

Our activity work plan for 2023-26 - primary mental health care

Updated 2024

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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);
- aiming to deliver outcomes focussed, co-designed, integrated, place based mental health services along the continuum of care in areas of identified need. This approach will reduce service fragmentation through fostering provider relationships, partnerships and working towards holistic approach to mental and physical health and wellbeing;
- 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, capability and connections to Tasmanian digital health infrastructure.

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 homes (RACHs)

This plan details activities within the above activity areas and other activities in the Primary Mental Health Care program during the 2023-26 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.

Description of activity

Primary Health Tasmania commissions 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.

Low intensity service provision will be considered as part of broader mental health service work to investigate commissioning of outcomes focused, co-designed, place based mental health services along the continuum of care in areas of identified need which considers integration with the Commonwealth Psychosocial Support, Alcohol and other Drugs (AOD), and management of chronic conditions programs.

The activities outlined below are planned to be implemented during 2023-26.

- Approach to market to commission and implement an alternative model of low intensity service provision to complement the existing commissioned service provision.
- Maintain regular provider contact ensuring service agreement compliance and support to encourage digital connectivity with other health care providers.
- Provide ongoing support to providers in the collection and reporting of data, including compliance in reporting to the national Primary Mental Health Care Minimum Dataset (PMHC-MDS).
- Review and update the Low Intensity Tasmanian HealthPathways as required.

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 provides 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.

The activities outlined below are planned to be implemented during 2023-26.

- Continue to commission headspace services.
- Maintain regular provider contact ensuring service agreement compliance
- 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.
- Implement a new headspace centre lead agency and service on Hobart's Eastern Shore.
- Review and update the Child and Youth Mental Health Services Tasmanian HealthPathways as required.

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
- 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 includes assessment and diagnostic clarification, assistance to identify and access necessary services, and educational support to other service providers and will be available statewide.

Youth enhanced mental health service provision will be considered as part of broader mental health service work to investigate commissioning of outcomes focused, co-designed, place based mental health services along the continuum of care in areas of identified need which considers integration with the Commonwealth Psychosocial Support, Alcohol and other Drugs (AOD), and management of chronic conditions programs.

The activities outlined below are planned to be implemented during 2023-26.

- Continue to commission youth severe and complex mental health services.
- Maintain regular provider contact ensuring service agreement compliance.
- Provide ongoing support to provider in the collection and reporting of data, including compliance in reporting to the national Primary Mental Health Care Minimum Dataset (PMHC-MDS).
- Undertake further work to determine the service model requirements to ensure that youth enhanced services are available to underserved groups in Tasmania as part of the continuum of care.
- Review and update the Child and Youth Mental Health Services Tasmanian HealthPathways as required.

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 mental health conditions, or to people who have attempted, or are at risk of suicide across Tasmania.

Description of activity

In order to ensure equitable access state-wide, including hard to reach populations, the services are designed to offer greater flexibility than the Better Access to Psychiatrists, Psychologists and General Practitioners initiative, particularly for parents/carers of young people and a range of modalities including face to face individual consultations, group therapies, and telehealth services.

Short term psychological intervention service provision will be considered as part of broader mental health service work to investigate commissioning of outcomes focused, co-designed, place based mental health service along the continuum of care in areas of identified need which considers integration with the Commonwealth Psychosocial Support, Alcohol and other Drugs (AOD), and management of chronic conditions programs.

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

The activities outlined below are planned to be implemented during 2023-26.

- Continue to commission short-term psychological interventions.
- Maintain regular provider contact ensuring service agreement compliance.
- Provide ongoing support to provider in the collection and reporting of data, including compliance in reporting to the national Primary Mental Health Care Minimum Dataset (PMHC-MDS).
- Review and update the Short-term Psychological Interventions Tasmanian HealthPathways as required.

Adult severe and complex 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 includes 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.

