

Primary Mental Health Care

Activity Work Plan

2020-2023

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Overview

Primary Health Tasmania has implemented a single 'project' approach designed to better support consumer needs from prevention/early intervention to complex and severe care by:

- enabling the coordination of Primary Health Tasmania funded clinical and non-clinical mental health interventions across a continuum of care (a stepped care model);
- maintaining appropriate resourcing to support ongoing delivery of mental health services in alignment with the Australian Government funding arrangement and associated guidelines;
- undertaking ongoing review, assessment and evaluation of the performance (both outputs and outcomes) of commissioned services to inform future funding directions in line with need identified in the Mental Health Service System Integration Project; and
- supporting mechanisms to ensure the coordinated and efficient delivery of a range of provider support activity designed to improve service capacity and capability.

A number of activities relate to the commissioning of clinical mental health services by Primary Health Tasmania that fit within a continuum of care from early intervention to complex and severe in the primary health care setting, including:

- Low intensity mental health services
- headspace
- Youth complex and severe mental health services
- Short term psychological interventions
- Adult complex and severe mental health services
- Community-based suicide prevention interventions
- Aboriginal and Torres Strait Islander mental health services - social and emotional wellbeing
- Psychological services in Residential Aged Care Facilities

This plan details activities within the above activity areas and other activities in the Primary Mental Health Care program, implemented in the 2020-2023 period.

Low Intensity mental health services

Aim of Activity

The aim of this activity is to:

- provide psychological interventions to adults with or at risk of mild mental illness in Tasmania,
- increase awareness and confidence in the use of digital services, and
- respond to identified short-term need for additional low intensity services due to COVID-19.

Description of Activity

Primary Health Tasmania commissions two providers to deliver group-based structured psychological interventions for people with or at risk of mild mental illness in Tasmania. Service modalities include face to face, online and telephone based and is available state-wide.

Activities implemented in 2020 - 2023 include:

Service arrangement

New contracts will be prepared, agreed with provider and approved by appropriate delegations before 30 June each year within the funding period with the option to extend based on performance review. Continuation of funding will be dependent on performance against deliverables reviewed every year.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or via phone).
- Annual provider forums to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes.
- Seek to improve provider performance regarding shared accountabilities for health outcomes.
- Provision of ongoing support to providers in the collection and reporting of data, including compliance in reporting to the Mental Health National Minimum Dataset (PMHC-MDS).

Provide surge capacity for providers

- Consider how any emerging needs for low intensity services as a result of the COVID-19 pandemic can be supported.
- Support provider in increasing service capacity to meet identified increased need.

The Mental Health Service System Integration Project proposes to develop a report that includes recommendations for service realignment to best meet current needs across the continuum of care. This report will be completed in June 2022 to enable review of recommendations and implementation of any accepted changes during 2022/23.

headspace

Aim of Activity

The aim of this activity is to provide early identification and intervention strategies, and holistic care for young people aged 12 to 25 years in Tasmania who are:

- at risk of developing mental health, physical health and/or alcohol and other drug problems; or
- showing early signs of mental health, physical health and/or alcohol and other drug problems.

Description of Activity

Primary Health Tasmania commissions two providers as the lead organisations responsible for the development and implementation of headspace services in Hobart and Launceston (with an associated satellite service in Devonport). Each service will provide early identification and intervention strategies and holistic care for young people aged 12 to 25 years who are at risk of developing or showing early signs of mental health, physical health and/or alcohol and other drug problems.

Activities implemented in 2020 - 2023 include:

Service arrangement

New contracts will be prepared, agreed with provider and approved by appropriate delegations before 30 June each year within the funding period with the option to extend based on performance review. Continuation of funding will be dependent on performance against deliverables reviewed every year.

Provide additional services to reduce wait lists and improve intake procedures

- The providers identified increases in service demand over the past 12 months. Primary Health Tasmania has been working with both providers, Brockhurst Consulting and headspace National Office to identify and implement activity to address increase service demand.
- Primary Health Tasmania will continue to support the implementation of activity and monitor its impact on service demand during 2020/21.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or phone).
- Annual provider forums, to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes, including supporting headspace providers in maintaining headspace National accreditation.
- Seek to improve provider performance regarding shared accountabilities for health outcomes
- Continue to facilitate Tasmania headspace Community of Practice.
- Where appropriate, Primary Health Tasmania will support headspace National in its ongoing quality improvement activity through facilitating access to provider forums and other relevant meetings.
- Establish a Tasmania headspace Community of Practice.

