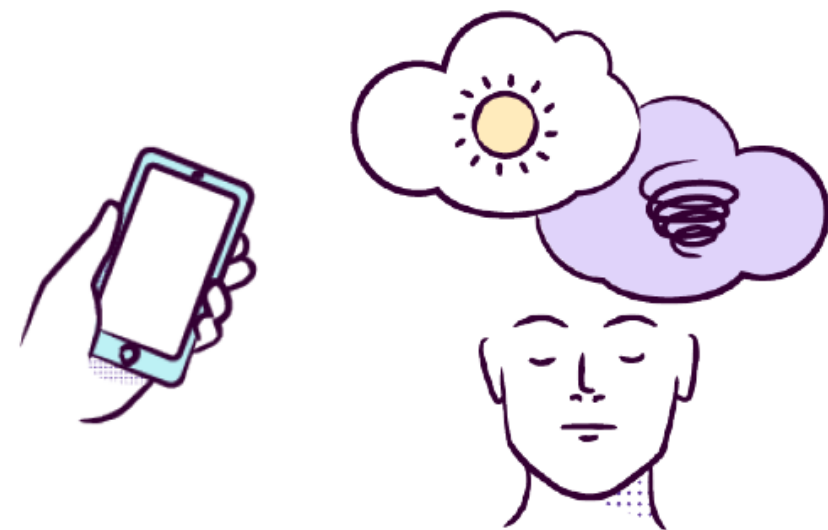


Head to Health - phone

Head to Health Phone Service

A **free**, easily accessible entry point for advice, assessment and referral into and between mental health services.

- Accessed through a national 1800 phone line, with calls routed to local intake teams based on the caller's postcode.
- Provides consumers, carers and health professionals advice, consistent assessment using the Initial Assessment and Referral Decision Support Tool (IAR-DST), and a seamless referral pathway to the right mental health care.
- Commissioned by PHNs to support local service navigation.
- Operates alongside Head to Health centres and satellites, and Head to Health digital platform, offering a suite of entry points to advice, assessment and treatment.



1800 595 212



Head to Health - centres

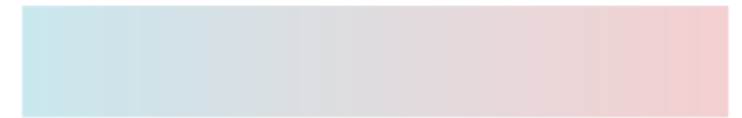
Head to Health Adult Centres and Satellites

Welcoming, **'no wrong door'** entry point for adults to access mental health services and supports in communities.

- 8 centres currently operational, one located in each state or territory.
- 18 new centres and 35 satellites will be established nationally (from 2021-22 to 2025-26) in collaboration with jurisdictions:
 - 6 new centres and 12 satellites across QLD
- Commissioned by PHNs, services delivered by multidisciplinary care teams, operating over extended hours, with **no fees**.
- For more information on current Head to Health services visit:
<https://www.headtohealth.gov.au/supporting-yourself/head-to-health-services>



What's on **your mind** today?
Get it out in the open. Here.





Initial Assessment and Referral (IAR)

8 Initial Assessment Domains

<p>Domain 1 Symptom severity and distress</p>	<p>Current symptoms and duration, level of distress, experience of mental illness, symptom trajectory</p>	<p>Previous treatment (including specialist or health inpatient treatment) Current engagement in treatment Response to past or current treatment</p>	<p>Domain 5 Treatment and recovery history</p>
<p>Domain 2 Risk of harm</p>	<p>Past or current suicidal ideation or attempts, past or current self-harm, severe symptoms posing a risk to self or others, severe risk arising from self-neglect</p>	<p>Life circumstances such as significant transitions, trauma, harm from others, interpersonal or social difficulties, performance related pressure, difficulty having basic needs met, illness, legal issues</p>	<p>Domain 6 Social and environmental stressors</p>
<p>Domain 3 Functioning</p>	<p>Ability to fulfil usual roles/ responsibilities Impact on or disruption to areas of life Capacity for self-care</p>	<p>Presence of informal supports and their potential to contribute to recovery.</p>	<p>Domain 7 Family and other supports</p>
<p>Domain 4 Impact of co-existing conditions</p>	<p>Substance use/misuse Physical health condition Intellectual disability/ cognitive impairment</p>	<p>The individual's understanding of the symptoms, condition, impact ability and capacity to manage the condition motivation to access the necessary supports</p>	<p>Domain 8 Engagement and motivation</p>