Adult complex mental health service provision will be considered as part of broader mental health service work to investigate commissioning of outcomes focused, co-designed, place based mental health service along the continuum of care in areas of identified need which considers integration with the Commonwealth Psychosocial Support, Alcohol and other Drugs (AOD), and management of chronic conditions programs.

The activities outlined below are planned to be implemented during 2023-26.

- Continue to commission adult severe and complex mental health services.
- Maintain regular provider contact ensuring service agreement compliance.
- Provide ongoing support to provider in the collection and reporting of data, including compliance in reporting to the national Primary Mental Health Care Minimum Dataset (PMHC-MDS).
- Investigate opportunities for innovative staffing models incorporating alternative, appropriately qualified workforce to support mental health nurse clinical service provision.
- Investigate referral pathways to allow easier transition of patients in and out of the program.
- Review and update the Adult Severe and Complex Mental Health Services Tasmanian HealthPathways as required.

Community based suicide prevention

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 2023-27.

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.

The Tasmania Suicide Prevention Strategy and future commitments through the National Mental Health and Suicide Prevention Plan will inform the future collaborative commissioning of the community-based suicide prevention activity beyond June 2023.

The activities outlined below are planned to be implemented during 2023-26.

- Continue to commission community based suicide prevention interventions in line with the recommendations from the service review.
- Identify suicide prevention specific opportunities for the implementation of a collaborative commissioning approach.
- Maintain regular provider contact ensuring service agreement compliance.

Aboriginal and Torres Strait Islander mental health services

Aim of activity

This activity aims to enhance and better integrate Aboriginal and Torres Strait Islander mental health services at a local level facilitating a joined-up approach with other closely connected services including social and emotional wellbeing, suicide prevention and alcohol and other drug services.

This activity includes a focus on the four key Closing the Gap reform areas:

- Shared decision making
- Building the community-controlled sector
- Improving mainstream institutions
- Aboriginal and Torres Strait Islander-led data

Description of activity

The activities outlined below are planned to be implemented during 2023-25.

- Continue to commission social and emotional wellbeing programs in local communities
 - 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.
- Co-design continuous quality improvement program
 - continue to support capacity for Aboriginal Controlled Community Health Organisations to drive and inform evidence-based service development to address identified gaps and deliver local priorities
 - continue to support capacity for Aboriginal Controlled Community Health Organisations to inform and participate in key reform indicatives including Closing the Gap and state initiatives such as the implementation of the Re-think mental health statewide plan
 - continue to engage with Aboriginal Community Controlled Organisations, Aboriginal communities and key partners to develop short, medium and long-term options to address the identified and emerging mental health priorities for Aboriginal communities.
- Maintain regular provider contact ensuring service agreement compliance and provide ongoing support to provider in the collection and reporting of data, including compliance in reporting.
- Improve culturally appropriate mainstream primary mental health care
 - facilitate access to training focused on trauma-informed care and culturally appropriate care for primary health care providers
 - review and update the Aboriginal and Torres Strait Islander Mental Health Services Tasmanian HealthPathways as required.
- Continue the Deadly Choices initiative funded from multiple program streams. This initiative, delivered state-wide, aims to empower Aboriginal and Torres Strait Islander people to make healthy choices for themselves and their families, focusing on chronic disease and their risk

factors such as nutrition, physical activity, smoking and use of harmful substances. Deadly Choices encourages participants to access their local health service and complete an annual '715' health assessment.

Mental health service system integration

Aim of activity

The aim of this activity is to work in partnership with the Tasmanian 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
- increase awareness and uptake of the Initial Assessment and Referral tool by Tasmanian clinicians to standardise initial assessment and guide decisions for appropriate referral of people presenting with mental health conditions across the mental health sector
- 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.

The activities outlined below are planned to be implemented during 2023-26.

- Implement activity in Rethink 2020 and the Tasmanian Suicide Prevention Strategy 2023-27 Implementation Plans.
- Develop a Strategic Commissioning Framework with the Department of Health, Tasmania.
- Implement the Central Intake and Referral Service (CIRS) in Tasmania.
- Support peak bodies (Mental Health Council of Tasmania, Flourish and Mental Health Families and Friends) to engage in and lead sector reform with their members.
- Maintain regular contact with peak bodies.
- Ongoing liaison and collaboration with key stakeholders.