Expand current Devonport satellite service to be a full headspace centre and transfer existing satellite service to Burnie

- Commission a lead agency to deliver the expanded headspace services in Devonport and Burnie.
- Develop an Implementation team to oversee the development and implementation of the additional headspace services.
- Additional services available from 1 July 2020.

Continue to provide additional services to reduce wait lists and improve intake procedures

- Primary Health Tasmania will continue to support the additional psychology capacity during 2021/22.

The Mental Health Service System Integration Project proposes to develop a report that includes recommendations for service realignment to best meet current needs across the continuum of care. This report will be completed in June 2022 to enable review of recommendations and implementation of any accepted changes during 2022/23.

Pending recommendations made in the report, consider how headspace services can be included in broader sector reform activity given the model integrity of the service.

Youth severe and complex mental health services

Aim of Activity

The aim of this activity is to:

- increase access to mental health services for young people (aged 12 to 25 years) with, or at risk of, severe and complex mental illness in Tasmania, and
- improve access to psychosocial support services across Tasmania.

Description of Activity

Primary Health Tasmania commissions two providers to deliver assertive outreach mental health clinical case management and psychological services to young people aged 12 to 25 years with or at risk of severe and complex mental illness. The service will include assessment and diagnostic clarification, assistance to identify and access necessary services, and educational support to other service providers and will be available statewide.

Activities implemented in 2020 - 2023 include:

Service arrangement

New contracts will be prepared, agreed with provider and approved by appropriate delegations before 30 June each year within the funding period with the option to extend based on performance review. Continuation of funding will be dependent on performance against deliverables reviewed every year.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or phone).
- Annual provider forums, to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes.
- Seek to improve provider performance regarding shared accountabilities for health outcomes.
- Provision of ongoing support to providers in the collection and reporting of data, including compliance in reporting to the PMHC-MDS.

Continue delivery of DBT training

Dialectical Behaviour Therapy (DBT) training was first commissioned by Primary Health Tasmania and delivered by Essentia Health in 2017/18 to youth severe providers. The training was funded through Primary Health Tasmania following an approach from the youth severe providers to increase professional development opportunities

The evaluation of the training noted high satisfaction levels with participants, including an increased confidence in being able to apply the therapy with eligible client groups. Discussions with youth severe providers has identified a need for at least one further training program and a follow-up program for the first group of participants

In 2019/20 Primary Health Tasmania funded a second round of training targeting youth mental health service providers and extended the invitation to the Tasmanian Health Service Child and Adolescent Mental Health Service to support improved collaboration between primary and public health service providers.

In 2020/21 Primary Health Tasmania will fund a third round of training targeting organisations who are working with people with higher complexity mental health conditions, including those within the public health sector.

Consider alignment of youth severe service agreement with the additional funding provided through the 'additional North West Mental Health' funding to increase youth services in the Devonport area

- As part of the 'additional North West Mental Health' funding, the provider will receive additional funding to delivery youth mental health services in the Devonport area.
- Primary Health Tasmania will work with the provider to streamline multiple arrangement to improve deliverables and reduce any possible duplication.

Develop and promote referral pathways to psychosocial support services

- Update HealthPathways to include funded psychosocial support services and promote to youth severe providers.
- Promote engagement and use of the central NPS information service.

Participate in youth sector working group

In late 2019 Primary Health Tasmania partnered with the Tasmanian Department of Health and the Mental Health Council of Tasmania (MHCT) to undertake a comprehensive review of the current youth mental health system, including identifying current gaps, future needs and developing shared recommendations for future services.

- Participate in youth working group meetings hosted by the MHCT.
- Provide available data to help inform current gaps and future service needs.
- Consider outcomes and findings from the activity of the working group in the development of the Mental Health Service System Integration Project.

Review impact of Additional North West Mental Health funding

- Additional funding to deliver services to youth with severe mental illness in the Devonport area as part of the Additional North West Mental Health Funding is currently due to end in June 2022.
- Primary Health Tasmania will complete a review of the impact the additional funding has had and, pending outcome, submit a proposal to the Australian Government seeking to extend funding.

