

Our activity work plan for 2025-26 – headspace demand management and enhancement program

Updated 2025

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Wait time reduction

Aim of activity

The aim of this activity is to reduce wait times and improve access and efficiency to mental health services for young people with or at risk of mental illness through:

- introduction of single session therapy services across headspace centres in Tasmania
- expansion of telehealth options
- ensuring youth friendly care.

Description of activity

The activities outlined below are planned to be implemented during 2025-27 across headspace centres in Tasmania, including headspace Launceston, headspace Hobart, headspace Devonport (including Burnie satellite),

- Continue to commission delivery of single session therapy services.
- Recruit, employ and train intake/access worker (headspace Launceston and headspace Devonport) to streamline the intake process, enabling mental health clinicians to increase availability of psychological therapy.
- Recruit, employ and train access team clinician and clinical lead (headspace Hobart).
- Recruit, employ and train peer support worker to provide non-clinical support, enhancing the overall service experience for young people, including one-on-one support, mentoring and capacity building activities (headspace Launceston).
- Recruit, employ and train peer support worker with a youth work focus based at headspace Devonport, also servicing the Burnie site, to provide non-clinical support, enhancing the overall service experience for young people, including one-on-one support, mentoring and capacity building activities.
- Establish a clinician on duty (COD) service during Saturday opening hours to create a weekend access point for immediate support. This service allows individuals to either call or visit the centre or outreach sites, where they receive a short, non-appointment based session with an access team clinician (headspace Hobart).