- Ongoing work to identify and implement contemporary evidence-based priority population policy frameworks suitable for implementation into Primary Health Tasmania's commissioned mental health services.
- Establish a centralised Hub for a Lived Experience workforce to contribute to the ongoing mental health, suicide prevention and AOD business and reform program initiatives.

Psychological treatment services for people with mental illness living in residential aged care homes (RACHs)

Aim of activity

The aim of this activity is to:

- improve access to appropriate psychological therapies for RACH 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 RACHs, dementia services and broader physical health and social support
- increase RACH workforce capability to identify, assess and management residents with mild to moderate mental illness.

Description of activity

Psychological services to residents of aged care facilities will be considered as part of broader mental health service work to investigate commissioning of outcomes focused, co-designed, place based mental health service along the continuum of care in areas of identified need which considers integration with the Commonwealth Psychosocial Support, Alcohol and other Drugs (AOD), and management of chronic conditions programs.

The activities outlined below are planned to be implemented during 2023-26.

- Continue to commission the existing provider to deliver in reach psychological services to residents within residential aged care homes in line with other mental health commissioned services.
- Service provider to update clinical service data to the national Primary Mental Health Care Minimum Dataset (PMHC-MDS).
- Liaison with residential aged care providers and peak bodies to further understand the needs of residents in residential aged care homes with mild to moderate mental illness as part of the wider aged care work.
- Undertake a review of the service provision to inform future service delivery.

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 being treated by GPs in their communities.

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.

The activities outlined below are planned to be implemented during 2023-26.

- Continue to deliver training to GPs as identified
- Promote training events through available media
- Review outcomes of events and emerging mental health priorities to revise training calendar for the next financial year.

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
- reduce wait times through the introduction of Single Session Therapy at the headspace locations in Hobart, Devonport and Burnie
- expand telehealth options.

Description of activity

The activities outlined below are planned to be implemented during 2023-25.

- Continue to support service provider to complete site relocation and refurbishment.
- Launch of new premises.
- Continue to support service providers to establish and deliver Single Session Therapy services.

Intake and assessment phone service

Aim of activity

The aim of this activity is to establish and operate an intake and assessment phone service as an entry point for accessing mental health services.

Description of activity

The activities outlined below are planned to be implemented during 2023-26.

- Continue the interim Head to Health (H2H) intake and assessment phone service until the central intake and referral service (CIRS) is operational.
- Support the transition of H2H intake and assessment phone service responsibilities to the CIRS, ensuring that any current users other than those who are part of the Launceston H2H catchment are supported during the transition through a warm handover to the new service.
- Partner with the Department of Health, Tasmania to co-design and implement the CIRS, ensuring compliance and integration with the national H2H intake and assessment phone service requirements.

Early psychosis youth service (EPYS)

Aim of activity

The aim of this activity is to:

- reduce the incidence and severity of psychosis within young people (12 to 25 years) through prevention, early detection and coordinated care delivery
- increase access to specialist support for young people (aged 12 to 25 years) who are experiencing, or at an increased risk of developing psychosis.

Description of activity

The Australian Government funds the development and implementation of an early psychosis program for young people aged 12 to 25 years in Tasmania. Based on the Early Psychosis Prevention and Intervention Centre (EPPIC) model, Primary Health Tasmania will work with the Tasmanian Health Service (Child and Adolescent Mental Health Service - CAMHS) to:

- develop a service model that maintains fidelity with the EPPIC model, considers an integrated workforce approach, describes a state-wide approach to service delivery (hub and spoke model) and integrates with the CAMHS review and future service delivery
- support the integration and ongoing delivery of the EPYS in Tasmania, considering the intersection with new and existing youth mental health services.

The activities outlined below are planned to be implemented during 2023-25.