The Mental Health Service System Integration Project proposes to develop a report that includes recommendations for service realignment to best meet current needs across the continuum of care. This report will be completed in June 2022 to enable review of recommendations and implementation of any accepted changes during 2022/23.

Short term psychological interventions

Aim of Activity

The aim of this activity is to:

- provide short-term psychological interventions to people with mild to moderate, or to people who have attempted, or are at risk of suicide across Tasmania.

Description of Activity

Primary Health Tasmania commissions five providers to deliver short-term psychological interventions across Tasmania.

Activities implemented in 2020 - 2023 include:

Service arrangement

- New contracts will be prepared, agreed with provider and approved by appropriate delegations before 30 June each year within the funding period with the option to extend based on performance review. Continuation of funding will be dependent on performance against deliverables reviewed every year.
- Primary Health Tasmania will review service access in line with contracted requirements to identify possible service duplication issues between this activity and MBS Better Access.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or via phone).
- Annual provider forums, to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes.
- Seek to improve provider performance regarding shared accountabilities for health outcomes.
- Provision of ongoing support to providers in the collection and reporting of data, including compliance in reporting to the PMHC-MDS.

Consider alignment of short-term psychological interventions service agreement with the additional funding provided through the Additional North West Mental Health funding

- Two providers will receive additional funding to delivery short term psychological interventions in the Devonport area and similar services in the Burnie region as part of the Additional North West Mental Health Funding.
- Primary Health Tasmania will work with providers to streamline multiple arrangement to improve deliverables and reduce any possible duplication.

Increase service capacity in the Bridgewater area

- In late 2019 the provider delivering psychological interventions in the greater Hobart area identified a significant increase in demand for services amongst the youth cohort in the Bridgewater area.
- Primary Health Tasmania will increase funding to increase service access for young people in the Bridgewater area during 2020/21 and 2021/22.

- Primary Health Tasmania will monitor demand and support the provider in developing strategies to address demand in a more sustainable manner.

Review impact of Additional North West Mental Health funding

Additional funding to deliver short term psychological interventions in the Devonport and Burnie area as part of the Additional North West Mental Health Funding is currently due to end in June 2022.

Primary Health Tasmania will complete a review of the impact the additional funding has had and, pending outcome, submit a proposal to the Australian Government seeking to extend funding.

Adult complex and severe mental health services

Aim of Activity

The aim of this activity is to:

- provide services to adults with complex and severe mental illness who are being managed in a primary care setting across Tasmania.
- improve access to psychosocial support services across Tasmania.

Description of Activity

Primary Health Tasmania commissions three providers to deliver evidence-based mental health nursing services to adults with complex and severe mental illness in a primary care setting that complement and enhance existing General Practice, psychiatrist and allied mental health professional services available through the Medicare Benefits Scheme. Activity will include case conferencing and coordination of services, establishing and maintaining links with state health services and contributing to the planning and care management of patients. Service is available statewide.

Activities implemented in 2020 - 2023 include:

Service arrangement

New contracts will be prepared, agreed with provider and approved by appropriate delegations before 30 June each year within the funding period with the option to extend based on performance review. Continuation of funding will be dependent on performance against deliverables reviewed every year.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or via phone).
- Annual provider forums, to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes.
- Seek to improve provider performance regarding shared accountabilities for health outcomes.
- Provision of ongoing support to providers in the collection and reporting of data, including compliance in reporting to the PMHC-MDS.

Consider alignment of Adult Severe and Complex mental health service agreement with the additional funding provided through the Additional North West Mental Health funding

- Additional funding will be provided to deliver Adult Severe and Complex mental health services in the West Coast and King Island regions of North West Tasmania and similar services in the Devonport region as part of the Additional North West Mental Health Funding.
- Primary Health Tasmania will work with the providers to streamline multiple arrangements to improve deliverables and reduce any possible duplication.

Develop and promote referral pathways to psychosocial support services

- Update HealthPathways to include funded psychosocial support services and promote to adult severe providers.
- Promote engagement and use of the central NPS information service.

Review impact of Additional North West Mental Health funding

Additional funding to deliver services to adults with complex and severe mental illness in the Devonport and West Coast area as part of the Additional North West Mental Health Funding is currently due to end in June 2022.

Primary Health Tasmania will complete a review of the impact the additional funding has had and, pending outcome, submit a proposal to the Australian Government seeking to extend funding.

