

MENTAL HEALTH CONTINUUM OF CARE

Community Consultation Outputs

July 2025

Primary Health Tasmania is undertaking the Mental Health Continuum of Care (MHCoC) Project to help improve Tasmanians' experience of and outcomes from the mental health services we commission. The project aims to streamline the delivery of in-scope Primary Health Tasmania commissioned programs to improve service access and coordination.

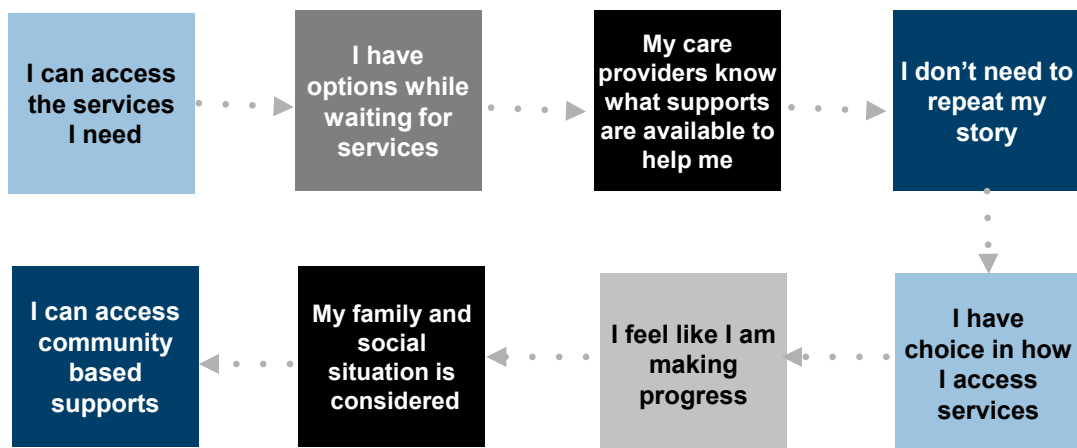
Throughout July 2025, a series of three in-person and two virtual workshops were held with 89 people representing service providers, representative organisations, healthcare professionals, consumers, carers and people with lived experience of mental health services to inform the design of the MHCoC service model.

The findings of the consultation sessions are provided below.

Workshops focused exploring two discussion topics

1 Defining the components of a 'good' consumer experience

Discussion focused on identifying the moments that matter for a consumer as they travel through the mental health service system in Tasmania.



2 Designing elements of the MHCoC service model

Participants identified key principles and enablers that could be included in the MHCoC service model which would support the delivery of a good consumer journey.