- Establish interagency steering group with the Department of Health Tasmania, Tasmanian Health Service, national peak bodies and Primary Health Tasmania to oversee development and implementation of EPYS within the broader sector reform activity.
- Key stakeholder consultation and codesign - Establish an Expert Reference Group to support community engagement and consultation and development of service specifications.

- Appoint lead agency - recruitment and development of appropriate governance.
- Maintain regular provider contact ensuring service agreement compliance.
- Provide ongoing support to providers in the collection and reporting of data.
- Identify suitable location and agreement with existing Tasmanian headspace centre lead agencies to provide EPYS accessible across the state.
- Lead agency to review local service mapping and develop local referral pathways.
- Lead agency to formalise partnerships with relevant in-reach services.

Initial assessment and referral training support officer (IAR TSO)

Aim of activity

The aim of this activity is to:

- increase awareness and uptake of the Initial Assessment and Referral Decision Support Tool (IAR-DST) by Tasmanian clinicians to standardise initial assessment and guide decisions for appropriate referral of people presenting with mental health conditions across the mental health sector
- support Tasmanian GPs and clinicians in the adoption and embedding of the IAR tool in clinical practice.

Description of activity

The activities outlined below are planned to be implemented during 2023-25.

- Review and update implementation plan to roll out IAR training to GPs to align with IAR-DST integration into clinical software and e-referral.
- Ongoing engagement with Tasmanian clinicians through IAR training and communities of practice.
- Operationalise the IAR-DST integration and secure transmission of referrals from GPs to the central intake and referral service (CIRS).
- Work with RACGP to package up the IAR training and communities of practice to align with CPD requirements, improve CPD points allocation, increase GP uptake and use of IAR-DST.
- Monitor the use and uptake of IAR-DST with Tasmanian clinicians and CIRS.

Targeted regional initiatives for suicide prevention

Aim of activity

The aim of this activity is to:

- enable and promote regional approaches to suicide prevention including community-based activities to ensure appropriate follow up and support arrangements are in place for individuals after a suicide attempt and for people at high risk of suicide
- improve care coordination and service pathways for people at risk or bereaved by suicide

- build the capacity and capability of local workforces to respond to suicide and suicidal distress, linking people with appropriate supports and services
- utilise a regional suicide prevention coordinator to engage and lead activities, including supporting the Culture Care Connect Program.

Description of activity

In November 2022, the Tasmanian State Government released the *Tasmanian Suicide Prevention Strategy 2023-27* which includes commitments to implementing evidence-based and lived-experience informed actions focusing on preventing the onset of suicidal behaviour and enabling compassionate and connected supports to be available for those who need them.

Primary Health Tasmania partners with the Department of Health, Tasmania to co-develop and implement community and system-based approaches to suicide prevention.

The activities outlined below are planned to be implemented during 2023-25.

- Support joint Tasmanian Suicide Prevention Strategy 2023-27 Implementation Plan activities with the Department of Health, Tasmania.
- Participate in state-wide and regional governance and working groups to drive whole-of-government suicide prevention policy, funding, implementation, evaluation and reporting
- Maintain ongoing engagement with Tasmanian Suicide Prevention Network Committee and other suicide prevention sector stakeholders.
- Participate in the PHN community of practice for suicide prevention.
- Plan and implement universal aftercare services, including extended and improved referral pathways.

Community response to eliminating suicide

Aim of activity

The aim of this activity is to work with Kentish Council to provide local community education under the Community Owned Response to Eliminating Suicide (CORES) Program in Tasmania.

Description of activity

The activities outlined below are planned to be implemented during 2023-25.

- Commission Kentish Regional Clinic to deliver CORES suicide prevention training sessions and selfcare and mental health wellbeing workshops to Tasmanian communities.
- The training workshops are designed to provide individuals (aged 15 years+) and communities with essential skills and resources to identify and respond to a person at risk of suicide and build on community's capacity to eliminate suicide and develop a personalised self-care and mental wellbeing plan.