Community based suicide prevention interventions

Aim of Activity

The aim of this activity is to promote help-seeking behaviours, promote local responses to suicide within communities, facilitate better networks between service providers and communities, and contribute to the objectives of the Tasmanian Suicide Prevention Strategy (2016-2020).

Description of Activity

Primary Health Tasmania commissions three providers to provide effective and timely early intervention policies and programs that reduce the incidence of suicide and promote help seeking avenues for individuals, families and communities experiencing mental health and welfare issues in rural and remote areas of Tasmania.

Activities implemented in 2020 - 2023 include:

Service arrangement

New contracts will be prepared, agreed with provider and approved by appropriate delegations before 30 June each year within the funding period with the option to extend based on performance review. Continuation of funding will be dependent on performance against deliverables reviewed every year.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or via phone).
- Annual provider forums, to inform ongoing capacity building needs, provider compliance and possible service agreement scope changes.

- Providers will be required to submit quarterly outcome and activity reports to Primary Health Tasmania.
- Review provider reporting to assess value for money, health outcome achievement and provider performance across life of service. Information gained will inform future commissioning need and direction for service.
- Provision of ongoing support to providers in the collection and reporting of data, including compliance in reporting to the PMHC-MDS.

Continue to work with the Tasmania Department of Health to review contracted deliverables and service models for community-based suicide prevention in line with the Tasmanian Suicide Prevention Strategy

- Primary Health Tasmania and the Tasmanian Department of Health both fund the same three providers to deliver community-based suicide prevention activity. In 2017/18 both organisations aligned their service arrangement with providers to include the same deliverables and reporting requirements.
- Primary Health Tasmania and the Tasmanian Department of Health are working to develop an agreed evidence-based model for community-based suicide prevention during 2019/20. This model will inform future commissioning of suicide prevention activity.
- Review of current deliverables and activity against best practice.

Consider outcomes of the National Suicide Prevention Trial in future service commissioning

- Primary Health Tasmania is one of the twelve PHNs undertaking the National Suicide Prevention Trial, which is due to end on 30 June 2021. This trial is being evaluated at the National level and Primary Health Tasmania have commissioned the University of Tasmania to conduct a local evaluation. Evaluation reports will be available for both evaluations in the latter half of 2020. The funding of the community-based suicide prevention activity beyond June 2021 will be informed by these reports and the work underway with the Tasmanian Department of Health.
- Consideration to be given to the need to reform service delivery in line with the Regional Mental Health and Suicide Prevention Plan and stepped model of care.
- Review outcomes and recommendations from the National Suicide Prevention Trial Report (University of Melbourne and dependent on release by the Australian Government) and the Tasmanian component (University of Tasmania).
- Outcomes and relevant recommendations to inform the future direction of community-based suicide prevention activity in Tasmania.

Aboriginal and Torres Strait Islander mental health services

Aim of Activity

This activity aims to achieve improved mental health wellbeing outcomes for Aboriginal and Torres Islander people across Tasmania.

It addresses the identified need by:

- working with commissioned providers to understand the need and service delivery options for Aboriginal people;

- supporting the development of mental health workforce for Aboriginal and Torres Strait Islander peoples; and
- supporting the delivery of culturally appropriate activities for mainstream services.

Description of Activity

Activities implemented in 2020 - 2023 include:

- Six ACCHOs and one mainstream provider of Aboriginal health services will continue to be commissioned to deliver the social and emotional well-being program to 30 June 2023 to deliver social and emotional wellbeing programs in local communities.
- Assess and, where appropriate, internally align Primary Health Tasmania Australian Government funding streams to procure complementary services (in the first instance with Aboriginal Community Controlled Health Organisations - ACCHOs) to achieve common health outcomes and outputs.
- Engage with local communities and consulting with relevant local Aboriginal and mainstream primary health care organisations to identify the specific mental health needs of Aboriginal and Torres Strait Islander people.
- Undertake a program review using the Primary Health Tasmania Assessment of Value framework.
- In partnership with the Tasmanian Department of Health, Tasmanian Health Service, Mental Health Council of Tasmania and relevant service providers and ACCHOs, and informed by the new Regional Mental Health and Suicide Prevention Plan, Primary Health Tasmania will continue to determine the most appropriate mix of service delivery modality for commissioning.
- This work also closely aligns with the delivery of the Integrated Team Care (ITC) program as six of the providers commissioned for ITC are also commissioned to deliver the Social and Emotional Well-Being program.
- Work related to increasing mainstream provider capability and capacity to deliver culturally appropriate care to Aboriginal and Torres Strait Islander people will continue during 2020/21 and 2021/22.
- Extensive sector stakeholder consultation has identified a number of Tasmanian ACCHOs who are ready to collaborate with Primary Health Tasmania to identify a number of initiatives to be fully articulated and planned during the 2020/21 period. Budget has been identified to support development of a range of relevant materials and/or workshops to support this work. In addition, the employment of Aboriginal and Torres Strait Islander people to promote the use of the materials in mainstream service providers may be explored.
- Continue to support the integration of social and emotional wellbeing programs with other Aboriginal and Torres Strait Islander programs and mainstream specialised mental health programs.
- Continue to promote the Deadly Choices program in collaboration with commissioned providers, as an important strategy in building an early intervention approach to health and wellbeing.
- Maintain regular provider contact via service agreement compliance meetings (either face to face or via phone) and provision of ongoing support to providers in the collection and reporting of data, including compliance in reporting.