5 Levels of Care



Level of Care 1 Self Management 6.4 million people	Level of Care 2 Low Intensity 1.2 million people	Level of Care 3 Moderate Intensity 1.6 million people	Level of Care 4 High Intensity 400,000 people	Level of Care 5 Acute and Specialist 350,000 people
<p>Typically no risk of harm, experiencing mild symptoms and/or no /low levels of distress- which may be in response to recent psycho-social stressors.</p> <p>Symptoms have typically been present for a short period of time.</p> <p>The individual is generally functioning well and should have high levels of motivation and engagement.</p>	<p>Typically minimal or no risk factors, mild symptoms/low levels of distress, and where present, this is likely to be in response to a stressful environment.</p> <p>Symptoms have typically been present for a short period of time (less than 6 months but this may vary).</p> <p>Generally functioning well but may have problems with motivation or engagement. Moderate or better recovery from previous treatment</p>	<p>Likely mild to moderate symptoms/distress (meeting criteria for a diagnosis).</p> <p>Symptoms have typically been present for 6 months or more (but this may vary). Likely complexity on risk, functioning or co-existing conditions but not at very severe levels.</p> <p>Also suitable for people experiencing severe symptoms with mild or no problems associated with Risk, Functioning and Co-existing Conditions</p>	<p>A person requiring this level of care usually has a diagnosed mental health condition with significant symptoms and/or significant problems with functioning.</p> <p>A person with a severe presentation is likely to be experiencing moderate or higher problems associated with Risk, Functioning and Co-existing Conditions.</p>	<p>A person requiring this level of care usually has significant symptoms and problems in functioning independently across multiple or most everyday roles and/or is experiencing:</p> <ul style="list-style-type: none"> • Significant risk of suicide; self-harm, self-neglect or vulnerability. • Significant risk of harm to others. • A high level of distress with potential for debilitating consequence.
<p>Evidence based digital interventions and other forms of self-help</p>	<p>Services that can be accessed quickly & easily and include group work, phone & online interventions and involve few or short sessions</p>	<p>Moderate intensity, structured and reasonably frequent interventions (e.g., psychological interventions)</p>	<p>Periods of intensive intervention, typically inc. multi-disciplinary support, psychological interventions, psychiatric interventions and care coordination</p>	<p>Specialist assessment and intensive interventions (typically state/territory mental health services) with involvement from a range of mental health professionals</p>

My Mental Health Services Map

Access to a greater range of mental health services in North Brisbane and Moreton Bay

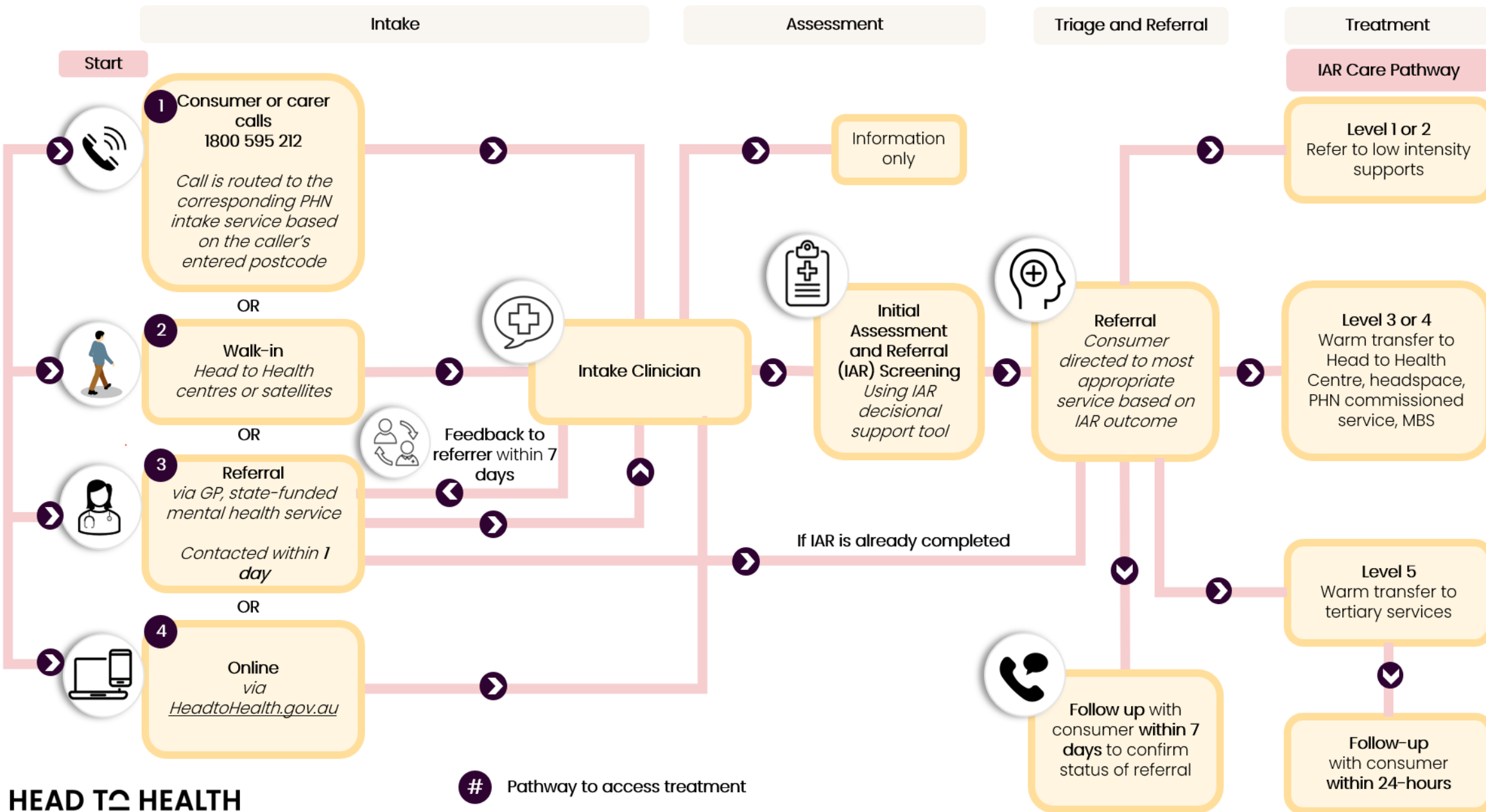
Access an expanded range of mental health, alcohol and other drug, and suicide prevention services commissioned by Brisbane North PHN. Most services below can be accessed using the My Mental Health Services eReferral. There is no cost to the client. Some services have eligibility and exclusion criteria.