Psychological treatment services for people with mental health illness living in residential aged care facilities (RACFs)

Aim of Activity

The activity aims to:

- improve access to appropriate psychological therapies for RACF residents with mild to moderate mental illness;
- increase innovative and adaptive services specifically designed to meet the needs of older people which complement personal care and accommodation services by RACFs, dementia services and broader physical health and social support; and
- increase RACF workforce capability to identify, assess and management residents with mild to moderate mental illness.

Description of Activity

- The implementation of psychological treatment services for people with mental illness living in residential aged care facilities has been undertaken in a phased approach.
- Phase 1 and Phase 2 activities were completed in 2018-19, with phase 3 of the process commissioning the service provider as well as engaging a training organisation to deliver mental health training for staff working within residential aged care facilities completed in 2019-20.
- Phase 4 - the ongoing implementation of the commissioned service and the delivery of training continues for the remaining 2 years (2020 – 2022)

Activities implemented in 2020 - 2022 include:

Commission service

- Commissioning of service delivery with the existing provider to deliver in reach psychological services to residents within residential aged care facilities.
- Providers will be required to submit quarterly outcome and activity reports to Primary Health Tasmania and clinical service data to the PMHC-MDS.

Training

- Extension of the service arrangement for the existing training provider to continue to deliver mental health training commenced in 2019-20;
- Review the effectiveness of the mental health training to determine if the training needs to be continued to ensure a level of ongoing sustainability and dissemination of information for the key staffing groups;
- Using the learnings and outcomes from the mental health training program in 2020-21, outline a plan for delivery of further training in 2021-22.
- Development of an ongoing sustainable model of training and how this information may be disseminated to the key staffing groups.

Mental health service system integration

Aim of Activity

The aim of this activity is to work in partnership with the Tasmania Department of Health, the Tasmanian Health Service, the Mental Health Council of Tasmania and other relevant stakeholders to:

- embed integration of mental health and suicide prevention services and pathways for people with or at risk of mental illness or suicide through a whole of system approach;
- drive and inform evidence-based service development to address identified gaps and deliver regional priorities;
- strengthen engagement and collaboration with the Tasmanian Department of Health and Tasmanian Health Service to support shared implementation of priority actions identified in the Regional Mental Health and Suicide Prevention Plan; and
- develop, implement and maintain tools and resources that enable integration and coordination of mental health (and other health services) in Tasmania (e.g. a single mental health triage and assessment approach, system navigation and client data management tools, co-commissioning processes, etc.)

Description of Activity

Facilitated through the unique benefits and opportunities afforded by a single Primary Health Network boundary and a single state-wide health system, Primary Health Tasmania, the Tasmanian Department of Health, the Tasmanian Health Service, the Mental Health Council of Tasmania, the National Disability Insurance Agency and representatives of Tasmanian consumer and carer networks will work together to deliver an integrated mental health system for all Tasmanians.

During 2020/21, Primary Health Tasmania will partner with the Tasmanian Department of Health and the Tasmanian Health Service to undertake the following activity (some elements of activity will continue into 2021/22 and beyond).

Develop and implement activity under the following 9 streams:

Stream 1: Regional mental health and suicide prevention plan

Develop, implement and monitor a detailed implementation plan that articulates priority actions, resources and timeframes against the Regional Mental Health and Suicide Prevention Plan.

Stream 2: Co-commissioning mental health services

Develop a co-commissioning policy and consider how co-commissioning can be used to support the realignment of state and commonwealth funded primary mental health care services against need.

Stream 3: Service alignment against need

Review the findings from the service mapping report, Primary Health Tasmania Needs Assessment and Primary Health Tasmania commissioned services review to identify possible options for service realignment.

Stream 4: Common assessment and referral processes

Consider the application of the Initial Assessment and Referral guidance material in the primary mental health care services.

Stream 5: System navigation tools and processes

Identify and trial application of a system navigation tool that will enable effective referral and the timely flow of consumer information across the continuum of mental health care services.

Stream 6: Incorporating priority population and policy frameworks within services

Support commissioned providers to understand and implement key policy frameworks, including but not limited to: Peer Workforce Development Strategy, Working It Out Framework and CALD Mental Health Framework.

Stream 7: Sector reform support and engagement

Support peak bodies (Mental Health Council of Tasmania and peak carer and consumer bodies) to engage in and support sector reform within their membership.

Stream 8: Tasmanian Mental Health Reform Project (Tasmanian Department of Health)

Represent Primary Health Tasmania on the various Tasmanian Health Reform Project working groups and consider how activity interrelates with the statewide reform agenda and activity.

Stream 9: Suicide Prevention

As reflected in the Fifth National Mental Health and Suicide Prevention Plan, suicide prevention has been identified as a whole of government priority.

Complete review of the Suicide Prevention Strategy and release the new Tasmanian suicide prevention plan by 2022-23.

Maintain high level steering group and develop working groups

In March 2021 Primary Health Tasmania reviewed the function of a range of high-level steering and advisory groups and combined these to create the Mental Health and AOD Leadership Group.

The multiagency leadership group will:

- provide high level direction and support to ensure that the adult mental health centre is in line with broader sector reform priorities and integrated service delivery;
- facilitate access to relevant networks to support consultation/co-design; and
- provide active support to address issues and barriers identified during design, development and implementation.

The leadership group will include representation from the Tasmanian Department of Health, Tasmanian Health Service, Mental Health Council of Tasmania, Alcohol Tobacco and Other Drug Council of Tasmania, National Disability Insurance Agency and peak care and consumer groups.

Bushfire response

Aim of Activity

The aim of this activity is to:

- provide additional services to people seeking support in addressing mental illness resulting from the trauma caused by the 2018 bushfire in Tasmania.

Description of Activity

Activities implemented in 2020 - 2022 include:

Service arrangement

Primary Health Tasmania funds the Huon Valley health centre to deliver mental health support services to people in the Huon Valley and surrounding areas impacted by the bushfires in the area for a three-year period (to March 2022).

Primary Health Tasmania partners with the Tasmanian Department of Health in the provision of funding for additional mental health services for people impacted by bushfires in the Bothwell and Central Highlands regions.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or phone).
- Annual service progress meetings.
- Provision of ongoing support to provider in the collection and reporting of data, including compliance in reporting to the PMHC-MDS.

Review service outcomes

Primary Health Tasmania will meet with the Huon Valley health centre to review outcomes achieved and identify need to review service scope.

Training for GPs in mental health

Aim of Activity

This activity aims to:

- upskill the Tasmanian GP workforce, improving capability to address growing prevalence of mental illness as a primary presentation of patients attending GP practices.

Description of Activity

GPs are the most common primary point of presentation for people seeking to address mental illness, yet GPs regularly raise concerns about a lack of training in being able to respond to mental ill health and a lack of understanding of the services available for on-referral of patients.

This project proposes the development of a targeted training program and associated resources with the aim of improving GP knowledge and ability to effectively work with and safely on-refer identified patients to relevant specialist, allied mental health worker and psychosocial support providers.

Activities implemented in 2020 - 2022 include:

GP Reference Group

- The Reference Group will work with the Primary Health Tasmania to inform the types of activity needed, support promotion of activity through their networks and champion the inclusion of mental health training through their practices.
- Review and update events calendar
- Identify ongoing training opportunities
- Continue to promote access to training through existing networks

Deliver training

- Promote events through available media
- Facilitate training as identified in events calendar

Develop proposal for the project continuation

The project has identified significant demand and uptake of events. With the support of the GP Reference Group, Primary Health Tasmania will develop a project proposal for the continuation of this project.