For acute/hospital presentations, please contact **1300 MH Call - 1300 64 2255** or if an emergency, contact **000**.

	Low intensity			Mild/moderate intensity		Moderate intensity	High intensity	Crisis services	
	IUIH Social and Emotional Wellbeing (Institute for Urban Indigenous Health) 1800 254 354 Provides an integrated social health model, including primary mental health services, alcohol and other drug treatment services and suicide prevention services								
SERVICE	Richmond Fellowship Queensland - New Access 1300 159 795	World Wellness Group - Problem Management Plus 07 3333 2100	Peach Tree Perinatal Wellness - Sunshine Parenting Program 0468 449 430	headspace Caboolture 07 5428 1599 Nundah 07 3370 3900 Redcliffe 07 3897 1897 Indooroopilly 07 3157 1555 Strathpine 07 3465 3000	Change Futures: Psychology in Aged Care Wellbeing Program 07 3857 0847	Brisbane MIND 1800 595 212 Healthcare/pension card required	ASHA 07 3283 8769	Mental Health Hubs Community: The Recovery and Discovery Centre, inner north Brisbane 07 3510 2777 Neami: The Living and Learning Centre, Strathpine 07 3493 6780 Stride Hub: Caboolture 07 4593 0500	Safe Spaces Community 07 3004 0101 Neami 07 3493 6710 Stride Caboolture 07 5232 1590 Redcliffe Youth Space 0435 827 817
AGE	12 years and older	18 years and older		12 - 25 years	65 years and older	All ages including children 0 - 11	12 - 25 years	18 years and older	All ages
DESCRIPTION	Supports people to tackle day-to-day pressures and set practical goals (6 session coaching programs designed by Beyond Blue).	For people who identify as culturally and linguistically diverse to help manage stress and adverse situations (Group, phone and face-to-face sessions).	Mothers of infants aged 0-12 months experiencing mild postnatal depression and/or anxiety symptoms (6-week group program).	Provides early intervention mental health services and assistance in promoting young peoples' wellbeing.	For residents of aged care facilities. Provides group and individual support to people over the age of 65.	Short term psychological therapy for those who cannot access the universal service <i>Better Access</i> . Eligible clients must identify in one of the following under serviced groups: <ul style="list-style-type: none"> • children 0-11 years • culturally and linguistically diverse communities • LGBTIQ+ communities • people who have experienced trauma or abuse • people at risk of suicide • residents of Bribie Island and Kilcoy 	Provides mobile outreach support to vulnerable young people in the Moreton Bay north region. Please contact the service directly for referral pathways.	Delivering integrated clinical and non-clinical services for people with severe mental illness. Service types: <ul style="list-style-type: none"> • care coordination (including mental health nursing) • psychological group therapy • one-on-one psychosocial support. 	Safe Spaces provides people experiencing emotional distress, friendly and welcoming support. In a safe environment, as an alternative to emergency departments. Safe Spaces open from 5.00 pm - 9.00 pm on weekdays and participate in a coordinated calendar of opening hours amongst the 4 spaces, over the weekends.
REFERRAL	GPs can complete a referral to these services through the My Mental Health Services eReferral via the rediCASE GP Integrator. Referrals can also be made by the My Mental Health Services Referral eLink available at phnbnws.redicase.com.au/#!/referral/create . Self-referrals can be made directly with the provider or by contacting Head to Health Service Navigators on 1800 595 212. For further information about referral pathways, please visit www.mymentalhealth.org.au or contact the Head to Health Service Navigators.								No referral required.

For more information contact the **Head to Health Service Navigators on 1800 595 212** or visit www.mymentalhealth.org.au.

Head to Health Service Pathway



HEAD TO HEALTH

Pathway to access treatment

*Australian Government Department of Health and Aged Care, National Service Model, Head to Health Assessment and Referral Phone Service 2022



PHN support



- Funding - BNPHN 2021/22 expenditure
 - Mental health & suicide prevention \$24m
 - Alcohol and other drug treatment \$6.4m
- Commissioning not procurement
- Localised co-design
- Localised contract management (transactional+ transformational)
- System reform (regional planning)

Actions for you...

- Promote Head to Health web and phone
- Sign up for IAR training
- Participate in referral networks/platform
- Consider delivering a Head to Health centre
- Participate in regional planning