Aftercare following a suicide attempt (Way back support)

Aim of Activity

The aim of this activity is to:

- expand an existing aftercare program funded by the Tasmanian Government to provide increased follow-up care for individuals for up to three months after a suicide attempt or suicidal crisis.

Description of Activity

The Tasmanian Government currently provides funding to Anglicare to deliver the Attempted Suicide Aftercare Program (ASAP). Informed through the same evidence base to the Way Back Service, ASAP targets the same cohort, is available state-wide and provides similar supports.

In early 2019 the Tasmanian Department of Health, Australian Government Department of Health, Beyond Blue and Primary Health Tasmania started negotiating the development of an aftercare model that incorporated the principles of ASAP into the Way Back Service, conscious that we did not want two separate but similar services operating in the state. This culminated in the development of a joint proposal from the Tasmanian Department of Health and Primary Health Tasmania that addressed key questions posed by the Australian Government Department of Health on how the service will be implemented.

Primary Health Tasmania will commission the Tasmanian Department of Health to implement the Way Back Service in Tasmania. The Tasmanian Department of Health will work with Anglicare to expand their existing service to include the additional requirements of the new Way Back Service.

The Tasmanian Way Back Service will accept referrals for eligible clients presenting at:

- the Royal Hobart Hospital, Mersey Community Hospital, Launceston General Hospital and North West Regional Hospital within Tasmania.
- Community Mental Health Services, primary care and other referral pathways agreed by the Australian and Tasmanian Government, Primary Health Tasmania and Beyond Blue.

Activities implemented in 2020 - 2023 include:

Finalise an agreed approach to commissioning an aftercare service in Tasmania

Tasmanian Department of Health, Australian Government Department of Health, Beyond Blue and Primary Health Tasmania develop an agreed approach to commissioning an aftercare service that incorporates the current ASAP and the new Way Back Support Service.

Aftercare Steering Group

Primary Health Tasmania, the Tasmanian Department of Health, the Tasmanian Health Service and Beyond Blue form an Aftercare Steering Group to oversee the development and implementation of the new service, including the development of service specifications, establishment of referral protocols, support for data collection and ongoing governance of the service. The Steering Group is maintained via Steering Group meetings.

Service arrangement

Primary Health Tasmania develops a contract with the Tasmanian Department of Health that reflects the agreed approach for commissioning an aftercare service in Tasmania.

Support Anglicare use of the PMHC MDS

Primary Health Tasmania provides training to Anglicare in the collection and reporting of data, including compliance in reporting to the Mental Health National Minimum Dataset (PMHC-MDS).

headspace Demand Management and Enhancement grants

Aim of Activity

The aim of this activity is to:

- increase capacity of headspace centres in Hobart and Launceston through the expansion of centre footprints, thereby reducing current wait times for young people.

Description of Activity

As part of the headspace Demand Management and Enhancement Program:

- headspace Hobart to redesign the current layout and secure new tenancy adjacent to the current centre
- headspace Launceston to relocate the existing centre to bigger premises.

Primary Health Tasmania support the two providers to complete site expansion and refurbishment and service arrangement.

Activity to be completed in December 2022.

Adult mental health centre

Aim of Activity

The aim of this activity is to:

- provide a highly visible and accessible entry point to mental health services for people experiencing psychological distress, and
- provide assessment and immediate, short and or medium term care through a multidisciplinary team without needing referral, prior appointments or out of pocket cost.

The Launceston Head to Health will provide a facility through which other commissioned services will be delivered. The service will be an important element in achieving greater integration across the mental health care sector.

Description of Activity

The Australian Government is funding a national trial of eight adult mental health centres, with the Tasmanian component of the trial being established in Launceston.

Led by Primary Health Tasmania, Launceston Head to Health will be developed and implemented in three phases in the 2020 - 2023 period.

Phase 1: Establishment (2021 - 2022)

Community/key stakeholder consultation and co-design

- Ongoing facilitation of local Reference Group and Clinical Advisory Group to inform the refinement and ongoing implementation of the centre.
- Support lead agency to implement values, behaviours and principles for the centre identified through early consultation within the centre model.
- Complete needs assessment to inform service gaps, opening hours and in-house and in-reach services.

Lead agency

- Lead agency tender completed and lead agency appointed.
- Lead agency's project plan outlining service development stages to include proposed service model for interim site and transition plan to long-term site.
- Lead agency commences recruitment of centre staff and development of appropriate clinical governance and safety and quality documentation.
- Lead agency reviews local service mapping and develops local referral pathways.
- Primary Health Tasmania supports lead agency in adopting and implementing the Tasmanian Initial Assessment and Referral Model in the centre.

Maintain regular provider contact

- Regular service agreement compliance meetings (either face-to-face or via phone)

Site identification and establishment

- Interim site
- Long-term site

Phase 2: Embedding (2021 - 2022)

Service delivery

- Lead agency to deliver elements of core in-house services through the interim site.
- Lead agency to manage the safe transition of services from interim site to long-term site.
- Lead agency to finalise basic suite of information, services and referral pathways and partnerships with relevant in-reach services are formalised.

Development of consortia group

- Lead agency revises and considers amalgamating existing Reference Group and Clinical Advisory Group to form an ongoing consortia to support refinement and ongoing implementation.
- Formation of an ongoing consortia group.

Phase 3: Full implementation (2022 - 2023)

- Continue to fund lead agency to deliver services
- Introduce a full suite of in-reach services, including additional partnerships to support in-reach services or more specialised support to address local need, and a full range of in-reach services available through the centre
- Maintain regular provider contact via regular service agreement compliance meetings
- Continuation of consortia group

COVID-19 emergency mental health support

Aim of Activity

The aim of this activity is to:

- increase the capacity of the Migrant Resource Centre to engage with and support members of the Culturally and Linguistically Diverse People (CALD) community to better understand and access available mental health services if required;
- engage an external training organisation to work with Aboriginal Community Controlled Health Organisations (ACCHOs) to develop and deliver professional development to ACCHO staff to improve their ability to identify and appropriately respond to Indigenous people presenting with mental health issues; and
- increase capacity of the existing Lifeline CHATS and Community Visitors Scheme to identify and actively engage with older Australians experiencing social isolation.

Description of Activity

The COVID-19 emergency mental health support activity focuses on CALD, Indigenous and older Australians.

Activities implemented in 2020 - 2022 include:

CALD

Primary Health Tasmania currently funds the Migrant Resource Centre (MRC) to deliver activity to CALD communities that seek to prevent suicide and to further the skills and capacity of bicultural workers and peer support workers to reduce stigma around mental health and suicide, increase help seeking behaviours and raise awareness of the value of stories of lived experience.

Primary Health Tasmania is confident that the MRC has the necessary resources and experience to develop additional activity to increase awareness of mental health services and supports within the CALD community, including the promotion of appropriate self-help tools and resources, and support existing service providers to implement steps to create culturally safe environments through the promotion of the Embrace Multicultural Health Framework.

Indigenous people

In early 2021 Primary Health Tasmania met with ACCHOs in Tasmania to, amongst other topics, identify workforce capacity building requirements. Consultation identified a need for:

- building the capacity of existing staff and organisations to deliver trauma-informed care.
- increasing staff knowledge and skills in addressing mental health needs of their community through the delivery of programs such as Accidental Counsellor and Mental Health First Aid.

Through consultation the services supported the notion of engaging with a third party to develop and deliver a program of mental health training to meet provider needs through direct consultation.

Primary Health Tasmania will undertake a select tender seeking an appropriate training organisation to directly engage with providers to identify training themes to build the mental health capacity of the workforce as per the guidance material, and work with providers to deliver the identified training.

Older Australians

In late 2020 Primary Health Tasmania staff met with Lifeline, Volunteering Tasmania and the Council of the Aging (CoTA) to identify existing programs targeting older Australians and identify where opportunities for collaboration to deliver intended outcomes of this activity could be found.

Lifeline delivers the Chats and Community Visitors Scheme (CVS), both aimed at identifying and supporting older people experiencing social isolation and loneliness, both of which could be readily scaled up with additional funding to increase their reach and availability in the community.

CoTA noted that they have been working with the Mental Health Council of Tasmania (MHCT) to review and identify the impact COVID messaging and restrictions have had on older people. In doing so, CoTA has identified priority groups within the target population and should be encouraged to work with Lifeline to support the targeted delivery of services to these groups.

Primary Health Tasmania will:

- meet with Lifeline and CoTA to further develop the service specifications.
- engage Lifeline to deliver the services to December 2021.